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Executive Summary

The legal applicant, the Chaves County Retired Senior Volunteers Foundation, Inc., has been successfully managing RSVP since it became an incorporated non-profit and sponsoring agency in 1991. Prior to that time, the Board members of the Foundation had served as the advisory council to the RSVP project since 1975. The mission of the Foundation is to support the RSVP project by encouraging an active lifestyle for those 55 years of age and older by offering quality volunteer opportunities while meeting community needs. The CNCS investment of \$52,810 per year will be supplemented by \$30,057 per year of non-federal resources.

In the course of the project period of three years, at least 138 RSVP volunteers will be recruited, trained, and placed in stations that are aligned with the CNCS strategic initiatives. The service categories to be addressed include: Healthy Futures--Obesity and Food: Food Distribution, Developing and Maintaining Community Gardens, and Educating; Healthy Futures--Access to Care: Distributing Information; Economic Opportunity--Housing: Building or Assisting Homes; Veterans and Military Families--Support veterans in rural communities and other community-based activity that serves Vets; and Capacity Building: Garnering donations and Recruiting Volunteers.

Community needs to be addressed include providing food boxes to the elderly, unemployed and disadvantaged; distributing information to the elderly, homeless, veterans, and disadvantaged to increase access to care and services; providing support to veterans and their families; helping to build homes for low income families; increasing the capacity of non-profits in the community by recruiting volunteers and garnering donations; and educating children about healthy eating.

The research based methods to address community needs include: attendance logs, activity logs, pre and post surveys, organizational assessment tools, and questionnaires. Each of the instruments will be based on "best practices" identified on the National Service Knowledge Network.

Anticipated outcomes related to each PFI are outlined in the work plans. As examples: The RSVP project will reduce hunger in the community by providing food boxes to disadvantaged individuals and families. We will increase the ability of economically disadvantaged and veterans and their families to seek medical care and other vital services. We will teach children the benefits of eating healthy, thereby reducing the obesity rate in the community.

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Strengthening Communities

A.Q1 Describe the community and demonstrate the community needs.

Geographically, Chaves County, with a land area of 6,065 square miles, is one of the largest counties in New Mexico. Located three hours from the Mexican border and three hours from the closest metropolitan area (Lubbock and El Paso Texas, Albuquerque, Santa Fe and Las Cruces, New Mexico are all approximately 180 miles from Roswell), the County has a population of 65,784 residents (2012 Census Bureau estimate). In addition to the rural isolation of the community, Chaves County has one of the highest poverty rates in New Mexico. Overcoming poverty is a significant challenge - 21% of residents live in poverty (compared to 17.4% for the state and 12.6% for the nation) - and over 40% of Chaves County Hispanic residents live below the poverty level according to 2013 poverty data. Income data from the 2010 Census report reflects the per capita income in Chaves County at \$18,366 compared to the State of New Mexico per capita income of \$22,461 and the US rate at \$27,041. Roswell is the "county seat" of this large rural area that is best known for the mysterious alien spaceship crash in 1947.

According to the 2010 census, ethnicity data shows the following: Hispanic or Latino 53.3%, White alone 42.6%, American Indian and Alaska Native 2.0%, Asian alone 0.9%, Native Hawaiian and other Pacific Islander 0.2%, and two or more races 1.7%. (Census 2010)

Hunger in Chaves County is significant with over 59% of families and children dependent on meals from public sources and 10% missing meals daily according to Feeding America's "Map the Meal Gap". In addition, New Mexico and Chaves County lead the nation in hunger insecurity for children up to age 19 with over 20% at risk for hunger every day.

Along with the major impact related to hunger insecurity, residents in Chaves County are more at risk for access to health care than the majority of counties in the state and in the United States. Over 30% of the county residents have no pay source for health (NM Health Insurance Exchange 2013). In addition, the county is a Health Professional Shortage Area (HPSA) and a Medically Underserved Area/Population (MUP) according to the latest data from the Health Resources and Services Administration (HRSA). The lack of primary care providers in the region causes many uninsured individuals to seek care in hospital emergency rooms or to forgo care until the disease status is critical.

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The county leads the state in deaths due to cardiovascular disease according to data from the NM Department of Health (NM IBIS 2013).

Major employers in the county include the healthcare industry, agriculture and tourism related primarily to the UFO mystique of the area. Unemployment has risen dramatically over the past two years with the downturn in the economy that impacted New Mexico much later than the rest of the country. Unemployment was 7.5% in July 2013, much higher than the 6.3% rate for New Mexico.

Along with the unemployment opportunities in the region, significant numbers of individuals are returning to the region from the armed services; and significant numbers are being drawn to the region due to dramatic changes in the economy related to the oil boom in the Permian Basin. Chaves County had 5,362 veterans identified in 2012 with an estimated 41% or 2,078 returned from active duty in the last five years (NM Department of Veterans Services). It is difficult to identify the number of veterans and spouses who are seeking services in the region; however, the participation at local job fairs sponsored by US Representative Steve Pearce in the last year would indicate that the number is significant with over 900 attending the Veterans Outreach Fair in Roswell in 2012 (NM Department of Veteran's Services 2012).

Capacity building for non-profit agencies in Roswell and Chaves County is a critical need that RSVP is addressing through activities that are described in material that follows. Chaves County has over 210 non-profit agencies that are currently active; however, the majority of those are agencies with small budgets and significant dependence on volunteer support (IRS 501-c-3 listing 2013). RSVP is addressing this need through volunteer outreach, senior forums and other activities designed to recruit volunteers.

A.Q2 Describe how the service activities in the Primary Focus Area lead to National Performance Measure outputs or outcomes.

The Primary Focus Area for this application is Healthy Futures with focus on alleviating hunger and increasing access to health care.

The issues of hunger in Chaves County are extremely high as noted in the previous information.

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Additionally, anticipated food stamp cuts that will occur across the nation in fall 2013 will further negatively impact families and children. Chaves County RSVP is addressing this issue through volunteer stations at Good Samaritan Food Pantry; Harvest Ministries; Roadrunner Mobile Food Pantry serving sites in Roswell, Dexter, Hagerman, and Lake Arthur; and Hagerman's Loaves and Fishes Food Pantry. It should be noted that the Lake Arthur site is the only colonia in Chaves County. All of those organizations are totally dependent on volunteers to alleviate hunger through distribution of food packages to over 1,000 people monthly.

RSVP is also partnering with a new CDC (Centers for Disease Control) Community Transformation Grant initiative in Chaves County. This initiative is centering its work on the development of bike trails and bike lanes, signage and striping for the trails and lanes, and activities related to obesity prevention and health promotion. In a 2012 NM Department of Health publication, data indicates that 14.6% of kindergarten children and 21.4% of third graders were obese (NM Department of Health "The Weight of Our Children: NM Childhood Obesity 2012 Report).

A new RSVP station is the La Puerta Abierta Outreach Clinic providing access to primary care services delivered by volunteer health providers and volunteer staff. RSVP volunteers will assist with patient registration and maintenance of medical records for this free clinic site at least 40 hours monthly serving over 50 patients each month.

A.Q3 Describe a plan and infrastructure to support data collection and ensure National Performance Measure outcomes and outputs are measured, collected and managed.

Data collection for each RSVP site is gathered through routine processes that insure data is reported monthly to the program office. That data includes activity logs, participation logs, sign-in sheets, and data collection documents provided by the sponsoring station as part of the agreement through the Memorandum of Understanding (MOU). Each site is required to maintain participation logs for every RSVP volunteer who provides services. The RSVP director is responsible for collecting the logs on a monthly basis and assuring that all data is recorded according to national guidelines.

A.Q4 Program Design includes activity in service to veterans and/or military families as part of service in the Primary Focus Area, Other Focus Areas or Capacity Building.

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Working with veterans and their families is a key focus area for the RSVP volunteers in Chaves County. This ranges from volunteer work with veterans' organizations, participation in flag ceremonies for funerals and patriotic events, assisting with the La Puerta Abierta Outreach Clinic serving veterans, and assistance with the yearly Veteran's Stand Down activity targeting homeless veterans to provide services and resources leading to a more sustainable lifestyle.

New stations added during this grant period include the Patriot Guard Riders, the American Legion Riders, and work to create a Veteran's Clinic in Chaves County through partnerships with local health providers. Both military groups provide escort services for military funerals in the Chaves County area serving an average of 4 families monthly throughout the year. Work on the new Veteran's Clinic involves partners from the local American Legion, the NM Department of Veteran's Affairs, and the Albuquerque VA Hospital.

A.Q5 Work plans logically connect four major elements in the Primary Focus Area to each other and are aligned with the National Performance Measure instructions: (a) The community need(s) identified; (b) The service activities that will be carried out by RSVP volunteers; (c) The instrument description and data collection plans; (d) Works plans include target numbers that lead to outcomes or outputs, and are appropriate for the level of duplicated volunteers assigned to the work plan.

The work plans reflect the four major elements and are aligned with the National Performance Measure instructions.

A.Q6 Work plans logically connect four major elements in the Other Focus Areas and Capacity Building to each other and are aligned with National Performance Measure instructions.

The work plans connect the four major elements in the Other Focus Areas and Capacity Building to each other and are aligned with the National Performance Instructions.

A.Q7 Applications will receive credit for percentage of unduplicated volunteers in National Performance Measure outcome work plans above the minimum 10%.

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49% of the unduplicated volunteers are placed in outcome based work plans, well above the minimum of 10% that is required.

Recruitment and Development

B.Q8 Demonstrates a plan and infrastructure to create well-developed high quality RSVP volunteer assignments with opportunities to share their experiences, abilities, and skills to improve their communities and themselves.

B.Q9 Demonstrates a plan that volunteers receive training needed to be highly effective.

RSVP volunteer assignments are strategically chosen to insure that volunteers will have the opportunity to share their experiences, abilities, and skills. The CCRSVP director pursues a working relationship with stations in the identified focus areas that offer a variety of community service opportunities and skill-building opportunities for current and future volunteers. The RSVP program encourages volunteers to attend training from other community sources like the WESST Corp monthly computer training, training from the Small Business Development Center, programs offered by Senior Circle, and classes offered at the Roswell Adult Center. A new partnership with ENMU-Roswell will bring four free computer classes yearly for seniors in the community thus increasing the opportunities for RSVP volunteers to address technology challenges and improve technology skills.

Volunteer stations that will be enhanced and added during this grant period include several locations where volunteers will be asked to attend training and develop new skills. For example the partnership with Roadrunner Mobile Food Pantry will require that all volunteers complete training for the Emergency Food Assistance Program (TEFAP) and become familiar with the program guidelines. Training for the new La Puerta Abierta Outreach Clinic site requires that all RSVP volunteers complete HIPAA training to ensure that patient confidentiality is maintained.

B. Q10 Describes the demographics of the community served and plans to recruit a volunteer pool reflective of the community served.

RSVP recruits volunteers through a number of mechanisms including the use of the "Volunteer Opportunities Bulletin." The bulletin contains a monthly listing of the volunteer job opportunities that are available in the county. It is inserted in the Roswell Chamber of Commerce monthly newsletter, and is broadcast on local radio stations. Volunteers are also recruited through booths at local event

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and public speaking engagements. In addition, the Director participates in local radio programs to recruit volunteers and share information about volunteer opportunities. During this grant period, the Director will also share information with the Spanish radio stations in the region to encourage an increased number of Hispanic volunteers. The current demographics of the RSVP volunteers align with the demographics of the population, and recruitment with the addition of new sites and volunteers will be directed toward that goal.

B.Q11 Demonstrates a plan and infrastructure to retain and recognized RSVP volunteers.

Retention of volunteers and recognition of them is a key component of the organization. RSVP volunteers receive volunteer benefits that include mileage reimbursement and free supplemental auto and liability insurance while the volunteer is on the job or is traveling to and from the volunteer station. RSVP holds an annual flu shot clinic and health expo for volunteers, sends out birthday cards to all volunteers, sponsors Senior Day at the Eastern New Mexico State Fair, and hosts a Holiday potluck for volunteers as part of activities to support retention. Additionally, RSVP sends get-well cards for significant members of the volunteer's family in the case of illness or accident. Also, RSVP sends bereavement cards for support in situations of family loss.

RSVP sponsors an annual, formally catered, recognition banquet that includes an awards ceremony with entertainment. All volunteers are given a certificate of appreciation for their service; and awards are given for the most hours served, outstanding achievements, and years of service including 5, 10, 15, 20, 25, 30, and 35 years. On occasions when RSVP volunteers are featured in local media, the Director sends congratulatory cards thanking the volunteers for their service.

Program Management

C.Q12 Plans and infrastructure to assure management of volunteer stations in compliance with RSVP program regulations (such as preventing or identifying prohibited activities).

Appropriate placements are ensured through a Memorandum of Understanding. All stations sign an MOU that contains a three-year contractual agreement. The MOU includes RSVP's policies along with a detailed description of volunteer assignments and expected standards of conduct. Prohibited activities are listed in the MOUs of each station and in the Volunteer Policies and Procedures manual. RSVP staff also ensures quality by managing the volunteers through an application process, station

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visits and follow up correspondence to ensure that each volunteer is satisfied with the volunteer placement. The RSVP director maintains close contact with volunteer stations to assure that all regulations are being followed.

C.Q13 Plans and infrastructure to develop and oversee volunteer stations to ensure that volunteers are performing in their assigned service activities.

Stations are closely monitored by the Chaves County RSVP program staff to insure that appropriate orientation, training, and mentoring are provided by the station. RSVP staff assists the stations in providing training and technical assistance as necessary. Each sponsoring station is asked to complete an annual assessment. In addition, the project also conducts a community survey, a volunteer survey, and a station survey. In February each year, surveys are mailed to RSVP volunteers and station managers. This evaluation provides feedback to the RSVP staff from station staff and volunteers regarding program effectiveness and any identified changes that may need to be made.

C.Q14 Plans and infrastructure to meet changing community needs to include minimizing disruption to current volunteers as applicable and/or graduating stations as necessary.

The program director, with guidance from the RSVP Foundation and Advisory Board, identifies community needs and selects quality stations based on those identified needs. To assure that stations meet identified community needs, the RSVP staff meets at the station sites to provide guidance for staff working with volunteers and to evaluate volunteer impact. If the objectives identified by the station do not parallel those identified by CNCS and the station does not currently address identified community needs, the station will be graduated. The RSVP director will work with the station to ensure that there is minimal disruption in the services provided to the community. The volunteers at that particular station will be given the option to volunteer at another station that does meet the goals and objectives for both the community and CNCS. If the volunteer prefers to continue volunteering at that station, RSVP will graduate that volunteer.

C.Q15 Demonstrates an organizational track record in managing the volunteers in the Primary Focus Area, to include if applicable, measuring Performance in the Primary Focus Area.

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The Foundation has been successfully managing the volunteer program since they became an incorporated non-profit and sponsoring agency in 1991. Prior to that time, the Board members of the Foundation had served as the advisory council to the CCRSVP program since 1975. The total number of volunteer hours worked over the last three years has averaged 7,004 hours per quarterly reporting period. Over 135 volunteers have worked during each quarterly reporting period in the past three years.

The Foundation, advisory board, and the RSVP staff work together to set reasonable goals that are consistent with the federal requirements, strategic initiatives, and funding levels. The program goals and budget are set and reviewed by the sponsor and the program staff at the beginning of each funding year. After that initial review, the program progress and financial status are reviewed by the sponsors at the bi-monthly meetings and revised as necessary.

C.Q16 Demonstrates a plan and infrastructure to ensure the project is in compliance with the RSVP federal regulations to include establishing an RSVP Advisory Council, ensuring RSVP volunteers are placed in stations that have signed the required MOU, and ensuring that all volunteers are eligible to to serve in RSVP.

All contracts and agreements follow the required federal guidelines. The RSVP Director is working with the state CNCS Program Manager to align the agency with the new federal performance measurement system. Since 2009, RSVP staff has evaluated the community needs through community meetings, discussions with non-profits to identify community needs and through conversations with volunteers to identify additional information needed to assure that the organization is meeting issues for the community. For example, the RSVP stations addressing hunger as a specific focus area were developed through identification of community need.

Organizational Capability

D.Q17 Plans and Infrastructure to provide sound programmatic and fiscal oversight (both financial and in-kind) and day-to-day operational support to ensure compliance with RSVP program requirements (statues, regulations, and applicable OMB circulars) and to ensure accountability and efficient and effective use of available resources.

The RSVP Foundation is the sponsoring agency (501-c-3) for the RSVP program. The sole purpose of

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that organization is the oversight and guidance of the RSVP program. The RSVP Foundation, as the sponsor, reviews and approves all program expenditures, budgets, grants and reports before they are released. RSVP staff track financial progress on a monthly basis using Quickbooks software to produce reports to the sponsor and grantors. Both federal and non-federal funds are entered into the Quickbooks program, and all purchases made with those funds are documented with a corresponding budget item noted. Federal expenditures are reported quarterly and semi-annually through the Federal Division of Payment Management System and through egrants. State funding expenditures are reported monthly through the Monthly Activity Report (MAR). Any local funds and donations are tracked and reported as per procedures requested by the organization donating the money. The Program Director writes all checks; and the sponsor reviews, approves and signs the checks. The Program Director reconciles the checkbook monthly with bank statements. Any money requests and/or drawdowns are handled by the Program Director. Additional fiscal guidance comes from a local CPA including evaluation of the financial management system to assure that all checks and balances meet state and federal guidelines. The CPA is also responsible for completion of the federal 990 form yearly.

D.Q18 Demonstrates clearly defined paid staff positions, including identification of current staff assigned to the project and how these positions will ensure the accomplishment of program objectives.

The staff for the CCRSVP program consists of a Program Director who is responsible for all aspects of the program operation under the guidance of the Foundation. That Program Director operates under a job description that is approved by the Foundation. The current Director, Mr. Sean Davis, began work with the organization in March 2012. He holds a Master of Arts degree in Sociology with an emphasis in Applied Demography and Business Consulting. Prior to taking the position, he was the Senior Associate at William's Demographics, a research and consulting firm. He also served as a university instructor at New Mexico State University regularly teaching courses that included Research Methods, Social Change, Rural Sociology, Sports and Society, and Sociology of New Mexico. This experience not only gave Mr. Davis the skill sets necessary to address the analytical needs of impact-based programming, but it also provided the basis for a firm understanding of the relationships between individuals and groups within the community.

D.Q19 Demonstrates organizational capacity to: (a) Develop and implement internal policies and

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operating procedures to provide governance and manage risk, such as accounting, personnel management, and purchasing; (b) Manage capital assets such as facilities, equipment, and supplies.

The sponsor provides management support through the Policies and Procedure Manual and the defined job descriptions for staff. The Policies and Procedures Manual is reviewed annually and updated as necessary to reflect changing requirements. The manual outlines processes including personnel recruitment, employment conditions, job descriptions, employee leave policies, benefits, compensation, code of conduct, and reasons for termination.

The Manual also outlines the internal policies for purchasing, retention of records, equipment inventory, personnel records, volunteer records, and travel policies based on New Mexico's current year federal government per diem rates.

The Policy and Procedure Manual includes guidelines for purchase and recording of capital assets including facilities and equipment. The current RSVP office is located in a rented office property. All assets costing over \$1,000 are maintained in an inventory listing that is checked yearly to assure that all equipment items are in use on the premises. Supplies are purchased by the Program Director when needed for office use, and payments for those purchases are made from the organizational checking account with two signatures required for issuance of each check.

D.Q20 Demonstrates organizational infrastructure in the areas of robust financial management capacity and systems and past experience in managing federal grant funds.

The RSVP Foundation has successfully managed the project's grant funding since sponsorship began in 2005. Foundation Board members are predominantly individuals who have managed grant funding for non-profit agencies, and that experience is excellent in guiding the financial management of the organization. All financial records are maintained in a Quickbooks system at the RSVP office. Federal expenditures are reported quarterly and semi-annually through the Federal Division of Payment Management System and through egrants. State funding expenditures are reported monthly through the Monthly Activity Report (MAR). Any local funds and donations are tracked and reported as per procedures requested by the organization donating the money. The Program Director writes all checks; and the sponsor reviews, approves and signs the checks. The Program Director

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reconciles the checkbook monthly with bank statements. Any money requests and/or drawdown are handled by the Program Director. Additional fiscal guidance comes from a local CPA including evaluation of the financial management system to assure that all checks and balances meet state and federal guidelines.

Other

N/A

PNS Amendment (if applicable)

N/A