

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction																					
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																							
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/18/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:																					
2b. APPLICATION ID: 13SR144184	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:																					
5. APPLICATION INFORMATION																							
LEGAL NAME: New Orleans Council on Aging DUNS NUMBER: 164496333	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Tamika L. Warmington MPA																						
ADDRESS (give street address, city, state, zip code and county): PO Box 19067 2475 Canal Suite 400 New Orleans LA 70119 - 6543 County: Orleans	TELEPHONE NUMBER: (504) 821-4121 123 FAX NUMBER: (504) 821-1222 INTERNET E-MAIL ADDRESS: rsvp@noco.org																						
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 720634096	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Area Agency on Aging																						
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: RSVP of New Orleans																						
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Louisiana Opportunity #5 -New Orleans (Orleans Parish) Louisiana	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="LA 002"/> b.Program <input type="text" value="LA 002"/>																						
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: 15%;">a. FEDERAL</td> <td style="width: 15%;"></td> <td style="width: 15%;">\$ 102,633.00</td> </tr> <tr> <td>b. APPLICANT</td> <td></td> <td>\$ 43,985.00</td> </tr> <tr> <td>c. STATE</td> <td></td> <td>\$ 0.00</td> </tr> <tr> <td>d. LOCAL</td> <td></td> <td>\$ 43,985.00</td> </tr> <tr> <td>e. OTHER</td> <td></td> <td>\$ 0.00</td> </tr> <tr> <td>f. PROGRAM INCOME</td> <td></td> <td>\$ 0.00</td> </tr> <tr> <td>g. TOTAL</td> <td></td> <td>\$ 146,618.00</td> </tr> </table>	a. FEDERAL		\$ 102,633.00	b. APPLICANT		\$ 43,985.00	c. STATE		\$ 0.00	d. LOCAL		\$ 43,985.00	e. OTHER		\$ 0.00	f. PROGRAM INCOME		\$ 0.00	g. TOTAL		\$ 146,618.00	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		\$ 102,633.00																					
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18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.																							
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Howard L. Rodgers, III	b. TITLE: Executive Director	c. TELEPHONE NUMBER: (504) 821-4121 145																					
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12																					

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Executive Summary

An estimated 320 RSVP volunteers will serve in RSVP New Orleans (Orleans Parish) under the primary focus area of veterans and military families. They will assist veterans with housing searches, job training programs, provide financial literacy education, assist veterans with access to state and federal benefits, and support veterans with mental health access. They will serve a network of 25 volunteers stations such as the Volunteers of America of Greater New Orleans Transitional Housing Program, the Southeast Louisiana Veterans Health Care System (SLHCS), and Unity for the Homeless of New Orleans. RSVP Volunteer Stations in other focus areas and in community priorities will include the New Orleans Council on Aging, the Jewish Community Center-Respite Program, the New Orleans Museum of Art, Second Harvest Food Bank, Habitat for Humanity, Start the Adventure in Reading, the American Red Cross of Greater New Orleans, and New Orleans City Hall.

At the end of the 12-month performance period, RSVP of New Orleans will have assisted economically disadvantaged veterans, including homeless veterans, with transitioning into safe, healthy affordable housing; assisted economically disadvantaged veterans with job training and other skill development services. They will have increased the number of veterans placed in jobs and supported veterans with access to health care with a special emphasis on mental health care. RSVP of New Orleans volunteers will also serve meals to participants at senior centers, work as docents at local museums, provide tutoring to students reading below grade level, assist families in securing safe and affordable housing, help New Orleans residents with emergency preparedness and response, train seniors on ways to reduce falls in their homes, assist seniors at respite programs, and collect and distribute food to needy families and individuals in the New Orleans community. The CNCS federal investment of \$102,633 will be supplemented by \$43,985 of non-federal resources.

Strengthening Communities

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The Retired and Senior Volunteer Program (RSVP) of New Orleans provides volunteer opportunities for persons aged 55 and older at service organizations in the community. New Orleans (Orleans Parish) is home to one of the largest and busiest ports in the world and accounts for a major portion of the nation's refineries and production of petroleum. It has a research university (Tulane University) ranked in the top 50 as well as a half dozen other institutions of higher education, and is renowned for its cultural tourism.

New Orleans is the second largest city in Louisiana, located in southeastern Louisiana, straddling the Mississippi River. It is bounded by the parishes of St. Tammany (north), St. Bernard (east), Plaquemines (south), and Jefferson (south and west). Lake Pontchartrain, part of which is included in the city limits, lies to the north, and Lake Borgne lies to the east. It is a city known for its multicultural heritage, cuisine, architecture, music (particularly as the birthplace of jazz), and its annual Mardi Gras and other celebrations and festivals. The city is often referred to as the "most unique" city in America. According to the United States Census Bureau (2010), New Orleans population is 343,829 or seventy-six percent (76%) of its pre-Katrina level of 455,188 (July 2005). Orleans Parish has approximately twenty-four percent of the population living below the poverty level and is home to many veterans and military families with unmet needs.

According to the United States Census (2010), there are approximately 318,533 veterans living in the state of Louisiana. Of that number, 17,786 reside in Orleans Parish. The census defines a veteran as a man or a woman who has served (even for a short time) in the Armed Services, but not currently serving on active duty. Studies have shown that the most common veterans concerns are employment, healthcare, education and training, and housing and they are interdependent. Without proper education/training and employment, it is difficult for some veterans to find adequate housing.

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Also, if health conditions such as Post Traumatic Stress Disorder (PTSD) and substance abuse treatment are not attended to, it is difficult for some veterans to gain employment or sustain a household. According to "We Honor Veterans," about one third of the adult homeless population has served their country in the Armed Services. Currently, the number of homeless male and female Vietnam-era veterans is greater than the number of service persons who died during the war. A small number of Desert Storm Veterans are homeless. A national study by the Research and Development (RAND) Corporation found that nearly twenty percent of the service men and women returning from Iraq and Afghanistan have depression and/or Post Traumatic Stress Disorder (PTSD). Only about fifty-three percent of those with PTSD or major depression sought care for these conditions. More work is needed to increase access to behavioral health services and improve the quality of those services. Today's job market reflects the emergence of a new type of job seeker: recently separated military personnel (Felder, 2012). Veterans returning home face a broad array of challenges, which include readjusting to civilian life and joining the civilian workforce. Training and additional education may be needed to address the unique employment needs of transitioning veterans and military spouses.

The New Orleans Council on Aging (NOCOA) has an excellent track record and sound infrastructure to manage RSVP volunteers and RSVP volunteer stations. NOCOA staff has effectively managed RSVP Volunteers since 1975 (37 years) and will meet the needs of veterans by addressing the concerns of employment, healthcare, education and training, and housing of veterans and military families. RSVP New Orleans received a 2013 Relinquishment Fund Grant to help meet the needs of veterans and military families in Orleans Parish. RSVP of New Orleans volunteers will serve at the temporary Veterans Affairs Medical Center, assist homeless veterans at the Volunteers of America Transitional Housing Program, and assist with the Veterans Telephone Lifestyle Coaching Program (TLC).

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The New Orleans Council on Aging is tied to a huge network of community partnerships, which includes governmental agencies, other non-profit organizations, and grassroots organizations. These partnerships span federal, state, and local levels and will augment work with veterans and military families in Orleans Parish. RSVP volunteers, under the leadership of the New Orleans Council on Aging will assist economically disadvantaged veterans, including homeless veterans, transition into safe and healthy affordable housing; assist them with job training and other skill development services, job placement, and provide for an overall, healthy outlook with a special emphasis on mental health.

Service activities will include linking veterans with mental health access, supporting disabled and older veterans, helping veterans find secure housing, assisting veterans with access to state and federal benefits, working with the Department of Veterans Affairs programs, tutoring military connected children, coaching and counseling for veterans, and providing referral services to veterans. These service activities will ensure that veterans, their family members, and family members of active duty members will receive CNCS- supported assistance. These service activities include assisting veterans in pursuing educational and employment opportunities.

Recruitment and Development

We will work aggressively to recruit volunteers to serve in activities to assist veterans and military families. A recruitment plan will be developed to recruit senior volunteers over a 36- month period. We will partner with most of the Veterans Service Organizations (VSOs) within the New Orleans area such as Veterans of Foreign Affairs (VFW), The American Legion, and the Louisiana All Veterans' Association.

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We have the infrastructure to create high quality volunteer assignments in Orleans Parish. RSVP volunteers will be recruited to share their experiences, abilities, and skills to improve the New Orleans community. These plans include recruiting those who are veterans and family members of veterans. We will also recruit those who have worked with veterans in the past to serve as volunteers. These volunteers will be familiar with veteran livelihood and be sensitive to the needs of veterans. We could also pair up volunteer veterans with other veterans. This mutual exchange will be beneficial as a result of peer-to-peer engagement. For example, a World War II Veteran might be the inspiration needed for a Gulf War veteran to reconnect to the post war environment. As stated, members of military families will also be asked to serve as RSVP volunteers. A former spouse or adult child of a deceased veteran can counsel or provide other services to spouses and/or children of veterans still serving, or they can provide services to family members of veterans who lost their lives while serving on active duty. The ability to share their stories with other military families might be just what is needed to get their lives back on track. They could offer to read to children of military families at an after school program. These experiences, abilities, and skills are needed to create high quality assignments.

All volunteers will receive the training needed to be effective. We will ensure that the most highly qualified volunteers are recruited. Interviews will be set up between the RSVP staff and potential volunteers. If these volunteers meet the requirements of RSVP, they will be referred to the best agency/volunteer station serving veterans and military families that best matches their qualifications. The volunteer station personnel will then interview them to see if they are a good match for positions. Lastly, the volunteers will go through any training required by the volunteer station personnel. The RSVP staff will then follow up with the RSVP volunteer and volunteer station personnel after training to ensure that the volunteer positions are a good match for RSVP and that the volunteer assignments are meeting the identified needs of the veterans and military families.

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We will recruit multi-ethnic and multi-racial volunteers. Recruiting RSVP volunteers of different backgrounds allows us to strengthen services. According to the United States Census (2011), the population of New Orleans is 61% black, 35 % white, 2.9 % Asian, and other races make up the remaining 2.1%. There are 5.2% people of Hispanic origin living in Orleans Parish. To recruit additional Hispanic volunteers, the New Orleans Council on Aging staff will attend events sponsored by the Hispanic community such as Celebracion Latino and Carnaval Latino. The staff will attend these events to share information and connect with those of Hispanic origin who are passionate about serving their communities. At these events, the New Orleans will connect with those of Hispanic origin who are passionate with serving their communities. Our current Hispanic volunteers can help recruit additional Hispanic volunteers and we have recruitment materials that have been translated into Spanish.

Grassroots marketing is essential to recruit RSVP volunteers, so we plan to attend community events (faith-based, fraternal, etc.) to recruit volunteers. New Orleans is a very culturally rich city and always has events such as street fairs, music festivals, block parties, and historical celebrations. We have long standing relationships with groups and organizations such the Hispanic Apostolate of New Orleans and the Vietnamese Initiatives in Economic Training (VIET) organization. We will continue to work with these groups and organizations as well as others in the community. We will also reach out to civic organizations, grassroots organizations, and other community groups that serve disabled populations. These organizations include the Paralyzed Veterans of America (PVA), the Association of Retarded Citizens of Greater New Orleans (ARCNO), and the Mayor's Advisory Council for Citizens with Disabilities. We will use the media to help recruit diverse volunteers. Public Service Announcements (PSAs) will be sent to minority radio stations such as WFNO La Fabulosa and KGLA-

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1540 Radio Tropical. We will also send PSAs to local television stations. We will also contact local newspapers and newsletters to request that they feature a RSVP volunteer assisting veterans and military families. We also plan to reach out to local businesses such as supermarkets, doctors/dentist offices, barbershops, beauty salons, etc. to recruit highly qualified volunteers with diverse backgrounds.

The New Orleans Council on does not discriminate on the basis of race, color, religion, national origin, sex, age, sexual orientation, disability or any characteristic protected by law.

We will work very closely with our Advisory Council and other community partners to secure additional community resources to implement the Performance Measurement workplans. We currently has one member on the Advisory Council who is a veteran. We will recruit new members that are veterans and veterans' family members to serve on the Advisory Council. We are in the process of recruiting a military spouse of an active duty military member. The RSVP project director also plans to become a member of the Department of Veterans Affairs Voluntary Service (VAVS) Advisory Council. We will also work with other community partners who are meeting the needs of the veterans. The RSVP staff will also give presentations at retirement seminars held for soon-to-be retiring Louisiana state employees. Baby Boomers are a significant part of the growing older adult population and data shows that they are different from prior cohorts in education level, vocal/political power, and economic circumstances. In order to tap into this growing pool of volunteers, we will conduct special recruitment seminars targeting businesses in Orleans Parish. At least once per month, we will go to a different business to recruit baby boomers for the program. These recruiting ideas will be in addition to the other recruitment at churches, senior centers, and other community sites. We plan to hold a volunteer recruitment fair in July 2013 to reach out to baby boomers. Many baby

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boomers are adult children of veterans that served during World War II.

The New Orleans Council on Aging has plans and the infrastructure to retain and recognize RSVP Volunteers. We have retained and recognized RSVP Volunteers in Orleans parish for over thirty-seven (37) years. We host an annual volunteer luncheon for its volunteers. We mail birthday cards to the RSVP volunteers. The RSVP volunteers will also receive the "RSVP Quarterly" newsletter, which will be mailed out four times per year. The RSVP volunteers also receive ongoing informal recognition such as telephone calls and visits at their volunteer stations just to say thank you. We plan to have a separate recognition event to honor volunteers serving in our primary focus area of veterans and military Families. This special recognition event will be held during the week of Veterans Day in 2013 (November 11 - November 15).

Program Management

The New Orleans Council on Aging will effectively manage RSVP Volunteer Stations to ensure they are in compliance with RSVP program regulations and applicable laws. RSVP volunteers will be recruited to serve at volunteer stations that fall within the primary focus area of veterans and military families. RSVP volunteers will serve at the temporary New Orleans Veterans Affairs Medical Center. The New Orleans Veterans Affairs Medical Center has been closed since Hurricane Katrina. The medical center experienced severe flooding forcing the evacuation of patients and staff. In 2014, New Orleans, Louisiana will open a state of the art medical center for veterans. The Southeast Louisiana Veterans Health Care System Replacement Medical Center Project will create an environment that honors veterans and their families. As a model for health care of the future it will set the standards for patient-centered care, flexibility, and sustainability. While the building for this great new facility has started, it still will be another one and one-half years before it opens. We are in the process of forming new partnerships with Veterans Service Organizations in the New Orleans area, and the agency will

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also serve as a community partner to the new Southeast Louisiana Veterans Health Care System Replacement Medical Center when it opens.

According to the Department of Veterans Affairs, there are a total of 304,900 veterans living in the state of Louisiana (September, 2010). The majority of these Louisiana veterans (75.9%) were wartime veterans. It is estimated that 40% of these veterans served in the Gulf War and another 41% served in the Vietnam War. Calculations show that 35% of Louisiana Veterans are over the age of 65. Veterans use a number of programs provided through the Department of Veterans Affairs and through other organizations. These services include health care, home loans, educational benefits, and compensation and pension. New Orleans Council Aging, RSVP volunteers will assist with preserving the past of the veterans, eliminating issues of the present, and developing pathways to the future of veterans in New Orleans, Louisiana. RSVP New Orleans volunteers will serve at the temporary Veterans Affairs Medical Center, assist homeless Veterans at the Volunteers of America Transitional Housing Program, and assist with the Veterans Telephone Lifestyle Coaching Program (TLC). All new and existing RSVP volunteer stations will be educated about Senior Corps and its strategic plans to support veterans and military families. This will help to ensure that the volunteer stations and that RSVP New Orleans have the same goals to meet community needs. All RSVP volunteer stations are asked to sign a Memorandum of Understanding (MOU). In turn, RSVP will recruit, interview, and enroll RSVP volunteers and refer volunteers to the volunteer stations. RSVP volunteer stations will provide orientation to the volunteer station staff prior to placement of volunteers, and at other times, as the need arises. Volunteers will be referred to volunteer stations on an ongoing basis. All volunteer activities at the RSVP volunteer stations will be monitored periodically to assess and/or discuss needs of volunteers and the volunteer stations. The RSVP Project Director and RSVP Coordinator will visit each volunteer station at least one time each month. The RSVP staff will use the Volunteer Reporter

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software to manage information on volunteers including contact information, ages, years of service, hours served, and other statistical information. We will work very closely with the advisory council and other community partners to secure additional resources to implement the veterans and military families work plans. The RSVP project director also plans to become a member of the Department of Veterans Affairs Voluntary Service (VAVS) Advisory Council. We will also work with other community partners who are meeting the needs of veterans and military Families. RSVP volunteers will also be recruited to serve at RSVP volunteer stations that are within the other focus areas of Education, Healthy Futures, Disaster Assistance, and Economic Opportunity. We will recruit RSVP volunteer stations that to help community priorities and other national performance measures. RSVP of New Orleans volunteers will also serve residents of nursing homes, serve meals to participants at senior centers, serve as docents at local museums and cultural attractions, serve as reading tutors to students reading below grade level, assist families in securing safe and affordable housing, help New Orleans residents with emergency preparedness and response, train seniors on ways to reduce falls in their homes, assist seniors at respite programs, and collect and distribute food to families and individuals in need in the New Orleans community.

RSVP New Orleans has been in existence since 1974. The program has seen many policy and programmatic changes at the national level over the past 38 years. RSVP New Orleans staff and the RSVP volunteers have always met the requirements of these policy changes. As the Corporation for National and Community Service (CNCS) moves towards National Performance Measures and Capacity Building outputs, some of the current RSVP volunteer stations do not fall within the new program regulations. These volunteer stations will be phased out of RSVP of New Orleans. These stations will be notified in April, 2013 that they will no longer be considered RSVP Volunteer Stations on June 30, 2013. The RSVP staff will work very closely with the staff of the volunteer stations

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transitioning from RSVP to develop plans for the volunteers at these sites. These plans will include, asking RSVP volunteers to serve at other service stations that fall within the new program regulations, developing capacity building service activities at the current volunteer stations, or discussing ways the former RSVP volunteers can serve outside of RSVP. Some of the current RSVP volunteers in Orleans Parish area serve in meaningful service, but those service activities do not fall under the new program guidelines. These volunteers, mostly volunteers that have been with the program for many years, will be encouraged to keep up their volunteer work. Studies have shown that volunteering provides not just social benefits, but individual health benefits as well. Those that volunteer have lower mortality rates, greater functional ability, and lower rates of depression later in life than those who do volunteer (CNCS, 2006). These volunteers will be reminded of the benefits of volunteering, and they will be encouraged to keep performing their service activities.

The New Orleans Council on Aging will ensure that National Performance Measure outputs and outcomes are collected and measured. Specific targets will be set to ensure that the needs of veterans and military families are met. Performance will be assessed on many different levels. RSVP volunteers, RSVP volunteer station supervisors, program recipients, schoolteachers, and the RSVP advisory council members will complete these assessments. These assessments will include self-assessments, surveys, and interviews. The New Orleans Council on Aging will also use pre and post standardized scores to measure the effectiveness of school tutoring programs. The RSVP advisory council members conduct an annual assessment to review the performance of RSVP. This evaluation is completed in July of each year. Surveys are given to volunteers and volunteer stations and advisory council members participate in a self-assessment. These assessments are used to generate new ideas and reorganize goals and objectives for the upcoming fiscal year. The assessments will also be used to promote ongoing community awareness of and support for the project. The results of the project

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accomplishments and impact to the community will be disseminated to volunteer stations, volunteers, funding supporters, and other community agencies. This will ensure that the community perceives the project as a leader in effectively meeting critical community needs and that the community perceives RSVP volunteers as active seniors who meet critical community needs.

The New Orleans Council on Aging has effectively managed project resources, both financial and in-kind for many years. The agency keeps fiscal records to document line item expenditures, monies generated by fundraisers, and non-federal monies or in-kind contributions. Each program of the agency is also required to keep copies of all financial transactions made by the programs to cross-reference with the accounting department. We use Cougar Mountain Danali accounting software. The software is a fully integrated accounting and financial management software package designed for nonprofits. The accounting software is within full conformance with GAAP (Generally Accepted Accounting Principles) as mandated by FASB (Financial Accounting Standards Board). The New Orleans Council on Aging comptroller meets with program directors on an ongoing basis to monitor the efficiency and effectiveness of the programs' financial resources. An independent auditor (Casio & Schmidt, LLC) reviews the agency's overall budget once per calendar year. The New Orleans Council on Aging is not delinquent on any federal debt and has never been in the agency's history.

Organizational Capability

The New Orleans Council on Aging, Retired and Senior Volunteer Program, conducts a self-assessment once per fiscal year. The sponsor, project staff, and Advisory Council all contribute to the effectiveness of the RSVP project. The project assessments help the RSVP staff review performance measurements, volunteer recruitment, volunteer support, resource development, and project management. Feedback from the yearly assessment is used to develop new short-term and long-term goals. The Retired and Senior Program strives to continue to improve the program based on the

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feedback received from assessments of the program.

RSVP New Orleans staff positions include a Project Director and a Volunteer Coordinator. The RSVP Director and Volunteer Coordinator will be responsible for handling all aspects of the program. The Project Director is responsible for the management of RSVP. The Project Director selects, trains, and supervises, and works with the sponsor staff, community advisory council members, and RSVP volunteer stations. The RSVP Director also collaborates with other RSVP directors and officials of the Corporation for National and Community Service (CNCS) in program planning and implementation. The Project Director is responsible for public relations and maintenance of program records. The RSVP Volunteer Coordinator acts as a liaison between RSVP and the volunteers and their supervisors at the volunteer stations. The Volunteer Coordinator also performs daily office tasks such as filing, recording, maintaining records, handling incoming and outgoing telephone calls, copying, posting, and other similar duties. The Executive Director of the New Orleans Council on Aging supervises the Director of the Retired and Senior Volunteer Program. The Executive Director is also responsible for all programmatic and fiscal aspects of RSVP. Howard L. Rodgers III, the Executive Director of the New Orleans Council on Aging holds a Master's Degree in Social Work and has over thirty years of serving the senior citizens of Orleans Parish. The present Project Director, Tamika L. Warmington has a degree in Sociology, Minor in Psychology, and a Master's degree in Public Administration (MPA) all from the University of New Orleans. She has worked with RSVP New Orleans for over twelve years. Warmington started out as an Outreach Worker and was promoted to Program Coordinator after six months of employment. She became the Project Director of RSVP in 2001.

The New Orleans Council on Aging has an excellent track record in assisting veterans and military families, seniors, managing volunteers, and measuring the performance of its programs. Many of the

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New Orleans Council on Aging clients are veterans or family members of veterans. Veterans receive meals through the Meals on Wheels and Congregate Meals programs, veterans participate in Senior Center programs, family members are actively assisting aging and disabled veterans with the National Family Caregiver Program, and a portion of the current RSVP volunteers are veterans. We have successfully managed RSVP volunteers for over 37 years, and the agency has managed volunteers with the Senior Companion Program (SCP) for over 23 years. The New Orleans Council on Aging also accepts volunteers to help with special projects. These volunteers include high school students, university students, and other community members of all ages and of diverse backgrounds. The New Orleans Council on Aging measures the performance of all its programs to ensure that the agency is meeting the needs of the seniors, volunteers, and overall community. The New Orleans Council on Aging measures performance through surveys, interviews with clients, and interviews with members of the community. The New Orleans Council on Aging Board of Directors, Program Committee, also measures the effectiveness of the agency's programs.

The New Orleans Council on Aging has maintained a strong organization for over 38 years. The agency is located in the area known as Mid City of Orleans Parish, on Canal Street, which is a major thoroughfare. We are easily accessible by public transportation. The New Orleans Council on Aging, incorporated in 1974 is a private, non-profit corporation that serves as the Area Agency on Aging for Orleans parish. As such, it is responsible for seeing that a comprehensive and coordinated assortment of social, recreational, educational, employment and nutritional services are made available for all persons aged 60 and over in the City of New Orleans. The New Orleans Council on Aging successfully manages several programs. In addition to the Retired and Senior Volunteer Program, the New Orleans Council on Aging provides the following services: Information and Assistance, Congregate Meals, Home Delivered Meals, Senior Centers, the National Family Caregiver Program, Utility

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Assistance, Legal Services, the Senior Companion Program, and In-Home Services including Homemaker, Personal Care and Respite. The Corporation for National and Community Services primarily funds the Retired and Senior Volunteer Program and the Senior Companion Program. The New Orleans Council on Aging receives funds through the Louisiana Governor's Office of Elderly Affairs (GOEA), from the City of New Orleans, and from grants received through various local and federal agencies. The New Orleans Council on Aging has top of the line equipment including the latest accounting software, programmatic software, and information technology to ensure that the needs of the clients, community, and volunteers are met. The New Orleans Council on Aging is audited by Cascio and Schmidt, LLC annually. The last audit was completed on June 30, 2012. Cascio and Schmidt, LLC found that the New Orleans Council on Aging year ended in conformity with accounting principles generally accepted in the United States of America. The Board of Directors establishes policies governing all aspects of the New Orleans Council on Aging regulations. These policies are in compliance with the state and federal regulations. Additionally, the Board of Directors complies with policies established by the Louisiana Governor's Office of Elderly Affairs. The Board of Directors employs a paid full-time executive director, who shall be qualified by education and experience.

The New Orleans Council on Aging Retired & Senior Volunteer Program works with local leaders to ensure input into the program. Some of these members serve on the RSVP advisory council. RSVP New Orleans plans to continue the progressive development of the RSVP advisory council to represent the whole community and to provide advice on community needs. The purpose of the RSVP Advisory Council is to provide significant support to senior volunteers and to utilize their wealth of experience for the betterment of the community. The Project Director serves in an ex-officio capacity. Advisory Council membership shall be chosen to be representative of the community. At least 25% of the

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members shall be 60 years of age and older and at least four Advisory Council members should be RSVP volunteers. One Advisory Council member shall also be a member of the New Orleans Council on Aging Board of Directors. Advisory Council members attend quarterly meetings, help with all fundraisers, serve and acknowledge the contributions of the RSVP volunteers at the annual volunteer recognition luncheon and at all other recognition events. Advisory Council members also assist with recruitment of potential new volunteers and volunteer stations, and collaborate on securing external funding.

The New Orleans Council on Aging will adequately sustain the non-federal share of \$43,985. The New Orleans Council on Aging has invested a huge share of its resources into the Retired and Senior Volunteer Program (RSVP) of New Orleans for over 37 years, and will continue to do so during future grant periods. RSVP New Orleans formerly received a portion of its non-federal share through the Louisiana Governor's Office of Elderly Affairs (GOEA), but the funding was discontinued in 2009. The federal share of funding for RSVP was also reduced by 20% in 2010. While other RSVP programs in Louisiana and others across the United States relinquished their programs, it was never an option for the New Orleans Council on Aging to relinquish its RSVP. RSVP New Orleans has been a fixture with the New Orleans Council on Aging and in Orleans Parish for many years. The Executive Director of the New Orleans Council on Aging vowed to assist RSVP New Orleans in remaining a fixture in the community. The New Orleans Council on Aging will always ensure that at least the minimum non-federal share is met, but the agency plans to go beyond the required match. The New Orleans Council on Aging Grant Writer, Marla Chirdon, will be responsible for seeking additional grants for RSVP. The RSVP Advisory Council and the New Orleans Council on Aging Board of Directors will organize fundraisers. The goal is to secure at least \$50,000 each fiscal year. The NOCOA grant writer is seeking new grant opportunities on a regular basis. The RSVP Advisory

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Council is planning to conduct fundraisers throughout the year. The RSVP Advisory Council members also solicit local businesses to receive in-kind donations and cash for RSVP recognition events. In 2012, the New Orleans Council on Aging received \$24,500 in grant funds through the Corporation for National and Community Services Relinquishment Fund grant fund. RSVP New Orleans also received a \$1500 grant through the Medicare Diabetes Screening Project grant fund.

The New Orleans Council on Aging will support the Retired and Senior Volunteer Program (RSVP) with Other Volunteer Support Costs including space, computer networking services, and telecommunications. The New Orleans Council on Aging will also ensure that RSVP is able to produce the "RSVP Quarterly" newsletter. The newsletter was discontinued after budget cuts in 2009 and 2010. The New Orleans Council on Aging realizes that the newsletter is a valuable asset for the RSVP volunteers and the community as a whole. The "RSVP Quarterly" also assists with recruiting, retention, and it helps to tell the story of national service in Orleans Parish. The New Orleans Council on Aging plans to restart the "RSVP Quarterly" in July, 2013. The New Orleans Council on Aging will also work with the RSVP Volunteer Stations to meet the required non-federal match. RSVP Volunteer Stations will be asked to assist with meal reimbursements or provide meal vouchers for RSVP Volunteers. RSVP Volunteer Stations will also be asked to provide travel reimbursements to volunteers. This arrangement between RSVP New Orleans and RSVP Volunteer Stations has worked very well in the past. RSVP New Orleans always stress that some senior volunteers may not have the means to serve without the assistance with meals and/or travel reimbursements.

Other

RSVP New Orleans has already formed a relationship with one of the agencies discussed in the Primary Focus Area of Veterans and Military Families. The Retired and Senior Volunteer Program (RSVP) partnered with the Volunteers of America (VOA) Veterans Transitional Housing Program for

Narratives

MLK Day 2012. In honor of Dr. Martin Luther King Jr.'s Holiday, the Retired & Senior Volunteer Program of New Orleans, LA held a 6-week (December 1-January 13) Canned Good Food Drive. RSVP volunteers from the Arthur Monday Senior Center, Harmony House Senior Center, Pontchartrain Park Community Center, and the RSVP Advisory Council collected food from their family and friends. The non-perishable food items were distributed to the Volunteers of America of New Orleans, Transitional Housing program in New Orleans, LA on Friday, January 13, 2012 at 1:00 pm.

Number of volunteers: 55 RSVP Volunteers and Hours Served: 300

Community Partnerships: Arthur Monday Senior Center, Harmony House Senior Center, New Orleans Council on Aging, Pontchartrain Park Community Center, VOA Veterans Transitional Housing Program Accomplishments: Over 450-500 nonperishable food items were donated to the Volunteers of America of New Orleans, Transitional Housing program.

PNS Amendment (if applicable)

Not applicable at this time.