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Executive Summary

Executive Summary

Tennessee's Community Assistance Corporation's Making Veterans Priority will have 39 AmeriCorps members who will provide home repairs and resources and for employment, education, budgeting, and medical/mental health care. AmeriCorps members will serve at nine (9) service locations that include Veterans agencies and public housing authorities in Tennessee. At the end of the 1st program year, the AmeriCorps members will be responsible for increasing home and social supports to Veterans to meet the reintegration and transitional needs of Veterans and military families. In addition, the AmeriCorps members will leverage an additional 1,450 volunteers that will be provide assistance with housing/home repairs, transportation, and supportive services to Veterans.

This program will focus on the CNCS focus areas of Healthy Futures, Economic Opportunity and Veterans and Military Families. The CNCS investment of \$259,882. will be matched with applicant funding of \$208,328.

Rationale and Approach/Program Design

a. Problem/Need

Making Veterans Priority MVP will address the need of home repairs, and providing resources for employment, education, budgeting, and medical/mental health care. The MVP program will target 3,000 Veterans and military families that are in need of transitional resources and referrals to increase access to financial stability and successful reintegration to to society. In addition, MVP and 75 housing and home repairs to decrease the number of Veterans facing homelessness.

In 1973, marking the end of American Combat Operations in Vietnam, 58,193 American Soldiers had been Killed in Action (KIA). The number of Wounded in Action (WIA) totaled well over 300,000. According to the Veterans Hour, amputation or debilitating wounds to the lower extremities were 300% higher than those in WWII (The Veterans Hour-Armedforcespress.com, 2013 edition). Around 85% were said to have made successful transitions back into civilian life, however, with Post-Traumatic Stress Disorder, not becoming a disorder until the year 1980, and the effects of Agent Orange not fully understood until the year 1996, when the Veterans Administration (VA) released eight illnesses and disorders that were linked to exposure of Agent Orange(an herbicide used to eradicate jungle growth during the Vietnam War era), many Vietnam Veterans were left with debilitating physical and mental scars that were left untreated. Furthermore

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Vietnam veterans have the highest number of suicides of any particular group (ABC news, 2007). In 1990, the National Vietnam Readjustment Study on Vietnam Veterans showed 73% of the participants who had eventually been diagnosed with post-traumatic stress disorder (PTSD) also met criteria for alcohol abuse or drug dependence.

Now, more than 40 years later, a newer, younger group of Veterans are facing their own set of challenges. On average, in Vietnam, soldiers usually served only one 12 month tour of duty in a single combat zone (USA today, 2010). Now, between Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), Operation New Dawn (OND) and the Afghanistan War, the average soldier completes at least two combat tours, with 12-15 months in country or "boots on ground" deployment. This does not include the three to six month training period for National Guard (NG) and Reserve Units, which puts their average deployment between 15-18 months. In order to carry out their commitment to their country, the NG and Reserve troops will leave their civilian jobs for an extended period of time, if not permanently, and take a decrease in pay and benefits, which can cause financial hardships on their families. Many of NG and Reserve troops will have to break their housing lease upon deployment. Upon their return home, they have no choice but to live with friends or family until they can get back on their feet.

According to the Bureau of Labor Statistics, the national unemployment rate is 7% as of November 15, 2013. The unemployment rate for returning OEF and OIF soldiers is at 11.3% (military.com). According to the Bureau of Labor Statistics (Published March 20, 2013) among all veterans, the unemployment rate for men declined by 1.4 percentage points to 6.9 percent in 2012. The rate for female veterans was little changed at 8.3 percent. Veterans with a service-connected disability had an unemployment rate of 6.5 percent in August 2012, little different than the rate for veterans with no disability (7.1 percent). One in 3 employed veterans with a service-connected disability worked in the public sector in August 2012, compared with 1 in 5 veterans with no disability. Gulf War-era II veterans who were current or past members of the Reserve or National Guard had an unemployment rate of 7.2 percent in August 2012, lower than the rate for those veterans who had not been members of the Reserve or National Guard (13.7 percent). Gulf War-era II veterans who served in Iraq, Afghanistan, or both had an unemployment rate of 10.9 percent in August 2012, little different from those who served elsewhere (11.3 percent).

Housing and Home Repairs

An estimated 300,000 Veterans are homeless on any given night (Operation Stand Down).

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Forty-seven percent of these homeless Veterans served in the Vietnam War, which means there are over two times more homeless Vietnam Veterans than soldiers that were Killed in Action during the Vietnam War. Seventy-Six percent of all homeless Veterans experience drug and/or alcohol abuse or some other mental health issues, including PTSD. Another 1.5 million are considered at risk of homelessness due to lack of income, weak social networks, and dismal living conditions in overcrowded or substandard housing (National Coalition for Homeless Veterans, 2013).

The AmeriCorps members will assist 75 Veterans and military families in completing home repair applications. The supervisors and members will select 50 application to complete home repairs of Veterans in dire need to prevent the risk of homelessness. AmeriCorps members will provide modification and home repairs for homes in unlivable conditions and in need of wheelchair accessibility. Repairs may also include roofing, construction of wheel chair ramps, modifying door ways, bathrooms, and kitchens.

Referrals and Resources

As these recovering/returning Veterans attempt to create a life of normalcy by getting a college education, more problems seem to arise from the depths. Military Veterans who have returned from war face a unique challenge all by itself: the re-acclimation to a society that doesn't have departments catering to finance and benefits or briefings geared towards retirement. However, the sad part is that many of these individuals are still young and have seen more in their short service than their university comrades will witness in a lifetime. The problems that combat veterans face in the university systems are really complex in that they aren't solely the fault of the institution but rather a combination of disability issues, personality traits, lack of communication, a changing population and problems with the system being overwhelmed. With many combat veterans being diagnosed, or even not diagnosed, with psychological issues such as PTSD, anxiety and depression, the problems that are associated with these types of disorders can not only affect daily living, but classroom behavior as well. Combine those issues with medications that can bring on complications with memory, vertigo, sleep issues and a plethora of other potential issues that can impact learning capacity. (Digitaljournal.com for Veterans, 2008) This year, more than one million Service Members, Veterans and their families will take college courses financed with federal tax dollars. Their experiences will be more complicated than those of their fresh-faced civilian peers. As often as not, they float in and out of college like nomads, juggling deployments, families and jobs. As veterans, they are probably in their late 20's or early 30's and relearning the rules of civilian life after years of martial discipline. Some have physical

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injuries or mental health issues that can strain their ability to study and graduate from school.

The ongoing operations in Iraq (Operation Iraqi Freedom) and Afghanistan (Operation Enduring Freedom) continue to strain Military Personnel, returning Veterans, and their families. Some have experienced long and multiple deployments, combat exposure, and physical injuries, as well as post-traumatic stress disorder (PTSD). Although less common, substance abuse is also a key concern. While the 2008 Department of Defense Health Behavior Survey reveals general reductions over time in tobacco use and illicit drug use, it reported increases in other areas, such as prescription drug abuse and alcohol abuse. In fact, prescription drug abuse doubled among U.S. military personnel from 2002 to 2005 and almost tripled between 2005 and 2008. Alcohol abuse is the most prevalent problem and one which poses a significant health risk. A study of Army soldiers screened 3 to 4 months after returning from deployment to Iraq showed that 27 percent met criteria for alcohol abuse and were at increased risk for related harmful behaviors (e.g., drinking and driving, using illicit drugs). Although soldiers frequently report alcohol concerns, few are referred to an alcohol treatment program. Research findings highlight the need to improve screening and access to care for alcohol-related problems among Service Members returning from combat deployments (National Institute on Drug Abuse).

Mental illness among military personnel is also a major concern. In another study of returning soldiers, clinicians identified 20 percent of active and 42 percent of reserve component soldiers as requiring mental health treatment. Drug or alcohol use frequently accompanies mental health problems and was involved in 30 percent of the Army's suicide deaths from 2003 to 2009 and in more than 45 percent of non-fatal suicide attempts from 2005 to 2009 (National Institute on Drug Abuse).

AmeriCorps members will identify 3,000 Veterans and military families by assessments that are in need of transitional resources and referrals. Supervisors and members will select 2,500 of the assessments that are in critical increase financial stability and successful reintegration to society. MVP will address the local needs in nine rural counties where there is a high concentration of Veterans, according to the March 2013-Department of Veteran Affairs. Veterans living in these nine rural counties are at higher risk of becoming homeless, because of the lack of resources available to them as opposed to Veterans in larger cities.

b. AmeriCorps Members as Highly Effective Means to Solve Community Problems Evidence-Based/Evidence Informed and Measurable Community Impact.

The evidence-based study, Family of Heroes, an overview from the Mental Health Commission of

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Missouri was documented as a public notice on March 14, 2013. This study was established in 2011 as a Presidential Initiative to evaluate and analyze the effectiveness of a one-stop, on-line resource center for Service Members, Dependents, Veterans and Families of Veterans. Family of Heroes developed an on-line training simulation that allowed participants to role-play to manage challenging situations and conversations that play critical roles in risk reduction, safety and health promotion. The simulation approach to promote wellness and support was to provide patterns of behavior that could be mastered and thereby change despondent behaviors. Dr. Glenn Albright, Director of Applied Research and co-founder of Kognito developed the training simulation to support Service Members and Dependents, and Veterans and Families of Veterans. As a result of this study it was reported that 1/3 of Service Members and Veterans experience post-deployment stress, 53% meet criteria for PTSD or depression seek help, significant impact on family dynamics (such as divorce, unemployment rates, secondary PTSD), up to 18 Veterans commit suicide each day (it is noted that these Veterans did not seek out VA services or other available services), and Veterans 18-29 who receive VA services have a reduced rate of suicide. This study included 94 Veterans and Family Members randomly assigned to controlled or experimental conditions with a pre, post and one-month longitudinal follow-up and included Veterans out of service by 10.7 months, Family Members of the average age of 37.5 and Veterans of the average age of 32. All Veterans included in the study were previously diagnosed with PTSD and/or depression and never before sought treatment. These 94 participants were divided in study, one group being controlled and the other experimental. Results were reported that there was significant increase in the number of Veterans approached compared to the control group; a significant increase in whether or not family members mentioned the VA as a resource compared to the control group and seven Veterans started treatment in the experimental group versus three in the control group.

The second study reviewed was conducted by the Department of Veterans Affairs through Rehabilitation Research & Development Service and published in the Journal of Rehabilitation Research and Development (JRRD). The Community Reintegration of Service Members (CRIS) is a new measure to test the reintegration of injured combat Veterans. There were 68 subjects tested at the Center for the Intrepid. Each patient completed three CRIS subscales, the 36-Item Short Form Health Survey for Veterans (SF-36V), the Quality of Life Scale (QOLS), and two Craig Handicap Assessment and Reporting Technique subscales at visit one and the 3 month follow up. Multivariate analysis of variance was used to compare scores for subjects with and without post-traumatic stress disorder (PTSD), traumatic brain injury (TBI), and depression. CRIS items relate to acquiring

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complex skills; focusing attention; solving problems; reading; undertaking multiple tasks; carrying out a daily routine; handling stress; communicating and conversing; moving around in different locations; driving and using transportation; initiating self-care activities and health maintenance; preparing meals; doing housework and caring for household objects and children; maintaining basic and complex interpersonal relationships, relationships with family members, and intimate relationships; acquiring, keeping and terminating a job; making complex economic transactions; maintaining economic self-sufficiency; undertaking recreation and leisure; socializing; and maintain citizenship and a political life. The study facilitators recruited 74 eligible subjects into the study, 68 (92%) completed the study and six (8%) were lost to follow-up. The CRIS exhibited excellent test-retest reliability as well as strong concurrent and known-group validity. The results demonstrated that the CRIS is a psycho-metrically sound choice for measurement of community reintegration in wounded combat Veterans. It was observed and confirmed that community resource centers for Veterans, such as Fort Sam Houston, Army Community Support (San Antonio, TX), The Warrior Family Support Center (Fort Sam Houston, TX), and the Soldier Family Center (Fort Sam Houston, TX) made available the tools for reintegration for wounded and non-wounded Veterans returning to civilian life. It was also recognized that although resources are made available Veterans, families of Veterans and Service Member Families are often unaware or unresponsive to care and services available to meet their needs.

The third project, Coming Home Project (CHP), a report from the Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury, independently conducted by Cassandra Vieten, PhD and Peter Lewis, PsyD, conducted a study of reintegration involving a retreat setting for Veterans, Families of Veterans, Active Service Members and Dependents. The Coming Home Project is a non-profit 501(c)(3) organization committed to alleviating the unseen injuries of war faced by Iraq and Afghanistan Veterans, Service Members, and their Families. Their mission is to promote well being across the deployment cycle and provide support for successful reintegration into civilian life.

Making Veterans Priority MVP will focus on the housing and home repairs of Veterans and families that are at risk of becoming homeless. MVP will also focus on providing resources and referrals that will provide the tools for successful reintegration and healthy futures for those they serve.

MVP theory of change objectives include serving Veterans and military families through building or rehabilitating homes for Veterans at risk of homelessness. AmeriCorps will target 75 home repair applicants and select 50 to complete home repairs and modifications for in immediate need of

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becoming homeless. The AmeriCorps members will focus on completing 3,000 assessments of Veterans and military families that are in need of resources and referrals for budgeting and financial stability, transitional, and reintegration needs. Supervisors and members will select 2,500 Veterans and military families to assist, thus increasing access to resources and successful reintegration to society.

c. Member Training

Member training timeline:

August 6&7, 2014 Pre-service orientation for full-time, half-time, reduced half-time members.

Orientation includes reading and signing the AmeriCorps member service agreement, reviewing the project core component of our theory of change logic model, and prohibited activities, volunteer recruitment and management.

December 9-12, 2014 AmeriCorps leadership workshop and recognition ceremony.

May 6, 2015 Pre-service orientation for quarter-time and minimum-time members.

June 13, 2015 Career building workshop includes how to use the AmeriCorps education award, interviewing skills, resume writing, and developing portfolios.

Prohibited activities are included as a part of the member service agreement, reviewed at orientation, and volunteer recruitment and management training. Program staff closely reviews monthly progress reports that contain daily activity calendars, service stories, and volunteer data with activities. Prohibited activities are reiterated at team meetings and monthly site visits to monitor service locations by program staff.

d. Member Supervision

AmeriCorps members are supervised through a collaboration between the sponsoring agency and the assigned service location supervisor. The service location supervisors are selected based on the recommendations of the executive directors of the agencies served. In-service training is provided to service location supervisors concurrent with the members pre-service orientation. Members and service location supervisors are given AmeriCorps orientation manuals that include copies of the members service agreement, prohibited activities, and a list of county resources are utilized for supportive services for Veterans and military families. Service location supervisors monitor the day-to-day activities and review the members monthly progress reports and time sheets for accuracy.

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Program staff completed mid-term and end-of-term evaluations on full, half, and reduced half-time members, and end of term evaluations on quarter and minimum-time members. Evaluations review the members progress in meeting the core project goals and serving the required number of hours.

e. Commitment to AmeriCorps Identification

AmeriCorps identity begins with recruitment, interviewing and enrollment process. By attending pre-service orientation, members receive in-depth training into the history of national service and their participation as AmeriCorps members. Program staff administers the AmeriCorps pledge and members are given pledge certificates and AmeriCorps poster that are displayed at service locations. AmeriCorps members are required to wear the AmeriCorps logo daily. During orientation members receive AmeriCorps t-shirt, sweatshirts, lapel pins, stationery, brochures, curriculum materials, and signs. The AmeriCorps members service agreement state that in-service members are required to wear AmeriCorps logo attire while performing service duties.

Tennessee's Community Assistance Corporation (TCAC) and service locations prominently display the AmeriCorps logo. To publicize the relationship between the Making Veterans Priority program and AmeriCorps, TCAC shall describe an AmeriCorps program. Service locations are provided a sign that includes the AmeriCorps name, logo, and slogan, "AmeriCorps Serving Here." The AmeriCorps member service agreement requires AmeriCorps members to state that they are AmeriCorps members during public speaking opportunities. In partnership agreements, we, or other related to the AmeriCorps program, TCAC explicitly state that the program is an AmeriCorps program, and AmeriCorps members are the resource provided.

AmeriCorps members will participate in the September 12, 2014 AmeriCorps 20th Anniversary national simultaneous swearing-in. AmeriCorps members will invite local city officials to their individual county service locations to educate on the impact of AmeriCorps in their communities. In addition, on October 24&25, 2015 AmeriCorps members will participate in Make a Difference Day, January 19, 2015 Martin Luther King Day, and during March 2015 AmeriCorps Week. These days of service provide a presence in the community and additional opportunities to show our identity with AmeriCorps and providing the opportunity for more community members to see AmeriCorps in action.

Organizational Capability

a. Organizational Background and Staffing

Tennessee's Community Assistance Corporation TCAC board of directors is comprised of a

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diverse group of leaders from across the state of Tennessee and provides guidance and support to the TCAC executive director. The TCAC executive director is responsible for providing oversight and guidance to the AmeriCorps staff. The executive director is an AmeriCorps VISTA Alum and former social service director for LaFollette housing Authority. The accountant is responsible for fiscal duties of the AmeriCorps grant and completion of the financial status and periodic expense reports for Volunteer Tennessee, the state service commission. The AmeriCorps director is responsible for programmatic management, recruitment, enrollment, and exiting members. The program assistant is responsible for data collection, aggregation of member's progress reports and time sheets. AmeriCorps staff works as a team to organize training, structure days of service and promote the program.

TCAC as an organization has prior experience in administering federal grants including AmeriCorps, Learn and Serve, and Housing and Urban Development Grants.

1991-2013, AmeriCorps Community VISTA project.

2002-2005, Tennessee Reads VISTA project.

2002-2005 & 2010-2013, Department of Housing and Urban Development.

2002-2013, AmeriCorps State Community Cares.

2006-2009, AmeriCorps Learn and Serve.

2010-2013, AmeriCorps State Making Veterans Priority.

b. Compliance and Accountability

TCAC educates and instructs TCAC staff, AmeriCorps site supervisors and AmeriCorps members on compliance, prohibited activities and AmeriCorps rules and regulations as directed by the Corporation for National and Community Service. Member Service Agreements have complete details regarding prohibited activities and compliance rules and regulations as required by TCAC. These are thoroughly defined during the pre-service training and then again throughout the year as a refresher during quarterly and assigned training. It is understood between TCAC and the site location/supervisor that if prohibited activities or compliance issues take place at a site while in service, that site is required to report it to TCAC as soon as possible for review. TCAC MVP program director will review the report and determine the course of action thereafter. Members who are found to participate in prohibited activities will be addressed, given a verbal and written warning, and allowed to sign off on a corrective action plan. If the member does not adhere to a corrective action

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plan he/she will be released from the AmeriCorps program without satisfactory service and without an education award.

c. Past Performance for Current Grantees and Former Grantees Only

During the last three program years, the Making Veterans Priority program has increased resource and referral services from 200 Veterans to 3,000 Veterans and military families. The MVP program has successfully helped 1,500 Veterans and military families reintegrate into society by budgeting and financial assistance, linking Veterans to social, mental, medical, and home supports. MVP in three years has remodeled, repaired, and modified 150 Veterans and military families homes, thus preventing these Veterans from becoming homelessness.

During the last year of service, it was requested by Volunteer Tennessee that the MVP program adjust the performance measure targets to reflect the higher number of Veterans and military families served. The adjustment was made and reflected in the 2013-14 grant application.

During the 2012-13 grant year, the MVP program were awarded 56 members and recruited 54 members with 96.4% enrollment. Six members exited early without an education award and made our average retention rate 88.9%. One member was released from the program for participating in a social media prohibited activity. Five members were exited for non-compelling circumstances. Two slots were unfilled because of changes in staffing that made it difficult to fill the slots. To address the risk and compliance areas, TCAC will train multiple people to assist in recruitment.

d. Continuous Improvement

AmeriCorps members and service location supervisors submit monthly progress reports to the AmeriCorps staff. Progress reports allow opportunities for members and supervisors to write about progress in meeting goals, monthly activities, issues that need addressing with Veterans and military families served.

Monthly on-site visit from program staff with members and supervisors are valuable opportunities to discuss any unmet needs and identify resources. Program staff will develop action plans as required to help members stay on task with hours, or completing assignments. AmeriCorps member trainings and events are additional opportunities used to gain feedback from members while allowing opportunities for the members to share resources and ideas in group breakout sessions.

TCAC utilizes the feedback from stakeholders to improve the program services, strengthen support for members and service location supervisors, and promote E'Spirit de Corps among

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members.

Cost Effectiveness and Budget Adequacy

3. Cost Effectiveness and Budget Adequacy

a. Cost Effectiveness

In the nine (9) rural counties where AmeriCorps members will serve the lack of resources is increasing the risk of homelessness for Veterans and military families. Over the past three program years, Making Veterans Priority has successfully identified and provided housing and home repairs. Making Veterans priority had provided resources and referrals to decrease the risk of homelessness and increase the abilities of transitional and reintegration into society.

The CNCS investment of \$259,882 matched with \$208,328 from Veterans agencies and public housing authorities. This funding will support 39 AmeriCorps members that will serve in nine (9) counties.

b. Budget Adequacy

The total amount of non-CNCS funding is \$208,328. A cash match of \$177,035 from Veterans agencies and public housing authorities. TCAC receives in-kind support of \$31,293 to provide AmeriCorps members office space, utilities, phone and internet. The budget is adequate to support 39 AmeriCorps members and four (4) agency staff, personnel expenses, personnel fringe benefits, staff travel, attending CNCS meetings, member travel supplies, member training, quasi-experimental evaluation, and other program operating costs that include criminal background checks for all members and employees, office space, utilities, internet, phone, member living allowances, FICA, Occupational, Accidental, Death and Dismemberment coverage for members, healthcare, member service gear for daily AmeriCorps identity.

Evaluation Summary or Plan

5. Evaluation Summary or Plan

TCAC will enlist two interns from East Tennessee State University to complete an external evaluation of the MVP Program to include a completed survey by the MVP members and site supervisors, an overview of the MVP program administration, and aggregated data according to member service agreements (i.e. hours served per site, volunteers and hours served, donations and distributions).

Amendment Justification

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6. Amendment Justification

N/A

Clarification Summary

Clarification Information

4/09/2014

A. Budget clarification items.

Please explain what items increased in your match and why?

Section 1. A. Personnel Expenses increased for the program director, executive director, and financial director by 2 percent for a cost of living increase. TCAC budgeted for a full-time program assistant instead of a part-time employee.

Section 1.B. Personnel Fringe Benefits increased to provide healthcare coverage and SEP Retirement for the program director, executive director, financial director, and program assistant based on percentage of use. FICA and Workers compensation increased because it is based on the personnel expenses.

Section 1.C. Staff Travel to CNCS-Sponsored meetings increased because this includes travel costs for the Points of Light Volunteering and Service National Conference and Volunteer Tennessee Conference on Volunteerism and Service Learning. Vehicle fuel, repairs, tires, and car insurance increased based on approved cost allocation by Volunteer Tennessee, our State Service Commission.

Section 1.C Member Travel for pre-service training and the TCAC Annual Workshop increased due to the number of meals, shared rooming, and mileage in the 2014-2015 application, where TCAC is requesting 19.54 MSY to support 39 members. This is an increase from 15.07 MSY that supported 19 members for the 2013-2014 grant.

Section 1.E. Supplies increased on the line item for AmeriCorps member gear that will provide a \$35 AmeriCorps identification pack (1 sweatshirt, 2 t-shirts, and 1 lapel pin) for each of the 39 members. This is an increase in the number of members from the 2013-2014 grant because we are requesting 39 members for 2014-2015. The cost of the AmeriCorps identification packs did not increase.

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Section 1.H. Evaluation increased to budget funds to contract a professional evaluation person to perform an external evaluation.

Section 1.I. Other Program Operating Costs. Member office space, rental, utilities, telephone, and internet cost increased due to increased costs at the service locations where the members serve. AmeriCorps staff office space, utilities, telephone, and internet increased due to the approved cost allocation plan by Volunteer Tennessee. TBI and FBI background screening costs increased due to the increase in the number of members requested in this application.

Section II. Member Costs

Section II.A. Living Allowance increased due to the request for additional members. The living allowance amounts for each slot type are the same as the 2013-2014 grant.

Section II.B. Member Support Costs. FICA increased due to the increased amount of the living allowance for the members requested. The Worker's Compensation cost decreased from \$18.25 per member, per month to \$15.51 per member, per month, however the line item is an increased amount from the previous grant 2013-2014 due to the increased number of members requested. Healthcare increased because we changed healthcare providers to be able to offer coverage that meets the Affordable Healthcare Act to full-time members. Full-time members that choose to opt-out of the program healthcare coverage, enroll in other health care plans, or are already covered by a spouse, will be asked to sign a waiver and provide proof of coverage. Documentation will be maintained in the members personnel file.

A.1. Section 1.E Supplies ; MVP Office Supplies, AmeriCorps Member Gear Pack, and MVP Program Postage: Please itemize costs.

MVP Office Supplies \$1,564 budgeted will be used to purchase copier paper, staples, binder and paper clips, calculator tape, markers, chalk, pens and pencils, envelopes, stationary, labels, certificate paper, storage boxes, file folders, hanging files, and flip charts. \$1,564 is based on an approved cost allocation plan allowing 34% of the agencies yearly cost of \$4,600. The \$1,564 will provide the

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necessary office supplies for the AmeriCorps staff in managing the MVP program.

AmeriCorps Member Gear Packs: \$1,395 budgeted to provides a \$35 gear pack, per member (39 total members), that will include: 1 AmeriCorps logo sweatshirt (\$20 each), 2 AmeriCorps logo t-shirts (\$7 per t-shirt or \$14 total for two), and 1 AmeriCorps lapel pin (\$1.00 each).

MVP Program Postage: \$963 budgeted is used to pay for postage for the postage machine. We use postage for recruitment mailing to applicants, mailing forms or information for income verification for members that have public housing rental assistance, or benefits from the Department of Human Services, and SSI from the Social Security Administration. We also use postage for close of service letters and miscellaneous correspondence on behalf of the MVP program.

2. Source of Funds

The total matching funds cash and in-kind was corrected to \$212,621 in Budget Section III Administrative/Indirect Costs in the section, ¿enter source of matching funds.¿

B. Cost Effectiveness: Provide narrative that explains how the program is cost effective compared to other resources to get the same work completed. The narrative should include cost comparisons that are clear and adequate to make a compelling case for the requested cost per member service year.

The median salary is \$42,046 for a social worker B.S.W that is employed at a non-profit and social services agency in East Tennessee. www.1salary.com/TN/Knoxville The website lists this typical job description, ¿Interviews clients and their families and coordinates and plans programs and activities to meet their social and emotional needs. Provides crisis intervention and assists families in understanding the implications and complexities of the medical situation and its impact on lifestyle. Requires a bachelor's degree in social work and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a senior case manager.¿

AmeriCorps members as a resource are also able to interview clients and their families, coordinate

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activities, provide resources and referrals for social, emotional, crisis support to Veterans and military families. AmeriCorps members that are provided agency vehicles are able to transport clients to Veterans hospitals, or assist in arranging adequate affordable transportation. Additionally, members provide clothing, food, and assist Veterans with applications to receive minor home repairs.

The cost to support one full-time AmeriCorps including a \$12,100 living allowance, FICA, healthcare, workmen compensation, and training costs is \$14,931. Upon successful completion of service a full-time AmeriCorps member receives an education award that they can use to pay back qualifying school loans or further their education.

The CNCS investment in 39 AmeriCorps members to perform Veterans services saves taxpayer dollars! The total amount budgeted will allow the program to support 39 members who will rehabilitate 75 Veterans homes that are in greatest need for home repairs and modification. Members will increase financial stability for 2,500 Veterans and military families by providing the following supports.

1. Emergency temporary housing for 90 days while assisting these Veteran families with housing applications and job placement.
2. Referrals to behavioral health support groups
3. Referrals for advocacy and crisis
4. Emergency funds for rent and utility deposits
5. Funds for minor car repairs
6. Academic and personal counseling
7. Career guidance
8. Outreach and early college preparation
9. Mentoring and networking opportunities
10. Disability support
11. Veterans clubs
12. Events and celebration of success

The proposed budget includes necessary funds to support program operating, member support, and administrative costs to support Veterans and military families in nine rural under-served counties

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where a high concentration of Veterans reside that are at-risk for homelessness.

C. Programmatic clarification items:

C.1. Please describe how the members will identify the veterans for service referrals and home repairs.

The service locations provide AmeriCorps members required applications and questionnaires that are needed to identify Veterans in need of assistance. AmeriCorps members will assist Veterans in completing these forms for the service locations.

C.2. Please elaborate on what is meant by "transitional resource" and describe the type of referrals offered by members.

1. Emergency temporary housing for 90 days while assisting Veterans with housing applications, job placement
2. Referrals to behavioral health support groups
3. Referrals for advocacy and crisis
4. Emergency funds for rent and utility deposits
5. Funds for minor car repairs
6. Academic and personal counseling
7. Career guidance
8. Outreach and early college preparation
9. Mentoring and networking opportunities
10. Disability support
11. Veterans clubs
12. Events and celebration of success

Transitional resources are resources provided to Veterans as they transition from military life to civilian life. The members assist Veterans with completion of applications or forms that may be required to apply for or receive these services.

C.3. Please describe how members will be disbursed across service sites and which member slot type

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will be doing which activity.

Appalachian Outreach-1 Full-time member and 1 Half-time member will be working at the Samaritan house which assists Veterans and their families to transition into housing and also provides job search assistance, 2 Quarter-time members will be working at the ministry center which provides food distribution and clothing to veterans and their families, 10 minimum-time members will be assisting with home repair applications and with home repairs for Veterans and their families.

Chilhowee Baptist Association/Camp Tipton- 2 Full-time members will be assisting with summer camps, mission camps and home repair , 1 Quarter-time member will be assisting with the summer camp for Veterans and their families, 6 Minimum-time members will assist with summer camps for Veterans and their families.

Crossville Housing Authority-2 Full-time members will serve and conduct social activity visits, food distribution and tutoring through an after school program for Veterans and their families.

Friends of Hospice-4 Full-time members and 1 Half-time member will provide hospice care for Veterans and their families.

Lawrenceburg Housing Authority-2 Full-time members will serve and conduct social activity visits, food distribution and tutoring through an after school program for Veterans and their families.

Morristown Housing Authority-1 Full-time member and 1 Minimum- time member will serve and conduct social activity visits, food distribution and tutoring through an after school program for Veterans and their families.

Rockwood Housing Authority-1 Half-time member will serve and conduct social activity visits, food distribution, and tutoring through an after school program for Veterans and their families.

Second Harvest Food Bank-1 Half-time member and 1 Quarter-time member will provide food distribution needs for Veterans and their families

Tennessee Valley Coalition to End Homelessness-1 Reduced-Half time member and 1 Half-time

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member will assist Veterans and their families with finding housing and conducting point in time counts to ensure accurate data of the growing need to address the problem of Veterans who are becoming homeless, increase effective case management and resource development, while improving the quality of life for participants, advocate for increased funding to build capacity for providers, while empowering the at-risk homeless population of Veterans.

C.4. Please provide the service sites where members will be serving.

Our nine service sites include: Appalachian Outreach, Chilhowee Baptist Association/Camp Tipton, Crossville Housing Authority, Friends of Hospice, Lawrenceburg Housing Authority, Morristown Housing Authority, Rockwood Housing Authority, Second Harvest Food Bank and Tennessee Valley Coalition to End Homelessness.

C.5. Please provide statistical data about the Veterans and family members populations in the counties you are proposing to serve.

The counties that our AmeriCorps members serve include: Anderson, Blount, Campbell, Cumberland, Hamblen, Jefferson, Lawrence, Putnam, and Roane.

Anderson-7,922 Veterans and family members
Blount-12,283 Veterans and family members
Campbell-3,190 Veterans and family members
Cumberland-6,900 Veterans and family members
Hamblen-5,514 Veterans and family members
Jefferson-5,109 Veterans and family members
Lawrence-2,837 Veterans and family members
Putnam-5,452 Veterans and family members
Roane-5,613 Veterans and family members

According to Homelessness in Knoxville and Knox County, Tennessee 2011-2012, ten percent of active clients in East Tennessee were veterans. According to the 2009 Annual Homeless Assessment Report to Congress (AHAR), nationally 11.5 percent of sheltered homeless

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individuals were veterans.

According to the Tennessee Suicide prevention network, Suicide is the 2nd most common cause of death in the U.S. military and accounts for 20% of suicides each year. Suicide rates among active duty military and veterans have risen over the past 4 years and there is an average of 6000 suicides by veterans every year. The referral to behavioral health resources by an AmeriCorps member ensures that veterans and their families receive the proper care that they need.

C.6. Please describe how the program plans to prevent and detect compliance issues.

Internal monitoring includes ensuring members personnel files, monthly reporting forms are accurately documented and maintained properly in accordance with AmeriCorps provisions and best practices. Each member file is reviewed and approved by two staff for enrollment and exiting. Member files are randomly selected each month by program staff for review to prevent and detect any compliance issues. TCAC utilizes an online timekeeping system that members use to record service, fundraising, and training hours. The online system has three levels of verification and approval (Level 1 member, Level 2 supervisor, Level 3 TCAC program staff), provides a digital signature and time stamp.

Service location monitoring includes monthly site visits to members and service location supervisors to review aggregation of the monthly reports and time, provide encouragement and support, perform member evaluations, and provide guidance, training, visit those served by the members, attend member events, and/or meet other programmatic needs. Supervisors and members are required to check-in weekly with program staff by phone or email.

Program staff provides pre-,in-, and post service training to members and service location supervisors along with quarterly team meetings to provide AmeriCorps supervisor and member training to ensure AmeriCorps members are adequately provided supervision on the service location level, and ensuring that members are properly trained to provide the program services and refrain from engaging in prohibited activities.

C.7. Please describe a corrective action plan for improving the member retention rate.

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Corrective action plan for improving member retention.

1. Program staff to provide budgeting assistance during the applicant screening to assist applicants see if they can budget on the AmeriCorps living allowance.
2. Program staff to provide information regarding eligibility for AmeriCorps childcare assistance.
3. Program staff meet with members on a regular basis to determine what areas we need to support them to complete their term of service.

D. Performance Measure Clarification.

D.1 a. I clarified the design, dosage, and intervention Output and correct the performance measure to reflect Veterans served.

D.1 b. I corrected the Outcome to reflect Veterans and took out military families. The Output and the Outcome are now aligned.

E. Strategic Engagement slot:

E.1. What percentage of your slots will be targeted to recruiting member with disabilities? 20%.

What is your program's plan, if any, for outreach and recruitment of members of the disability community? TCAC seeks a diversified Corps including Veterans and people with disabilities. To ensure that recruited members will engage traditionally underrepresented populations by selecting qualified persons recommended by service locations that reside in public housing. This pool of applicants contains low-income, Veterans, and family members with disabilities. TCAC seeks qualified applicants by local media, disability list serves, job fairs, academic support centers, recruitment flyers, and disability workforce centers.

E.2. TCAC does not wish to request strategic engagement slots.

E.2 a. not applicable

E.2 b. not applicable

F. MSYs with no program funds attached: Applicants may request No-Cost MSYs. these additional no-cost MSYs are national service positions in which no grant funds will be awarded. In other words, grantees could receive additional AmeriCorps positions but no additional grant funds.

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F.1. N/A

F.2. N/A

F.3. N/A

F.4. N/A

We are not interested in opting-in to the No-Cost MSY option.

G. Healthcare clarification items.

G.1. AmeriCorps Benefits

G.2. Direct Marketing

G.3. No

G.4. We do not reimburse members to purchase minimum essential coverage.

G.5. Not applicable

Continuation Changes

8. Continuation Changes

N/A

Grant Characteristics