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## Executive Summary

The New American Integration Program (NAIP) will have 30 AmeriCorps Members who will provide job readiness training, Vocational English for Speakers of Other Languages (VESOL) instruction, citizenship assistance, and English language interpretation for social services, to immigrant and refugee communities in 30 sites in Greater Boston, Southeastern Massachusetts, the North Shore, the Merrimack Valley, and Central Massachusetts. At the end of each program year, the AmeriCorps Members will provide VESOL and job readiness training to 800 refugees and immigrants and citizenship assistance to 900 Lawful Permanent Residents eligible for citizenship, leading to substantive and demonstrable outcomes in improved client employability, English proficiency, and citizenship attainment. Two-thirds of Members who were unemployed prior to starting the program will also gain employment after the service year. This program will focus on the CNCS focus area of Economic Opportunity, specifically the number of economically disadvantaged individuals receiving job training and other skill development services. The CNCS investment of \$389,000 will be matched with \$275,119 in additional funding from NAIP host sites and in-kind contributions.

## Rationale and Approach/Program Design

a. PROBLEM/NEED: Refugees and immigrants now constitute almost 15% of the total Massachusetts population and 18% of the workforce, with a higher level of labor force participation than native born residents (73% vs. 68%). At the same time, 34% of immigrants in the state live below 200% of the federal poverty line, compared to 23% of native born residents, with noncitizens being almost twice as likely to live below 100% of the poverty level as naturalized citizens (U.S. Census, American Community Survey, 2012). Massachusetts currently has 14,000 refugees and immigrants on waitlists for English classes (Massachusetts Department of Elementary and Secondary Education, Adult and Community Learning Services), and another 200,000 Lawful Permanent Residents (LPRs) eligible for citizenship (Department of Homeland Security, Estimates of the Legal Permanent Resident Population in 2012). These new Americans reside largely in Greater Boston, as well as in urban areas in Southeastern Massachusetts, the North Shore, the Merrimack Valley, and Central Massachusetts (Watanabe and Clayton-Matthews, 2012, Massachusetts Immigrants by the Numbers, 2nd Edition).

The state's foreign-born residents face many obstacles to economic mobility and self-sufficiency, including: limited English proficiency; non-citizen status; lack of U.S. job experience; limited access to culturally competent job training and mentoring options; and limited employment options for immigrants lacking college or high school degrees. Publically funded benefits available to the foreign

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born include Temporary Assistance for Needy Families (TANF), the Supplemental Nutrition Assistance Program (SNAP), subsidized housing, safety net health care services, and state chartered career centers. However, some of these benefits have stringent residency requirements and many foreign born are ineligible due to non-citizen status (U.S. Dept. of Health and Human Services, Summary of Immigrant Eligibility Restrictions Under Current Law, 2009). Other benefits, such as Office of Refugee Resettlement-funded refugee cash assistance, case management, and discretionary social adjustment services are typically available to refugees only. Moreover, state or local governments are usually not well equipped to ensure non-English speakers equitable access to such resources or provide adequate attention to issues of cultural competency or immigration status. Community-based organizations and local government entities face obstacles of their own in working to meet the needs of refugees and immigrants in these areas, including limited financial and administrative resources, regional differences in resource availability and community needs, and the challenges of overcoming newcomer distrust and/or lack of familiarity with their new surroundings.

b. AMERICORPS MEMBERS AS HIGHLY EFFECTIVE MEANS TO SOLVE COMMUNITY PROBLEMS/EVIDENCE BASE AND MEASURABLE COMMUNITY IMPACT. The Massachusetts Office for Refugees and Immigrants (ORI), in collaboration with the Massachusetts Immigrants and Refugees Advocacy (MIRA) Coalition and English for New Bostonians (ENB), proposes to continue implementing the New American Integration Program (NAIP) in order to address barriers to employment for refugees and immigrants by increasing the accessibility of job readiness, VESOL, and naturalization services.

Research shows that Massachusetts immigrants who speak English at home earn 2.5 times as much as those who do not speak English well (MassINC, 2005, The Changing Face of Massachusetts). This represents a significant challenge to the economic stability of cities in our target regions, given their sizeable immigrant populations. In Boston, Lynn, Lowell, New Bedford and Worcester, the five largest cities in our target regions, 200,552 individuals or almost one in five residents (18.3%) speak English "less than very well" (U.S. Census, American Community Survey, 2012). As noted, 14,000 adult English language learners are currently on ESOL waitlists statewide, though actual need is no doubt higher, since work and family demands discourage registration in many cases.

Moreover, with state funding for citizenship services cut by over 80% since 1998, many eligible residents are denied this benefit (MA Office for Refugees and Immigrants&#8206;). Research shows that earnings for LPRs rise by 8% to 11% upon naturalizing (Pastor and Scoggins, 2012, Citizen Gain: The Economic Benefits of Naturalization for Immigrants and the Economy). Improved citizenship

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services could help many non-citizen residents of MA gain greater economic stability, including the 146,175 LPRs in the above-mentioned cities.

Continued implementation will enable NAIP to meet the following CNCS goals, aligning Member service activities to state and national performance measures: Goal 1) Increase the impact of national service on community needs in communities served by CNCS-supported programs); Goal 2) Strengthen national service outcomes for participants engaged in CNCS-supported programs; and Goal 3) Maximize the value CNCS funded programs add to grantees, partners and participants. Culturally, linguistically and socioeconomically diverse Members will receive training to support new Americans in need of job readiness and VESOL training, citizenship assistance, and English language interpretation, and will be placed to add capacity to ethnic community-based organizations. New Americans will in turn demonstrate higher employability, increased English proficiency, higher naturalization levels, and improved access to social services in their preferred languages. Members themselves will also increase their employment levels.

Our partnership with AmeriCorps has been a critical component of this intervention to improve integration outcomes among new Americans, and has also helped us tap talented Members who are themselves immigrants or refugees to meet the needs they know firsthand. In its initial two years NAIP demonstrated significant results, including: 1) 35 ethnic and community-based organizations/host sites receiving well-trained and highly-skilled support, expanding their ability to serve their communities; 2) 849 adult beneficiaries of English for Speakers of Other Languages (ESOL) classes demonstrating gains of at least one Student Performance Level (SPL) in English proficiency, based on standard tests; 3) 1048 clients gaining citizenship; and 4) 21 Members finding jobs or higher educational opportunities within six months of completing their service year.

The AmeriCorps partnership has been instrumental to achieving these outcomes. Given the strength of the AmeriCorps brand, sites embraced Members, integrating their service to help sites meet and expand their programs of community support, especially in the areas of ESOL and citizenship preparation. The one year term of service strengthened these impacts by allowing Members to develop relationships of trust with host site supervisors and the local community. Consistent tracking of program implementation and outcomes during the first cycle of NAIP has ensured the program met the needs of the community, was appropriate for the hosting organizations, and provided adequate training opportunities and substantive involvement for Members at their host sites. The program has also strengthened systems of data collection and communication that allow us collect and share promising evidence-based learning with host site partners (see ORGANIZATIONAL CAPACITY,

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section d).

The first two years of project implementation have also enabled NAIP to grow to fit the emerging needs of target populations, especially job readiness challenges facing new Americans, including NAIP Members themselves. This process included more robust supports to provide Members with ongoing mentoring and professional development, and refining measures to monitor Member employment outcomes at the close of the program year. Building upon these successes, our efforts will continue to focus on job readiness support for refugees and immigrants as well as NAIP Members.

c. MEMBER TRAINING: Extensive upfront and ongoing Member training and mentoring are lynchpins of NAIP's success in developing engaged, effective and culturally and linguistically appropriate service providers for newcomer communities, and strengthening Members' own employment opportunities. Trainings include the following:

Orientation: During a weeklong orientation training with NAIP staff, Members learn the history of the National Service Movement, and receive information about the benefits of being an AmeriCorps Member, background regarding refugee resettlement and immigrant populations in Massachusetts, an overview of their responsibilities, and a detailed description of AmeriCorps Member prohibited activities. Prohibited activities are also detailed in the Member Contract signed on the first day of orientation.

Teaching of Vocational English for Speakers of Other Languages (VESOL): This 2-week training conducted in the first month of the service year by the School of International Training/World Learning trains Members on best practices in teaching VESOL, focusing on principles of language pedagogy and connecting language learning with job readiness skills. Training also includes civics instruction (for clients completing citizenship applications), and 2 weeks of practice teaching supervised by local community-based ESOL providers.

Refugee Community Service and Job Readiness Support: Members placed in refugee resettlement organizations are trained in the basics of refugee case management, including interaction with refugee clients, confidentiality, record keeping, and employment support.

Citizenship Training: This ongoing, comprehensive training begins with a daylong introduction to citizenship during orientation and continues during monthly trainings. Topics covered include: Introduction to Federal and State immigration law and policy; Completing the N-400 Application for U.S. citizenship; and "Know Your Rights" training.

Social Services Interpreter Training: This 24 hour training conducted during the orientation month by the University of Massachusetts Medical School's Area Health Education Center (AHEC) instructs

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bilingual Members on serving as interpreters in social service settings.

Host Site Training: Site supervisors from the host sites provide additional onsite training and mentoring of AmeriCorps Members in the context of Members' service at host sites.

### d. MEMBER SUPERVISION.

AmeriCorps Program Coordinators Supervision: Two Program Coordinators, representing ORI and MIRA, provide ultimate oversight of 15 Members each. Member oversight consists of regular communication with stakeholders, including: monthly Member meetings with NAIP staff; semiannual onsite monitoring meetings between NAIP staff, host site supervisor, and Member(s); and public recognition of exemplary service.

Host Site Supervision: Host site supervisors provide ongoing supervision and training of Members, including assigning and monitoring projects within the scope of acceptable services and meeting with the Member on a routine basis. The NAIP team holds 2 mandatory half-day trainings with host site supervisors: an orientation before Members begin service and a mid-year training. The orientation includes: history of the National Service Movement, goals of NAIP, AmeriCorps host sites program requirements, prohibited activities, reporting, and individual service descriptions. NAIP supervisors also recommend how host sites can ensure the best outcomes for Members, host sites, and communities.

Daily Member Activities: Members follow a service description plan that varies given a host site's mission and needs. They average 37.5 hours of service weekly, consisting of 15-20 hours planning and teaching lessons on VESOL, job readiness, and civics, and 15-20 hours of client assistance in accessing services. Client assistance may consist of: citizenship services; employment support; refugee case management; interpreter services; client referrals for SNAP, health care, housing, etc.; and special projects.

e. COMMITMENT TO AMERICORPS IDENTIFICATION: The high service standards, prestige, and visibility of the AmeriCorps brand have been a critical component of NAIP's impact in improving integration outcomes among new Americans, including Members who are themselves refugees and immigrants. For Members, the AmeriCorps service year brings strong work experience and improved job skills, and a record of commitment and leadership capacity that can open employer doors. For clients and the host sites that serve them, NAIP's identification with AmeriCorps guarantees high service standards and Member dedication to client needs and host site mission. All application materials and other relevant program documents feature the AmeriCorps, MSA, and NAIP logos, demonstrating our commitment to identification with the state and national programs. Host sites

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prominently advertise their AmeriCorps affiliation onsite, and feature Members' service in site materials, social media, and at meetings and other activities. Members are also expected to wear AmeriCorps branded gear (e.g., shirt, sweatshirt) while onsite and at public service events.

### Organizational Capability

a. ORGANIZATIONAL BACKGROUND AND STAFFING: The Massachusetts Office for Refugees and Immigrants (ORI), the Massachusetts Immigrant and Refugee Advocacy (MIRA) Coalition, and English for New Bostonians (ENB) continue their partnership administering NAIP. Together, these organizations have decades of experience leading and administering multi-site, multi-service programs for refugees and immigrants in the state, including ESOL, citizenship, workforce development, and community services, with a focus on strengthening access and quality with regard to services available to new Americans. The AmeriCorps partnership is currently in its third year and pools the unique skill sets of each organization to ensure successful implementation of the NAIP AmeriCorps initiative.

ORI provides oversight of the program as the lead agency and is responsible for overall program coordination, including training, recruitment, administration and fiscal oversight. As a state agency, ORI contributes its expertise with refugee resettlement as well as funding and overseeing community-based support services for refugees and immigrants throughout Massachusetts. MIRA brings decades of experience working with networks of community-based partners and extensive staff expertise in immigration policy and civics training, citizenship services, and policy and program analysis with regard to ESOL and workforce development services for immigrants. Serving 1,100+ learners in Boston annually, ENB contributes expertise in specialized Pre-Vocational ESOL for English language learners in refugee and immigrant communities throughout Boston. The structure of the partnership serves to ensure communication among key stakeholders, connectivity with state resources, and relevancy with regard to the needs of target groups.

ORI staff managing the project include AmeriCorps Program Coordinator, Ambrose Faturoti (1 FTE) and the Director of Workforce Development, Jennifer Schamel (.05 FTE). Mr. Faturoti's relevant work experience includes 4 years of government policy and program development, and 5 years in education, as both an English literature and language instructor and an administrator. He provides project coordination and drives recruitment, retention and recognition activities, developing technical assistance and site leadership. Ms. Schamel brings her background in refugee resettlement self-sufficiency programming to provide overall project oversight and direction; she also supervises Mr. Faturoti. The MIRA Program Coordinator, Myriam Zuber (1 FTE) co-administers the program

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with Mr. Faturoti in the above function areas. Ms. Zuber has worked for over a decade in community development with immigrant organizations in the Boston area, with a focus on immigrant integration and leadership development in low-income neighborhoods. She works closely with MIRA staff to design and deliver training and technical assistance tailored to the NAIP program. Liz Chaves, MIRA's Director of Operations (.03 FTE), supervises Ms. Zuber and provides operational support for NAIP; Jeff Gross, Director of the New Americans Integration Institute (.03 FTE), provides ongoing consultation on NAIP's job readiness programming. English for New Bostonians staff, Executive Director Claudia Green (.05 FTE), coordinates the customization and delivery of the VESOL training. Note on Host Site Selection: Careful selection of target regions of the state and host sites in those regions has been key to maximizing the impact of Member service. Potential sites include refugee resettlement agencies, ethnic community-based organizations, and community health centers that serve a large immigrant population, located in target regions. All sites must undergo a competitive Request for Proposals (RFP) process to ensure equity of access for ethnic community-based organizations. NAIP coordinators review applications, meet with potential hosts, and select sites based on the best match with NAIP's mission and goals, notifying selected host sites in July of each program year.

b. COMPLIANCE AND ACCOUNTABILITY: ORI and MIRA have set the following goals to ensure compliance with AmeriCorps rules and regulations: 1) to educate Members and host sites during the orientation on the importance of AmeriCorps rules and regulations, including prohibited activities; 2) to ensure compliance with these rules and regulations and identify potential issues in a timely way through ongoing monitoring; and 3) to implement and enforce policies and procedures for dealing with issues of non-compliance, including a system and timeline for warning in instances of non-compliance, corrective action timeline, and immediate dismissal protocol when required. All of this is detailed in the Member Contract and the Host Site Memorandum of Agreement.

c. PAST PERFORMANCE: During the first three grant years, the NAIP program focused on two core components: (1) English language skills acquisition, and (2) progress toward obtaining citizenship. Over its first two years NAIP has been successful addressing regional gaps in ESOL services by improving the availability of ESOL classes and assisting students in demonstrating English proficiency gains. NAIP Members nearly tripled the number of students enrolled in sponsored English classes from a year 1 total of 466 students to 1,198 (vs. goal of 450 students) at the end of year 2. Further, nearly twice as many students in our English classes demonstrated proficiency gains of at least one Student Performance Level (SPL), from 313 students improved in year 1 to 536 (vs. goal of 405

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students) during year 2. (SPL is a widely accepted scale for measuring skills acquisition; see Massachusetts Department of Education, 2005, ESOL Curriculum Framework for Adult Basic Education).

In spite of these impressive successes, NAIP faced challenges achieving intermediate outcomes for number of hours of classroom instruction received by adult learners. Consistent class attendance was a hurdle for many clients, due to conflicting demands of job and family responsibilities, as well as limited childcare and transportation options. To address this challenge, the program with CNCS approval reduced the number of required classroom hours, from 100-50, and incorporated Member training on student retention strategies. As a result of these changes we are confident in meeting our newly proposed measures in this area going forward.

Additionally, NAIP exceeded its overall goal for clients served with direct citizenship assistance in two categories: 1) citizenship clients who have completed applications for citizenship (2,113 applications completed vs. goal of 1,800) and 2) clients enrolled in civics instruction classes (881 clients completed civics course vs. goal of 500). We fell short of our goals in two other areas: 1) clients called for the citizenship interview (1,204 clients called for interview vs. goal of 1,536), and 2) clients who pass the citizenship test (1,048 clients pass the citizenship test vs. goal of 1,382). To address these shortfalls, we implemented a rigorous follow-up call system for clients served at one day, program-sponsored citizenship clinics (in our experience the most difficult client base to track). The strategy increased our ability to monitor the impact of service at these clinics, and this approach now guides how we track citizenship outcomes across all Member interactions with citizenship clients. We are confident in our ability to meet our service targets in the current program year.

Enrollment: NAIP's enrollment rate for the initial two years was 100%.

Retention: NAIP's retention rate was 85% in Year 1 and 81% in Year 2. In exit interviews, Members disclosed that the primary causes for early departure related to financial need. At the same time, we also found that Members were often able to make use of the high quality training NAIP provides in securing full-time employment. To address these retention challenges we have added language to our Application and Member Contract to make clear to Members that they are committing to a one year term of service and are expected to complete all 1,700 required hours, as well as underlining their ineligibility to earn the Segal AmeriCorps Education Award in the case of exiting for non-compelling cause. We also stress the importance of this service commitment in Member interviews and monitoring, noting that the high-quality training Members receive combined with skills and experience gained during a full service year will demonstrate their great value to potential employers.

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d. CONTINUOUS IMPROVEMENT: To improve ongoing program outcomes, ORI and MIRA have revised our data tracking system, which now includes: consistent application of the AmeriCorps program requirement of 2 Member evaluations per year completed by host site supervisors, at the mid-point and end of the service year; 2 site visits (with site supervisor, NAIP staff and Member), at the start and end of the service year; 2 program evaluations completed by Members, at the mid-point and end of the service year; and anonymous evaluations by Members at NAIP monthly trainings. NAIP staff also communicate with Members regularly via email and phone and visit them on site. All feedback and data are routinely analyzed and program changes are implemented as needed.

### Cost Effectiveness and Budget Adequacy

#### a. COST EFFECTIVENESS

NAIP is a cost effective solution to addressing critical gaps in job readiness and citizenship assistance services for refugee and immigrant clients, leveraging highly trained AmeriCorps Members to extend the reach of these services with significant cost savings. NAIP provides expanded client access to self-sufficiency programming in a culturally and linguistically relevant context, maximizing the ability of small and financially constrained community-based groups to impact in the populations they serve while improving capacity and service quality at host sites. NAIP's integrated VESOL/job readiness training program improves clients' English proficiency even as it helps them become employment ready and find jobs, a process that both generates cost savings and has demonstrably better outcomes in each area compared to standalone job readiness or English courses (MA Department of Education, 2009, Facing the Future: Massachusetts Strategic Framework for Adult Basic Education, 2010-2015).

NAIP invests heavily in preparing Members to effectively meet community needs, directing \$481,371 of CNCS and in-kind support toward this goal through Member training (\$34,029), living allowance (\$363,000), health insurance (\$52,942), FICA (\$27,770), and Workers' Compensation insurance (\$3,630). This average investment of \$16,046 per Member yields a highly-skilled service corps that increase the availability of comprehensive employment services within Massachusetts by over 300%, from seven to thirty locations, and increase the number of citizenship assistance providers within our target regions by 30%, from twenty-three to thirty locations. In our current proposal, while total costs have increased somewhat compared to the first round of the program, from \$640,095 to \$664,119, the CNCS cost per MSY has in fact decreased by \$333, from \$13,300 to \$12,967. We have been able to achieve this decrease largely through our success in negotiating with host sites to increase their contributions from \$7,000 to \$7,500, based on the strong track record of Member service.

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NAIP is at the same time a cost effective solution when compared to similar programs offered in Massachusetts. The state programs most closely aligned to the scope of NAIP are the federally-funded Comprehensive Refugee Employment Services Program (CRES) and the state-funded Citizenship for New Americans Program (CNAP). On average, Massachusetts invests \$1,085,000 each year in these job readiness and citizenship services for refugee and immigrant economic self-sufficiency, representing \$747,500 for CRES, and \$337,500 for CNAP. Through these programs, both overseen by ORI, Massachusetts is able to provide these services at a combined cost of \$1,146 per client, with CRES at \$971/client, and CNAP at \$175/client. Through the AmeriCorps investment of \$389,000 per year, NAIP will be able to increase the availability of comprehensive employment services and citizenship assistance at a fraction of the cost: \$229 per client for 1,700 clients served.

### b. BUDGET ADEQUACY

NAIP proposes a total budget of \$664,119, including a CNCS contribution of \$389,00 and \$275,119 in non-CNCS resources. Non-CNCS resources include \$225,000 from host site contributions and \$50,119 in in-kind contributions, including \$9,135 in state funds for ORI staff time for refugee case management training, and \$40,984 in private funds for MI RA/ENB staff time for Member citizenship and VESOL training and facility rental.

NAIP plans to diversify its funding streams through pursuing partnerships with local financial institutions and supplemental funding opportunities available from foundations in the targeted regions. While a maximum fundraising goal for these efforts has not been set, we hope to use such funds to reduce host site contribution for current and potential future host site organizations.

### Evaluation Summary or Plan

The NAIP will use a mixed method design to evaluate program outcomes and implementation, combining quantitative data from test instruments and administrative sources with qualitative data from stakeholder interviews and surveys. Research questions assess the three primary program components, and include: 1) Are beneficiaries gaining or improving employment within one year of the completion of the service year; 2) Are eligible beneficiaries becoming citizens; and 3) Are immigrant and refugee Members obtaining employment within one year after completion of service year? The evaluation will also measure intermediate program outcomes such as level of English proficiency or number of clients completing citizenship applications. Evaluation data sources include: site service logs; standard language exams; CNAP site reports; USCIS citizenship reports; key informant interviews with Members, beneficiaries and host site supervisors; client satisfaction surveys;

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and host site client case management files. NAIP sends mid- and end-of-year reports to MSA including information on program outputs and intermediate and end-of-year client and Member outcomes. The eGrants platform serves as a data reporting system.

### Amendment Justification

N/A

### Clarification Summary

NAIP 2014-15 Programmatic Clarification Items:

1. The applicant does not provide adequate details on monitoring. Please clarify a specific plan for monitoring.

Our monitoring process consists of the following components:

Two NAIP Program Coordinators, representing ORI and MIRA, each provide ultimate oversight of assigned 15 Members, and Members' respective host sites. NAIP Program Coordinators communicate weekly with Members and host sites, via email and phone calls, to monitor each Members progress. Following is a list of targeted monitoring activities.

Monthly Meetings: NAIP Program Coordinators ensure Member accountability through personal one-on-one meetings. During these one-on-one meetings multiple items are discussed including Member time-sheets, tracking outcomes, and adherence to the Member Service Description. In addition during each monthly Member Training, NAIP Program Coordinators use training evaluations, satisfaction surveys, and they facilitate group discussions to identify problem areas.

Host Site Training: To prepare host sites and provide for a positive and effective program, the NAIP team holds 2 mandatory half-day trainings for host site supervisors. The first training serves as an orientation before Members begin service, covering the history of the National Service Movement, goals of NAIP, AmeriCorps host sites program requirements, prohibited activities, reporting, and individual service descriptions. The second training covers program implementation items, such as Best Practices in ESOL lesson planning, training on the updated N-400 Citizenship Application, and

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Volunteer Recruitment Strategies that NAIP identified as topics requiring additional clarification and attention.

Memorandum of Agreement (MOA): All host sites are required to sign a MOA outlining expectations and responsibilities for both NAIP and the respective host site. The NAIP Program Coordinators use the content of the MOA to monitor a host site's compliance throughout the year.

Semi-Annual Site Visits: This monitoring is conducted by the respective NAIP Program Coordinators twice a year to ensure compliance with program regulations and adherence to individual service descriptions. Each site visit consists of: an interview with the host site supervisor; an interview with Members; collective meeting including NAIP staff, host site supervisor, and Member(s); a review of daily member activities through records including class attendance sheets and intake forms that ensure adherence to member service descriptions, and compliance with allowable activity guidelines detailed in Member Contract and Memorandum of Agreement; file review for required documentation and proper organization/maintenance. The semi-annual site visits are followed up with written and verbal feedback and as necessary the NAIP Program Coordinator will visit the host site again to ensure compliance.

### 2. Grant Start Date and Member Enrollment Period:

NAIP's current grant period is September 1, 2013 through August 31, 2014. NAIP will maintain the same September through August grant period for all subsequent program years ensuring no overlap between the current and the new program year.

### 3. Strategic Engagement slots Clarification:

We are not requesting any Strategic Engagement slots at this time. However, through the previous three years, NAIP has been intentionally inclusive in our recruitment process through listing our non-discrimination policy on all recruitment materials, and through reaching out to organizations serving people with disabilities, in order to increase the number of people with disabilities serving as AmeriCorps members in our program. In the past, NAIP has annually enrolled and retained at least two members with disclosed disability (6.7% of total slots each year). During the 2013-2014 program

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year, three enrolled members have declared a disability and we fully expect to retain them through the conclusion of the program year. NAIP will continue its relationship with Empowering People for Inclusive Communities (EPIC) and we will continue our outreach into the community by forming connections with additional agencies such as the Institute for Community Inclusion.

4. MSY with no program funds attached Clarification:

We are not requesting additional No-Cost MSY's at this time.

5. Healthcare Clarification Items for all programs with full-time members (excluding EAP and Professional Corps):

Please provide the name of the health insurance provider you are proposing to use to insure your AmeriCorps members.

Based upon recent experience, NAIP proposes to approach the next program year by informing new Members of their health insurance options. The 2013-2014 program year demonstrated that with the loss of the Summit plan, administered through the Corps Network, Members elected to stay on their parents/spouse's insurance or to enroll in MassHealth (state version of Medicaid). NAIP anticipates that future Members will make similar choices as our current Members.

For the 2014-2015 program year, the NAIP pre-selected health care plan is "Boston Medical Center HealthNet Plan -- Bronze A". NAIP's reimbursement rate is based upon this pre-selected plan's monthly rate of \$167 per month. All NAIP Members will be reimbursed, for up to \$167 per month, to cover a Member's premium costs related to purchasing health care insurance. Members may choose to purchase an insurance plan using the Health Insurance Marketplace, the Massachusetts Health Connector, or an alternative health insurance provider. NAIP will inform future Members of all enrollment options including remaining on their parent's/spouse's insurance plan and enrolling in Medicaid coverage on the Massachusetts Health Connector.

a. How did you select the provider? (for example, direct marketing, through the Health Insurance Marketplace or other means)

"Boston Medical Center HealthNet Plan -- Bronze A" was selected from the Health Insurance

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Marketplace because it provides minimum essential coverage and is currently the most affordable plan for future Members. NAIP has learned that Summit is working on making their coverage ACA compliant and NAIP will potentially consider selecting them as a healthcare provider again if they remain the most affordable option.

If Members are not able to enroll into a plan on the Health Insurance Marketplace, before the next open enrollment period in November, 2015, NAIP will encourage members to enroll on their parent's/spouse's insurance or enroll in Medicaid (MassHealth in Massachusetts).

b. Does your proposed budget for Member healthcare provide for Minimum Essential Coverage (MEC) coverage, as defined by the Affordable Care Act (ACA), for your full-time Members?

Our proposed budget has \$52,942.00 reserved for health insurance. This amount was calculated using the previous Summit plan's monthly expense of \$160.43 month for 30 Members over 11 months. The "Boston Medical Center HealthNet Plan -- Bronze A" has a monthly rate of \$167 per month which for 30 members over 11 months would come to \$55,110.00. The pre-selected plan, currently the most affordable option on the Health Insurance Marketplace, therefore shows a potential deficit of \$2,168.00 over NAIP's proposed budget. If the proposed budget does not cover health insurance then NAIP will endeavor to come up with the difference through pursuing additional match funds. Furthermore, NAIP is concerned that the market may change resulting in yet an additional monthly cost increase.

c. If not, what adjustment to your budget is necessary in order for you to provide Minimum Essential Coverage (MEC)?

N/A

d. If you do not have enough information to answer question (4), please explain why not and/or what prevented you from being able to obtain the necessary information.

N/A

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## Continuation Changes

N/A

## Grant Characteristics