

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE

Modified Standard Form 424 (Rev.02/07 to conform to the Corporation's eGrants System)

1. TYPE OF SUBMISSION:

Application Non-Construction

2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 08/08/13	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER: N/A
2b. APPLICATION ID: 13VG153535	4. DATE RECEIVED BY FEDERAL AGENCY: 08/08/13	FEDERAL IDENTIFIER: 13VGHSC001

5. APPLICATION INFORMATION

LEGAL NAME: United Way Association of South Carolina DUNS NUMBER: 045667599	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Lynne B. Ford TELEPHONE NUMBER: (843) 325-0955 FAX NUMBER: INTERNET E-MAIL ADDRESS: lynne@uw.asc.org
ADDRESS (give street address, city, state, zip code and county): 400 Arbor Lake Dr Suite B500 Columbia SC 29223 - 4570 County: Richland	

6. EMPLOYER IDENTIFICATION NUMBER (EIN): 570515275	7. TYPE OF APPLICANT: 7a. State Commission 7b. State Commission/Alternative Administrative Entity
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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: <p style="text-align: center;">Corporation for National and Community Service</p>
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10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.021 10b. TITLE: Volunteer Generation Fund	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: United Way Association of South Carolina
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): State of South Carolina	11.b. CNCS PROGRAM INITIATIVE (IF ANY): T/TA - Return on Investment for Managing Volunteers

13. PROPOSED PROJECT: START DATE: 10/01/13 END DATE: 09/30/14	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="SC 006"/> b.Program <input type="text" value="SC 006"/>
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15. ESTIMATED FUNDING: Year #: <input type="text" value="1"/> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="width: 10%;"></td> <td style="width: 10%; text-align: right;">\$</td> <td style="width: 10%; text-align: right;">100,000.00</td> </tr> <tr> <td>b. APPLICANT</td> <td></td> <td style="text-align: right;">\$</td> <td style="text-align: right;">100,000.00</td> </tr> <tr> <td>c. STATE</td> <td></td> <td style="text-align: right;">\$</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>d. LOCAL</td> <td></td> <td style="text-align: right;">\$</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>e. OTHER</td> <td></td> <td style="text-align: right;">\$</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>f. PROGRAM INCOME</td> <td></td> <td style="text-align: right;">\$</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>g. TOTAL</td> <td></td> <td style="text-align: right;">\$</td> <td style="text-align: right;">200,000.00</td> </tr> </table>	a. FEDERAL		\$	100,000.00	b. APPLICANT		\$	100,000.00	c. STATE		\$	0.00	d. LOCAL		\$	0.00	e. OTHER		\$	0.00	f. PROGRAM INCOME		\$	0.00	g. TOTAL		\$	200,000.00	16. IS A 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		\$	100,000.00																										
b. APPLICANT		\$	100,000.00																										
c. STATE		\$	0.00																										
d. LOCAL		\$	0.00																										
e. OTHER		\$	0.00																										
f. PROGRAM INCOME		\$	0.00																										
g. TOTAL		\$	200,000.00																										
17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO																													

18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAAPPLICATION 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: Lynne B. Ford	b. TITLE:	c. TELEPHONE NUMBER: (843) 325-0955
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 09/03/13

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Executive Summary

The mission of the South Carolina Commission on National and Community Service is to improve South Carolina communities through volunteerism and national service programs. Our vision is to promote and increase an ethic of service and volunteerism in the State of South Carolina; the capacity of faith-based and community organizations within the state to better compete for funding opportunities; and collaboration among the communities and organizations that are working to meet the most urgent needs of our State.

Volunteer South Carolina (VSC) will strengthen and build upon its network among the state's volunteer centers and other volunteer connector organizations to ensure that the numbers of new volunteers will increase as well as the number of significant volunteer opportunities focused on solving local community problems. VSC will provide a forum for the volunteer center directors to meet and focus on issues and resources pertinent to successful volunteer management.

VSC will continue to foster the Commission's strategic alliance with the South Carolina Association for Volunteer Administration (SCAVA) through its affiliate groups, helping professionals who work in community-based settings to more effectively manage their volunteer programs.

VSC will build upon the Commission's relationship with the State Emergency Management Division and SC Volunteers Active in Disaster (VOAD) by encouraging new unaffiliated volunteers to utilize a new statewide resource, which will allow them to connect with volunteer opportunities during disaster recovery more systematically. Additionally, VSC will work with the Volunteer Income Tax Assistance program to increase services to more individuals in communities throughout the state by adding new resources, including volunteers.

Program Design

***Response to VGF Clarification Letter:

We anticipate that 9,000 leveraged volunteers will serve 63,000 hours.

In reviewing the numbers that Volunteers Centers submitted for that reporting period for Year 2, we actual recruited a total of 19,188 volunteers. The number reported (119,838) was a misprint. The correct number reflects an 86% increase over Year 1. We believe this is due to the addition of 5 new Volunteer Centers in our state, to which we have offered training and consulting as requested.

Additionally Volunteer SC provided training to 184 nonprofits in Year 2 on specific ways to recruit and manage volunteers.

The proposed program is similar to our current program design. In keeping with the trend (according

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to previous reports) of about 9,000 leveraged volunteers, we anticipate continuing to attract new volunteers. It builds upon our current program design in that we will continue to work with our Volunteer Centers in training and consultations. We are formalizing our network with Volunteer Center managers by having them meet on a quarterly basis. We are building on our relationship with SCAVA (SC Association for Volunteer Administration) by focusing more on building up the affiliates to increase membership, and increasing awareness of and participation in SCAVA's annual conference and Governor's Awards and less on administration. And we continue to share with the Volunteer Centers and connector agencies that utilize Get Connected, the statewide, web-based volunteer management system, ways to optimize usage of Get Connected as both a recruiting and reporting tool. There will be a more targeted approach to recruiting volunteers in this new grant, in the areas of disaster management, as outlined later in the narrative, and financial literacy through the Volunteer Income Tax Assistance (VITA) Program. In the grant we discuss the need for spontaneous volunteers to have a system to plug into when looking for volunteer opportunities, so we will promote our new Disaster Management module for the existing Get Connected website and a portion of grant funds, if approved, would provide for a new scheduling software system for the VITA Program.

I am aware of the special condition that requires approved grantees to submit performance measures into eGrants at a time to be determined and am equipped to meet that special condition.

I have not expended all of my funds at this time for Year 3. \$66,425 was spent. However, I anticipate that all of the funds will be expended by the end of the program year.

If selected for funding, we have the necessary data collection and data management policies and practices to meet this requirement.

BUDGET CLARIFICATION ITEMS:

Section 1-E: Supplies -- Office Supplies -- please clarify what is meant by consumables in the amount of \$569. Food can only be provided for all-day training sessions. *Consumables are not food in this case but are office supplies such as copy paper, folders, binders, ink, etc.

Section 1-I: Other Program Operating Costs -- State Volunteer Network Meetings -- please clarify the costs for meals (\$600): food costs are only allowable for all-day meetings. *Our members will travel at least 2.5 or more hours each way to attend our meetings in Columbia, which is centrally located. The meetings will last about 3 hours, which should include lunch.

Section 1-I: Other Program Operating Costs -- Criminal History Background Checks -- please confirm the \$75 will cover costs for both staff positions supported by this grant. *The budget will reflect the costs of 2 staff positions in the amount of \$150 total.

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***PROGRAM DESIGN: The SC State Commission is one of six state commissions housed within a private nonprofit organization. In 2007 Governor Mark Sanford appointed the United Way Association of South Carolina (UWASC) as a State Commission, and the Commission is housed within the association. The Commission views its 2012 -- 2015 State Service plan as an opportunity to provide direction for fulfilling its mission by focusing on strategies, capacity-building, and intentional outreach. Volunteer South Carolina's Director serves as a member of the Commission's leadership management team, which includes the President, Chief Operating Officer, Chief Finance Officer, AmeriCorps Program Director and 2-1-1 Director. The leadership management team is responsible for all aspects of Commission programming, including grant supervision, training, and technical assistance to sub-grantees. These organizations include the twenty-nine (29) local United Ways in our state and hundreds of their community partners.

The Volunteer South Carolina Director will work closely with our key partners in the Office of the Governor, SCAVA, the Hands-On Affiliate in the State, which is the United Way of Greenville County, the SC Emergency Management Department and the regional and state VOADs (Voluntary Organizations Active in Disaster). Additionally, the Director will serve the volunteer centers throughout the state, most of whom are directly linked to local United Ways, such as United Way of Anderson County, United Way of the Midlands, Trident United Way 2-1-1 Volunteer Center, United Way of the Piedmont, and several other Volunteer Centers that are either housed within, funded by United Way or by other funders.

**Expected Outcomes/Performance Measures

*Increase the number and hours of volunteers serving in local communities across SC and managed by the members of the statewide network of volunteer administrators, volunteer centers and other volunteer connector organizations. Baseline reports will be compared with mid-year and end-year reports that will show increased numbers of volunteers. With current mid-year reports showing approximately 5000 new volunteers during a six-month reporting period, we anticipate that based on the projected work proposed in this grant through Volunteer South Carolina, the number of new volunteers will increase to 15,000 by the end of the year-long grant period. With 7850 volunteers currently serving in South Carolina communities, we anticipate the 15,000 increase based on the goals and expected outcomes of this grant. During the previous three-year VGF grant that VSC managed, we either met our goals for volunteer recruitment (40% increase) or exceeded them (Year 2) by 85 percent. Therefore, we feel confident about meeting this particular outcome. Results will be

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shown via reporting from volunteer management surveys in February and again in August. Also, based on past experience focusing on the areas of education, income, health and capacity building - all key CNCS focus areas - Volunteer SC has helped attract thousands of volunteers to serve in local communities statewide where they could impact education (by serving as tutors, mentors and readers in schools), financial stability (helping residents to file their income taxes for free) and capacity building (providing training and technical assistance to volunteer managers to strengthen their volunteer programs).). In Year 1 of our 3 year grant, we attracted 10,000 volunteers, and saw a phenomenal increase in year 2 with 119,838 total volunteers. In Year 3, we are still on track to meet our goal of recruiting 14,000 volunteers. The efforts outlined below will continue to support managers and increase the numbers of individuals serving in our state.

*Establish a statewide viable forum where Volunteer Center Directors will meet together regularly with the Director of Volunteer SC facilitating to share best practices, explore new resources through the statewide network of volunteer administrators (SCAVA -- SC Association for Volunteer Administration) and other sources, and identify training opportunities pertinent to issues facing volunteer coordinators on volunteer management practices. Meetings will be held quarterly, with the first one occurring in October, then March and July. Outcomes will be shown by meeting minutes, which will reflect the organizations represented, frequency of meeting, topics discussed and other efforts resulting from the forum.

*Develop an outreach plan encouraging unaffiliated volunteers to specifically sign up for and be linked to agencies working in disaster management and recovery efforts through the Disaster Management module that the Commission is building which will be integrated into the statewide Get Connected Volunteer Management system. This Disaster Management Module will be available within three months. The Director of Volunteer SC will present the module plan to the emergency planners and regional voluntary organizations assisting with disasters (VOADS) in late August, and then work with volunteer centers and volunteer connector organizations to market the Disaster Module for Volunteers to their local communities. This will provide a new set of volunteers to assist in times of crisis. Get Connected, the Commission's statewide software system for volunteer management, has a reporting feature that tracks the number and hours of volunteers.

*Establish a software system that allows qualifying individuals to schedule their own appointments to meet with volunteer tax professionals under the Volunteer Income Tax Assistance (VITA) Program. Qualifying individuals are those who make \$50,000 or less per household, use English as their second language, have a disability, or are senior citizens with income of below \$50,000. In some cases,

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individuals can even file their own taxes. This is a free service, offered by local United Ways, that can be expanded to serve increased numbers of families through a multitude of platforms (2-1-1, online, mobile devices, and, of course, in person). Volunteers receive training to help prepare basic tax returns in communities across the county and then file the returns electronically at no charge to the client. Last year, 230 trained volunteers provided assistance to individuals through the VITA program. This year, we anticipate 100 new volunteers will be recruited and utilized to assist individuals with their taxes. Results will be shown by comparing the number of current users to the number of new users served at the end of the grant period. The Director of Volunteer SC will collaborate with the Statewide Director of the VITA program and the regional United Way coordinators on this effort.

What is the rationale for these goals and outcomes?

*Working closely with the Volunteer Center Managers and engaging them in collaboration with each other will allow for the free sharing of ideas and help build and strengthen their capacity to provide the best environment to support both volunteers and nearby volunteer coordinators. Facilitating meetings with Volunteer Center managers and assisting the statewide network of volunteer administrators (SCAVA)) by supporting its affiliates will improve their capacity and strengthen their efforts as they work in their respective community organizations to increase and better manage the number of volunteers and enhance volunteerism.

*Adding new software to the Get Connected volunteer management system that is tailored for volunteers who desire to give back during times of crisis, helps eliminate a gap of service that currently exists in most places across the state -- there is no process by which an individual who is not trained and affiliated with an agency can sign up to volunteer during times of emergency or disaster situation. These "spontaneous" or unaffiliated volunteers will now be encouraged to "Get Affiliated" and "Get Connected" through the new Disaster Management module of the statewide Get Connected system. By planning early and getting matched up to an organization that works in some aspect of disaster management, a volunteer can now be linked to an agency and receive training in advance of an emergency situation and be in a better position to respond to a call for qualified volunteers during times of crisis.

*Likewise, when reviewing the VITA program from a process point of view, it was determined that individuals could be better served by improving on the process to set appointments with volunteers providing tax assistance. The VITA program has already proven its success by serving 11,000 individuals last year and allowing many of these individuals to receive refunds on their income taxes,

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thus helping to promote financial stability. A new scheduling software system will allow for increased efficiency to the process of appointment-setting. It will also enable United Ways to offer an unparalleled level of customer service, as they will be able to keep records of every single appointment.

This information will include when and where an appointment took place, which volunteer helped them, and their estimated refund. Functionally, the overall refund amount (not an individual's personal information) will be provided to each United Way across the state for an in-depth view of how the VITA program impacted both their local communities and the state of South Carolina. Additionally, there will be new training for volunteers, some of whom may also be intrigued by the use of technology to streamline the appointment process, and other volunteers will be attracted by the idea of helping individuals and families attain some financial improvements in their lives, no matter how small.

Organizational Capability

****Commitment**

The Commission is well-structured to ensure success of Volunteer South Carolina and the described program outcomes. We have a focused professional staff: Our Board is committed to the three-fold mission of United Ways internationally: mobilizing the caring power of communities to advance the common good. Our tag line says it more succinctly: Give. Advocate. Volunteer.

****Staff**

Our President and CEO is a veteran of both the corporate and non-profit sectors and is a state and national advocate for volunteerism. He serves on numerous statewide boards and advisory committees. The President oversees all aspects of the Commission's work.

Our Vice President and Chief Operation Officer has served volunteers for the last 12 years of her career. In 2007, she was awarded the Volunteer Administrator of the Year for the State of South Carolina. Before moving to the United Way in the initial role of Director of Volunteer South Carolina and then Director of 2-1-1, she worked as the Director of Volunteer Services and Friends Organization at Brookgreen Gardens, located in Pawleys Island, SC.

Our Vice President and Chief Finance Officer has over 17 years of experience in accounting and is a trainer for AmeriCorps sub-grantee financial staff

Our Director of Project Development and Oversight manages our AmeriCorps Project. He started as an AmeriCorps member, after which he moved into management positions of increasing responsibilities. In his current position he manages formula, competitive, and administrative grants from the Corporation for National and Community Service; develops and maintains statewide

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partnerships with the South Carolina national service community; and develops SC AmeriCorps and UWASC's emergency operation procedures

Our Director of the 2-1-1 Call Center is responsible for managing a staff of 59. He has 20 years of call center and technical support experience with increasing levels of supervisory responsibility

Our Director of Volunteer South Carolina has earned the credential, "Certified in Volunteer Administration," by the Council for Certification in Volunteer Administration. She has taught volunteer management courses for professionals in the field and serves as an ex-officio board member for the state association for volunteer administrators. She has a master's degree in Communications and also has a certificate in Nonprofit Leadership Management.

We have a relentless commitment to quality improvement and the demonstration of outcomes. We work closely with local United Ways to ensure that each one is measuring the impact of their activities. The United Way system has been a leader in promoting the use of logic models as a way to clearly identify goals (outcomes) and ensure that program components match outcomes. Our President serves as an instructor for the South Carolina Association of Nonprofits Capacity Building courses on outcomes measurement. All of our AmeriCorps sub-grantees must demonstrate that they use a logic model or theory of change, which can demonstrate the linkages between program inputs and outcomes.

We also measure our own internal outcomes, not just by what we accomplish, but by how well they help us achieve our overall mission -- advancing the common good for all in South Carolina. Every program that we operate, including 2-1-1, AmeriCorps, the SC State Employees Charitable Campaign, even our training and advocacy programs, receive rigorous reviews and evaluation in order to continue to improve what we are doing.

Maintenance of Standards

As a United Way State Association, the Commission must meet all United Way Worldwide Membership standards, an annual certification process that ensures compliance with the highest, ethical and nonprofit standards. Our 2-1-1 Call Center is nationally accredited by the Alliance of Information and Referral Services to provide human service referrals and community volunteer opportunities. Each of these standards as well as those of the Corporation for National and Community Service require that we use a budgeting and financial tracking system to allocate our expenses as well as securing and properly managing our grant funding.

**Ability to Provide Program Oversight

The Commission is well-managed and funded through a variety of funding sources and has a records

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of consistently clean audits, with a total annual budget of nearly \$3 million, including over \$1,500,000 in Corporation funds. The volunteer Board of Directors is made up of a combination of Commission members and local community volunteers who are dedicated to our mission. All members of our Board are leadership donors to United Way, which means they contribute at least \$1,000 annually. Several are members of our Alexis de Tocqueville Society, who make gifts of at least \$10,000 per year. This ensures that the Board is well engaged and concerned to ensure organizational success. There are 29 local United Ways and their community partners, for which we provide training, technical assistance and advocacy.

**Ability to Provide Fiscal Oversight

The Commission funds 9 AmeriCorps programs around the state. We have a full-time Finance Director (our VP and Chief Financial Officer) and a part-time Finance Assistant who have day-to-day oversight of our fiscal operations. The President, COO, and the Chair of our Board Finance Committee are responsible to the Board for ensuring fiscal compliance, accountability and transparency.

Budget/Cost Effectiveness

This budget will allow for the retention of a full-time, trained professional with high level executive skills for working with Commissioners, the Board of Directors, local community partners and key leaders in the state. It provides for the standard United Way package of 401K and healthcare insurance. The budget provides for supplies as well as telecommunication costs. We have also included adequate travel, including mileage at the current IRS approved rate and travel to the National Volunteer Conference. We have included a modest budget for providing refreshments at the State Volunteer Center Council meetings, new software for the Disaster Management module, along with new software for the Volunteer Income Tax Assistance Program.

Our match will be in cash and will be provided from the contributions given by local communities who support our 2-1-1 statewide project. Last year, we received more than XX in donations to operate 2-1-1. Of this, we are allocating \$21,000 to the Volunteer South Carolina project.

With these adequate resources, we will be able to achieve our goals of:

*Increasing the number and hours of volunteers working in local communities across SC served by the members of the statewide network of volunteer administrators, volunteer centers and other volunteer connector organizations.

* Establishing a statewide viable forum where Volunteer Center Directors will meet together regularly with the Director of Volunteer SC facilitating to share best practices, explore new resources, and identify training opportunities pertinent to issues facing volunteer coordinators on volunteer

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management practices.

* Developing an outreach plan encouraging unaffiliated volunteers to specifically sign up for and be linked to agencies working in disaster management and recovery efforts through the Disaster Management module that the Commission is building which will be integrated into the statewide Get Connected Volunteer Management system.

* Establishing a software system that allows volunteers to assist more qualifying individuals to schedule their own appointments to meet with the volunteer tax professionals under the Volunteer Income Tax Assistance (VITA) Program. An efficiently-established system attracts more qualified volunteers.

Continuation Narrative Updates

Required Documents

Document Name

Status