

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: 13SR144400	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:
5. APPLICATION INFORMATION		
LEGAL NAME: HandsOn Northwest North Carolina DUNS NUMBER: 016465905		NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Amy Lytle
ADDRESS (give street address, city, state, zip code and county): 690 Coliseum Dr Winston Salem NC 27106 - 5311 County: Forsyth		TELEPHONE NUMBER: (336) 724-2866 FAX NUMBER: (336) 724-4467 INTERNET E-MAIL ADDRESS: AmyLytle@HandsOnNWNC.org
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 260824793		7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based Organization Local Affiliate of National Organization Volunteer Management Organization
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):		9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program		11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP of Forsyth and Stokes County
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Bethania, Clemmons, Kernersville, Lewisville, Rural Hall, Tobaccoville, Walkertown, Winston-Salem--Forsyth County; Danbury, King, Walnut Cover--Stok		11.b. CNCS PROGRAM INITIATIVE (IF ANY):
13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 04/01/16		14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="NC 012"/> b.Program <input type="text" value="NC 012"/>
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
a. FEDERAL	\$ 59,434.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO
b. APPLICANT	\$ 46,397.00	
c. STATE	\$ 0.00	
d. LOCAL	\$ 46,397.00	
e. OTHER	\$ 0.00	
f. PROGRAM INCOME	\$ 0.00	
g. TOTAL	\$ 105,831.00	
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: Amy Lytle	b. TITLE:	c. TELEPHONE NUMBER: (336) 724-2866
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12

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Executive Summary

HandsOn Northwest North Carolina seeks to become the sponsoring agency for RSVP in Forsyth and Stokes County, working at the request of and in partnership with the current host. HandsOn NWNC's mission of strengthening the community by building the capacity of local organizations and increasing volunteerism in a six-county area that includes Forsyth and Stokes makes it a natural "home" for RSVP. We enjoy the benefits of a strong partnership with the current host, existing relationships with current RSVP stations, a recognized expertise in volunteer management and engagement, and the resources of the national HandsOn Network. HandsOn NWNC plans to engage 600 RSVP volunteers (slightly over 80% of the current number,) in re-aligned stations. Critical community needs within Forsyth and Stokes Counties are identified by Forsyth Futures (a local data-collecting organization that tracks 43 community indicators in 6 areas that align with the RSVP areas,) Second Harvest Food Bank, AARP, the Senior Power Think Tank, and the Area Agency on Aging. These research-based organizations have identified the following critical issues: food insecurity among all ages, medical and general transportation for elderly citizens aging in place, veterans and military support, and educational outcomes. These areas align with the CNCS Core Focus Areas of Healthy Futures, Veterans and Military Families, and Education. HandsOn NWNC is requesting \$59,434 in funding from CNCS to continue to implement a RSVP program that engages volunteers 55 and older with these key community issues.

Strengthening Communities

Forsyth County and its county seat, Winston-Salem, are the fourth-largest county and city in the state of North Carolina. Proud of its claim as the first city in the United States to form an Arts Council (1949), Winston-Salem is known for its fine universities and internationally-recognized medical facilities. Winston-Salem's population of approximately 230,000 (2010 US Census) represents an increase of nearly 24% from year 2000, more than double the rate of the national population increase

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of 9.7%.

Forsyth County's population of nearly 351,000 (2010 US Census) grew 14.6% from year 2000 to 2010. The majority of this growth occurred in the age 60+ population segment, which grew 28% from 2000 to 2010. This segment is projected to grow 32% from 2010 to 2020, and 55% from 2010 to 2030. Conversely, growth in the age 20 -- 59 segment decreased from 14% in 1990-2000 to 9% in 2000-2010. Growth is projected to slow even more, to 3% over the next ten years and to 2% from 2020 to 2030. Growth in the birth -- age 19 segment has remained steady since 1990 at 18% each decade; however, it is projected to slow to 5% over the next ten years, then pick up slightly at 7% from 2020 to 2030.

Retirees and their age cohort are attracted to the area's temperate weather, numerous outdoor year-round recreational activities, excellent medical care, reasonable cost of living, public transportation, and rich cultural outlets. Countywide, 18.5% of the population is age 60 and older (nearly 65,000 individuals) and 25.6% of the population is age 55 and older (nearly 90,000 individuals). With respect to diversity in the population, African Americans comprise 26% of the county's population, with Hispanic / Latino persons accounting for nearly 12% and a very small (but growing) percentage of Asian persons reside in the area (1.9%).

Smaller municipalities surround Winston-Salem in Forsyth County, including Clemmons, Kernersville, Lewisville, Walkertown, and Rural Hall. The county is characterized with a balance of urban neighborhoods, revitalized downtowns, pastures, and farmland.

Forsyth County's economy has fared no better than the rest of the nation during the current economic

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downturn. The tobacco and textile industries that were the backbone of the local economy in past decades have declined. However, innovation from the area's medical biotech industry is leading a modest surge of development in the knowledge-based economic sector. As of the first quarter of 2012, the unemployment rate declined to 8.8% from the 2011 annual rate of 10.0%.

Neighboring Stokes County has a population of nearly 47,500 (2010 U.S. Census). The county's landmass is part of the ancient Sauratown mountain range. The small towns of King, Walnut Cove, and Danbury are dotted across this mountainous county. Stokes County has no public transportation system and only one hospital, located in Danbury. Almost 77% of the population is classified as rural. Minorities represent 7.1% of the county's population. Countywide, 22.6% of the population is age 60 and older (nearly 11,000 individuals) and 30.0% of the population is age 55 and older (14,205 individuals). The tobacco farming and logging that once provided this county's economic base have been downsized significantly due to governmental regulations and health and environmental issues. The first quarter 2012 unemployment rate in Stokes County was 9.1%, a slight decrease from the 2011 annual rate of 9.7%.

RSVP's connections within the two-county area have developed over a thirty-year association with policy-making bodies at the county and municipal level through its current host, the Area Agency on Aging (AAA) and the Piedmont Triad Regional Council (PTRC.) Because the PTRC and AAA hold oversight for such a large number of human service agencies in the area, RSVP has been able to leverage its association with AAA and hold seats on most, if not all, the decision-making committees and organizations relevant to implementing vital programs to meet community needs. RSVP attends regular meetings with the following agencies: the Forsyth County Aging Services Planning Committee, the Stokes County Aging Planning Committee, Forsyth in Motion (the planning and

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implementation committee of the city and county transportation divisions), the Senior Power Think Tank, the Regional Advisory Council on Aging, the Hospice and Palliative Care Interagency group, the Coalition of Ministries for Older Adults, the AAA's Health & Wellness unit, and the Piedmont Triad Sustainable Communities Forum, among many others. These meetings are attended by representatives from key service providers and collaborators such as United Way, the Department of Social Services, the Public Health Department, Senior Services, the Sticht Center on Aging and Rehabilitation (of Wake Forest Baptist Medical hospital), Family Services, adult care facility managers, the city and county transportation departments, city planning, the Mayor's office, and the Chambers of Commerce. The plan is for the new RSVP director, working under HandsOn, which has its own connections with many of these organizations in Forsyth and Stokes, to continue to attend these meetings with the support of the AAA/PTRC during the transition period. In the past fifteen years, RSVP has tripled volunteer enlistment to more than 700 unduplicated volunteers in 2012. RSVP volunteers served more than 156,000 hours and drove more than 470,000 miles in the twelve month period from July 2011 through June 2012, growth that was fostered by the power of these relationships.

HandsOn seeks to build on this success as the new, natural home for RSVP and is poised to strengthen the program within the community by aligning more closely with the new focus areas of RSVP.

HandsOn NWNC was founded in October 2007, and provides a variety of services that "make it easy to make a difference." We are a one-stop-shop for citizens looking to become engaged in the nonprofit sector, either as a volunteer, board member, or civic/social entrepreneur, while also providing a wide variety of training and technical assistance opportunities that help current staff and board members become more effective in their work. Working within a network of approximately 400 different nonprofits with missions across the service spectrum, HandsOn NWNC engaged more than 3,000

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volunteers of all ages in meaningful volunteer service in 2011. These engagements efforts are led by our implementation of HandsOn Connect, the national HandsOn Network's proprietary, cloud-based, online volunteer matching portal powered by Salesforce.com (which has built-in RSVP tracking functionality,) and the work of our HandsOn Corps VISTA member, who works to engage students, parents, and neighbors as volunteers within a specific low-income school and surrounding neighborhood in Winston-Salem. HandsOn NWNC is also the area's lead agency for National Days of Service, including well-established MLK Day of Service and 9/11 Day of Service and Remembrance programming. Our work includes partnerships with organizations that are active in each of the six core Focus Areas for RSVP; as an example, earlier this year, HandsOn began co-convening the Veteran's Resource Network, a collaborative community of local service providers working to expand their capacity to support veterans and their families.

From November 2012 through March 2013, under the existing sponsorship of the PTRC, our local RSVP will take the steps necessary to realign volunteer support more firmly under the six Focus Areas outlined by the CNCS 2011-2015 Strategic Plan. This will include the cessation of support for volunteers currently deployed in hospitals and disengagement from stations outside the Primary Focus Areas where less than twenty volunteers hold placements. The goal is to streamline the program from more than 700 unduplicated volunteers to approximately 600 volunteers. This work will be completed before HandsOn begins its sponsorship of the program in April 2013, so that we can focus entirely on building the infrastructure to support work within the CNCS focus areas of Healthy Futures, Veteran's Support, Education, and Capacity-Building. Our performance measures in these areas are based on goals and and outcomes achieved in prior years by the PTRC.

This focus will include significant expansion in the areas of Veterans and Military Families and

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Education, areas where HandsOn has strong, pre-existing relationships with organizations that can easily become RSVP service stations. Although our Performance Measures in both of these areas for next year are modest, HandsOn does expect to grow these targets within Year 2 and 3 of the grant. HandsOn's reputation in the community for our excellent capacity-building and volunteer management programming will allow us to work closely with potential new stations to ensure quality placements for volunteers, as well as strong community outcomes, from the outset. This programming includes a regular slate of training and workshop offerings in a wide variety of volunteer management, as well as general nonprofit management and governance topics, all of which will be available to RSVP stations. (We offer dozens of workshops each year that engage hundreds of nonprofit professionals, volunteers and board members; many of these are held in partnership with Wake Forest University's Institute for Public Engagement.) In addition, HandsOn will be able to craft additional training explicitly for RSVP stations, including topics focused on the identified outcome areas and local aging trends, bringing in the most up-to-date research from Forsyth Futures, a long-time HandsOn partner organization. Our Primary Focus Area will continue to be Healthy Futures, with many of our outcomes falling within the aging in place, food and nutrition, transportation, and companionship Performance Measures. Working together with the RSVP advisory council, which will carry over from the PTRC (and even include the current RSVP director after she transitions out of the RSVP program,) HandsOn will critically assess the need to develop feasible programming in the Focus Areas of Disaster Services, Economic Opportunity, and Environmental Stewardship, as well as other Community Priorities in years 2 and 3.

Another benefit to transitioning the program to HandsOn will be in leveraging the contacts and relationships that HandsOn has within the African-American and Latino community. For example, our Neighboring Collaborative works with students, parents, and neighbors in the Waughtown

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neighborhood in and around Forest Park Elementary School, a Title I neighborhood school with a majority Spanish-speaking population. We anticipate that this school, along with some additional partners within the Collaborative, will become RSVP a station within the area of Education. This collaborative has been led for the past three years by our VISTA member, who currently is someone that also has spent most of her life within grassroots and service organizations within the African-American community. HandsOn looks forward to bringing these two streams of national service-- RSVP and VISTA--together under one roof to increase the capacity of each other's programming, while also strengthening the diversity of populations participating in their programs. In addition, we have strong partnerships with both the Hispanic League and Urban League, along with other nonprofit and civic organizations with large networks within traditionally under-served and minority populations. HandsOn was founded on an ethic of "doing with" rather than "doing for," which speaks directly to our desire to widen and deepen the population of volunteers within our service area, both inside and outside the RSVP program. Our RSVP work plans for 2012-2013 reflect the diversity of talent, experience, and demographics we plan to attract in the future by being much more intentional about the areas in which RSVP operates, the outcomes it seeks, and the partners it pursues.

Due to the extent of our network and our role as a community convener, the transition to HandsOn also brings with it additional networking and promotional opportunities for RSVP, just one of the reasons PTRC sought out us for this new role. For example, HandsOn's leadership role within the Piedmont Region Association of Volunteer Administrators provides an outlet for targeted recruitment and placement where community needs are most critical. Other examples would be our leadership in co-convening the Forsyth County Veteran's Resource Network, and the newly-launched Peer Philanthropy Network, which involves dozens of fundraising professionals from across the sector. HandsOn's daily work brings together nonprofits to address crucial community needs, while

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leveraging the power of volunteers to bring additional resources to those needs. The work of RSVP would be highlighted regularly in our e-newsletter, The Nonprofit Connection, which reaches the inboxes of over 900 nonprofit professionals, board members, and volunteers each month, enjoying an open and click-through rate that is nearly twice the industry average. This exposure will broaden the reach and heighten the community awareness of RSVP, even as the program itself focuses more narrowly on a core set of community outcomes. RSVP will become more of a player within the "sandbox" of these core issues, surely one of the outcomes important to CNCS.

Recruitment and Development

RSVP's first goal will be to ensure a smooth transition of sponsorship from the PTRC AAA to HandsOn NWNC, with minimal disruption to volunteers and stations that will be staying within RSVP after the PTRC "graduates" sites prior to April 2013. Under the AAA's sponsorship, RSVP volunteers attached affiliation more strongly to their service stations than to the RSVP project. Under HandsOn's sponsorship, educating volunteers to identify more strongly with RSVP will be accomplished by building an RSVP community identity within an organization that already has a more focused mission on volunteers and volunteering and by maintaining regular communications in a variety of media that it already employs to engage thousands of volunteers each year.

The current RSVP database contains email addresses for slightly more than half the current volunteers. In the first newsletter of 2012, which was mailed with the quarterly mileage reimbursement checks, more than thirty volunteers responded to the request to provide their email address. Many more volunteers may be email-enabled which will provide an inexpensive way to communicate and build RSVP identity. Volunteers with e-mail will be able to sign up for The Nonprofit Connection, which is built on Constant Contact technology. This same technology will allow HandsOn to send RSVP-specific e-mails to RSVP volunteers, as well as to include RSVP

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volunteers in e-mails that are of interest to the more general volunteer pool (more than 1,000 volunteers are currently in the Constant Contact database.) In addition, HandsOn will be tracking all RSVP volunteers through the RSVP module in HandsOn Connect, which was created in response to the demands of the hundreds of HandsOn affiliates that house RSVP programs.

HandsOn still plans to distribute a brief printed newsletter three times a year only to those volunteers who don't have access to e-mail as a way of keeping these constituents aware of volunteer needs at existing and new stations, and to publicize major senior and other community events of interest throughout the year. Other direct mail actions may include birthday cards, budget permitting (e-mail birthday greetings will definitely be sent for those who have e-mail.)

For those with online capability, the content of PTRC AAA's recently redesigned website for RSVP will be ported over to HandsOn and integrated with our site. Hands On will highlight stories from the volunteers' service experiences regularly, along with profiles featuring the needs of the stations and new outlets for volunteering. It will contain links of interest to seniors and already contains links to a community calendar. The HandsOn website is "wrapped around" the HandsOn Connect volunteer matching technology, which will contain profiles of all RSVP stations and allow seniors to sign up for RSVP opportunities directly on the site. The profiles also contain links back to the stations' own websites.

RSVP's current FaceBook page will be signed over to HandsOn, which has experience maintaining its own social media accounts. The Nonprofit Connection and all e-mails generated through Constant Contact can be immediately placed into both a Facebook and Twitter feed. The new RSVP director will benefit from HandsOn's experience with social media, and will be tasked with keeping the

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accounts up to date with more posts and features, encouraging the volunteers to participate in the online community and promote the benefits and satisfaction of being a volunteer. HandsOn's pre-existing blog site, launched as a volunteer engagement tool in support in our Days of Service and Neighboring efforts, is also an ideal means to solicit testimonials from both RSVP volunteers and the stations and serve as an additional community-building and promotional tool, engaging all of HandsOn's volunteers in one online community. Posts from this blog feed directly into the HandsOn Connect splash page within HandsOn's regular website. A yearly media plan will be implemented to capitalize on nationally designated themes. Newspaper articles and press releases to the local media will also promote recruitment among seniors who are new to the area.

In 2012, a new RSVP Volunteer and Station Manual was created and printed in color, along with a redesigned Volunteer Enrollment Form and Time & Miles Report. These materials will be provided to HandsOn from PTRC AAA in digital and print format for unlimited use going forward, with HandsOn able to tweak and update these materials as needed.

RSVP will have a presence at the many seasonal events and resource fairs geared to the seniors in the local communities, such as MLK Day of Service, 9/11 Day of Service, the Piedmont Plus Senior Games, among many others. Being able to take advantage of HandsOn's vast training expertise, RSVP can offer workshops with local Senior Services centers which will provide another significant outlet for recruitment and retention of senior volunteers. The Executive Director of HandsOn will leverage her connections in the volunteer administration community to the benefit of RSVP. She is a seasoned speaker and presenter, and regularly conducts workshops and seminars in a variety of venues in Forsyth and Stokes counties that will serve to promote RSVP's visibility. Recent research on the benefits and impact of volunteering will provide a meaningful presentation for engaging the

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volunteers into reflection of their own experiences and life enhancement through service outlets. The annual, community-wide volunteer recognition events held in both Stokes and Forsyth will bring together volunteers and stations to celebrate their contributions to the community. HandsOn has been the lead organizer for this event in Forsyth since HandsOn was founded, and, in 2013, already had plans to broaden and deepen this event by recognizing volunteers from across its service area. HandsOn had also been part of the team that had helped plan the Stokes event in 2011 and 2012. All of these connections will continue to serve RSVP well into the future.

HandsOn will rely in its experience in managing volunteer projects, engaging volunteers to work on key community issues, and strengthening the volunteer management capacity of local organizations in implementing the RSVP program. As mentioned, we engage more than 3,000 volunteers in meaningful volunteer service across the community. We will also bring to bear our experience in successfully managing a VISTA program, another federally-funded CNCS program. All of the organizational policies needed to be in place for RSVP have already been implemented in our VISTA program. Our VISTA program, though small, has had a big impact in our community in just three short years. It has been recognized within the HandsOn Network and the local CNCS State Office for its high-level of compliance, successful program outcomes, and fostering of regional leadership. HandsOn also has experience with managing federal funds passed down through the HandsOn Network to support its Days of Service programming, specifically the Martin Luther King Day of Service. We have a strong track record of closely managing funds and grants from both local and national funders, as well as federal sources. Although small when compared to the PTRC, HandsOn has demonstrated that we have the infrastructure in place to manage project resources in an accountable and transparent manner.

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In regards to station management, the new RSVP director will meet with every station manager within the first few months of assuming the RSVP project in April 2013. These meetings will focus on the realignment within the Primary Focus Area, review their RSVP MOUs to ensure that each station is within compliance, and communicate the need to refrain from prohibited activities. Since HandsOn has a history of working with many of the stations in a supportive, capacity-building role, we anticipate that these meetings will be positive and productive. There will be no difference in how we plan to manage stations both inside and outside of the Healthy Futures Primary Focus Area. Many of the tools identified in the Performance Measures that will be used to track progress towards the targets are already in use at each of these stations, and are already part of their reporting process. We will simply emphasize that data collection and tracking of outputs and outcomes is more important than ever before.

The predecessor RSVP program director was a welcome contributor on committees and boards with numerous civic and nonprofit groups, and it served as a mechanism of sustaining relationships with stations. To ensure a smooth succession, the new RSVP director will continue to attend monthly meetings and planning sessions with these groups. The RSVP Advisory Council will be convened as a way of introducing the new RSVP director and for discussion of immediate priorities. The new director will also work to actively strengthen and broaden the membership of this group in Year 1 and Year 2. HandsOn maintains an organizational membership with The Piedmont Regional Association of Volunteer Administrators (PRAVA), a resource that will serve to augment the new RSVP director's learning curve and promote networking opportunities and resources. In all of these conversations and contexts, the need for proper tracking to ensure that national performance measure outcomes are being measured and collected will be communicated so that all partners are aware of the new focus areas. There will also be much discussion about ways to best meet the goals of the community, both

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within and outside of the Primary Focus Areas. The groundwork for these discussions will be laid by the outgoing RSVP director, who has already developed and will be implementing a plan to graduate volunteer stations and minimize the disruption to current volunteers before the formal transition of the program occurs in April 2013.

HandsOn will be working directly with PTRC to ensure a smooth transfer of data between their current Volunteer Reporter software and HandsOn Connect. While both are powerful volunteer management and tracking tools that provide a detailed level of management for existing and new projects, it is predicted that HandsOn Connect should be able to take on much of the functionality currently handled by Volunteer Reporter. However, if that proves not to be the case (and it will be tested prior to the April 2012 start date,) PTRC will provide the Volunteer Reporter software to HandsOn at no cost other than assuming the annual fee for software upgrades.

Both the PTRC and HandsOn believe, based on extensive due diligence performed by both parties, that there is a strong infrastructure in place that will allow the program management of RSVP to transfer to a new host with only positive impact on the program.

Organizational Capability

Prior to submitting this application, HandsOn had extensive internal and external conversations about our capacity to properly manage the RSVP program and provide the adequate facilities, equipment, supplies, staff, and other support needed to run a successful program. These conversations began with current PTRC staff, who originally approached us with this opportunity, and extended to some of the managers of the largest current RSVP stations, two of whom already serve on HandsOn's Board of Directors. Guidance was also sought from HandsOn Network staff who are actively working with other affiliates who are both seeking and currently managing RSVP programs. Extensive internal

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assessment and thoughtful deliberation led to the decision by the HandsOn Board to pursue this opportunity.

The new RSVP director will report to the current Program Director of HandsOn, Kathy Davis, who currently manages HandsOn's capacity-building work and its special events, including Forsyth County's annual volunteer recognition event. Before coming to HandsOn, Kathy had extensive experience working in both local and county government in and around the Charlotte, NC area. She will be able to leverage nearly a decade of experience in administering and overseeing federal grants (primarily HUD-related) in her management of the RSVP program and its new director. In addition, the RSVP director will be supported by the HandsOn Executive Director, Amy Lytle, who has more than 15 years in the field of professional volunteer management, and is widely recognized for her expertise locally, state-wide, and nationally within the HandsOn Network. Prior to joining HandsOn NWNC, she served for nearly nine years with The Volunteer Center in Greensboro; during the vast majority of these years, she actively served on the RSVP Advisory Council for Guilford County. Amy has also served as the President of the North Carolina Association of Volunteer Administrators and has held volunteer leadership positions within the HandsOn Network.

The new director will also be able to count on support from the current RSVP director, who will remain on the advisory council even as she transitions to a new position within the PTRC. The PTRC has pledged to support the new director and HandsOn in any way it can, including lending its expertise in the form of their Finance Director, to help guide the financial aspects of the RSVP program. HandsOn will also be able to draw upon the expertise and vast experience of our board members, which includes two CPAs. The CPA currently serving as HandsOn's volunteer Treasurer has served with both the YMCA and Smart Start, both of which require active management of state and

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federal funds.

The CNCS grant and its local match provide basic salary and benefit funds, program operating costs, and cover some of the volunteer expenses for insurance and recognition. To cover volunteer travel reimbursement, the new RSVP director will continue to seek funding through grant requests to the NC Division of Aging, Home and Community Care Block Grants, Forsyth County's Elderly and Disabled Transportation program, and Winston-Salem DOT's New Freedom grant through the FTA. PTRC anticipates no significant issues in transferring these current funding sources over to HandsOn as the new fiscal agent for the program, and will work with them to ensure as smooth a transition as possible. HandsOn may also seek additional financial support from its current core funders, who have expressed support for their adoption of the RSVP program. Of course, additional funding sources will be researched and cultivated by the new RSVP coordinator. HandsOn will benefit from having a full three years to build up to the 30% local match required by CNCS, and believes its budget to be both adequate and conservative within its current funding model.

HandsOn has travel and expense reimbursement policies in place for all staff, and will tweak these to account for any changes that may be needed for the RSVP program. We plan to continue the volunteer travel reimbursement policies currently implemented by PTRC, making only small changes in Year 1. In addition, we plan to contract with our current, outsourced payroll provider to process the quarterly volunteer reimbursement checks and this cost is reflected in our budget.

Working closely with the PTRC has also helped guide HandsOn in creating the revised RSVP director position which was submitted separately as an attachment to this proposal. The leadership of HandsOn has a strong track record of quickly integrating new staff, including VISTA members, as

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part of its close-knit team that works in an entrepreneurial spirit to fulfill its mission. Based on this experience, we anticipate this new, FTE RSVP coordinator will encompass the following core areas: RSVP volunteer engagement and management; overseeing the relationship with RSVP stations; appropriate tracking and reporting of outputs, outcomes, and other statistics; guiding RSVP's connections with other community stakeholders; and exploring ways to leverage RSVP resources both within and outside other HandsOn programming.

As an organization that includes nonprofit capacity-building as part of our mission, HandsOn is acutely aware of the need to consciously "practice what we preach," and strive towards excellence in programmatic execution, governance accountability, and transparent financial stewardship. We have strong self-assessment and reporting mechanisms in place to help us in these efforts, and we report results annually not only to our current funders, but also to our board, other community stakeholders, and the nationwide HandsOn Network. HandsOn anticipates being able to smoothly integrate RSVP financial and programmatic management and reporting into those mechanisms. While we are still relatively small and new in comparison to the PTRC, we believe that the transition and refocusing of RSVP within HandsOn can only lead to it having an increased impact within our community. The revamped RSVP program will continue to benefit from the PTRC AAA's expertise and knowledge of the RSVP-eligible population and the issues facing older adults in our community. Likewise, it will benefit as well as from HandsOn's increased experience and focus on volunteer engagement and management and our strong relationships with service providers within our Primary Focus Area of Healthy Futures, as well as the additional areas of Education, Veterans and Military Families, and Capacity-Building.

Other

In addressing the needs of the seniors of Forsyth and Stokes Counties, this RSVP will employ a greater

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degree of empirical methodology to measure the impact of the hours of RSVP volunteers. It is clear that CNCS seeks to transform the RSVP program from one that has been more focused on the quality of the experience of the RSVP volunteer to one that is also intensely focused on the impact of those volunteers' hours. While continuing to ensure that RSVP volunteers have a positive experience, working to make sure that those experiences are also meaningful to the community is achieved by identifying and structuring projects from the outset that are objectively measurable. The new RSVP director will be trained in the development, administration, and statistical analysis of this application's performance measurement instruments to ensure that we are meeting our identified outcomes and targets. This will entail working with existing stations and volunteers to revamp tracking and reporting techniques, as well as implementing from the outset measurable projects with newly identified stations. It is expected that newly recruited volunteers within the revamped RSVP program will experience greater satisfaction working within the more aligned focus areas of Healthy Futures, Veterans and Military Families, and Education.

HandsOn NWNC, along with the PTRC's AAA, is excited about the possibilities presented by revamping the RSVP program and transitioning it to new leadership in Forsyth and Stokes Counties. While our goals are ambitious, we believe that they are achievable and within the capacity of HandsOn. We will work closely with the former sponsor, current stations and volunteers, and our large network of other service providers and volunteer leaders, to ensure that RSVP volunteers are engaged in meaningful volunteer service opportunities that speak directly to the Primary Focus Areas that are most crucial to our communities: hunger and homelessness, veterans' support, education, and the transportation and other needs of the elderly who are aging in place. The anticipated outcome of all of our efforts will be a RSVP program that is fully aligned with CNCS focus areas and is meeting the goals outlined in the performance measures section of this application. RSVP will be repositioned

Narratives

as a leader within the local service movement and will be able to reap the benefits of a higher profile within both Forsyth and Stokes Counties. HandsOn looks forward to partnering with CNCS in this initiative for the coming years.

PNS Amendment (if applicable)

Not applicable.