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Executive Summary

The legal applicant is the City of Albuquerque (COA) Department of Senior Affairs (DSA). Bernalillo County (BC) offers seniors 50+ services and opportunities that enhance their quality of life while offering a continuum of services and programs for active to frail adults. Programs promote both healthy aging and independent living that meet the individual needs of seniors in the Albuquerque/Bernalillo County area. COA DSA operates senior centers, multigenerational centers, sports/fitness centers, meal sites, home services, Information & Assistance services, and a central kitchen. The vision of the DSA is to be the community leader, who in partnership with others involves seniors in creating and sustaining a community where there is a growing spirit of interdependence that enhances everyone's quality of life. The mission of DSA is to be a community leader, who in partnership with others, involves seniors and people of all ages in creating a community that enhances everyone's quality of life by providing opportunities to achieve their potential, share their wisdom, maintain their independence, and live with dignity.

RSVP will provide an estimated 800 volunteers to the Albuquerque and Bernalillo County metropolitan area to support approximately 77 volunteer stations. Some of their activities will include conducting outreach and assisting with enrollment of new participants at congregate meal sites; working at senior centers to provide classes and activities for older adults to increase social ties and social support; providing transportation to homebound older adults and individuals with disabilities to medical appointments, trips to the pharmacy and the grocery store; delivering hot meals to homebound older adults and individuals with disabilities; tutoring kindergarten students one hour a week during the school year.

The primary focus area of this project is Healthy Futures. At the end of the three year grant, RSVP will provide 2,000 individuals with support services and referrals to alleviate long-term hunger, and will have reported that they have increased food security. The RSVP will report 5,000 older adults who have increased social ties/perceived social support. Approximately 200 older adults and individuals with disabilities will receive a home delivered meal or transportation that allows them to live independently. The CNCS federal investment amount of \$44,223 will be supplemented by \$47,377 from the New Mexico Aging and Long-Term Services Department and \$125,883 from the City of Albuquerque Department of Senior Affairs.

Strengthening Communities

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Describe the community and demonstrate that the community need(s) identified in the Primary Focus Area exist in geographic service area. Albuquerque is the largest city in New Mexico (NM) and is ranked the 32nd largest city in the United States. The City is the home of the University of New Mexico, Kirkland Air Force Base, and Sandia National Laboratories. It is the county seat of Bernalillo County and is in the center of the state, straddling the Rio Grande River. The median income for a household is \$38,272 and the average income for a family is \$46,979. The per capita income is \$20,884.

Albuquerque's population including Bernalillo County, as of the 2010 Census, is 662,564 (12% are 65+). Approximately 13.5% live below the poverty level and Social Security is the major source of income for 89% of older adults. Albuquerque and Bernalillo County have 1/3 of NM's 60+ population. The racial makeup of the city is 70% White, 3.2% African American, 4.5% Native American, 2.6% Asian, 0.11% Pacific Islander, 15.03% from other races, and 4.6% Multiracial. 46.7% are Hispanics or Latinos and there is a strong Hispanic and family culture that exists within the community; most families live in or near the residence where they were raised.

Describe how the service activities in the Primary Focus Area lead to National Performance measure outcomes. According to the annual Map the Meal Gap 2013 study, New Mexico ranks number two in the nation when it comes to food insecurity. Seniors are among the most physically vulnerable in our community. Unique nutritional needs and medical conditions begin to surface when an individual ages. Hunger and food insecurity compromise their health through an inability to maintain their special dietary needs. In addition, an increasing number of seniors on fixed incomes are now raising their grandchildren. Two generations of vulnerable individuals now face hunger together. In New Mexico, 39% of seniors utilize senior nutritional sites, DSA Home-Delivered meals, Meals on Wheels, and senior brown bag programs.

More than 46% of seniors report having to choose between paying for food and utilities, and 37% report choosing between food and medical care; 42% of households with seniors have applied for SNAP (food stamp benefits), but only 20% are eligible to receive benefits and still need help with food; 50% of households with seniors report having low or very low food security. Hunger and the lack of access to nutritious foods compromise their health. Hunger deteriorates their mental and physical well-being. Chronic illnesses worsen with hunger and leave seniors at risk for increased long-term

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care and hospitalization. Thousands of New Mexico's seniors are faced with terrible choices every day. Many live on fixed incomes that do not cover their expenses. Seniors may have outlived their retirement and savings or are primarily dependent on Social Security or disability income. All are at risk of hunger as they struggle to pay for their rent, utilities, medical care, medicines and purchase food. The 2010 Hunger Study revealed that more than 29,025 seniors seek emergency food from Roadrunner Food Bank compared to the 11,000 we served annually just eight years ago.

The DSA continues to partner with Comfort Keepers to promote the annual STOP SENIOR HUNGER initiative. This past year, approximately 3,000 pounds of food was collected to disseminate to approximately 300 individuals who receive a variety of services from the Department of Senior Affairs. In addition, several cooking demonstrations were conducted at various senior centers by members of the University of New Mexico's Nutrition Club. RSVP volunteers were critical to the success of this initiative.

Senior centers offer independence and encourage healthy, older adults to stay active with exercise programs, educational and social activities to include computer literacy, health management, musical concerts, lectures, theater, pottery, arts and crafts, sports and fitness classes, education, driving, coordinating classes, mobilizing volunteer and other services to assist staff at front desk etc.,. Nearly 70% of all people age 70 and over have some degree of isolation and need more socialization with their peers. Senior centers are designed to meet individual needs to challenge their mind and body and involve seniors in the community to help keep seniors living independently. In Albuquerque, and other localities where "aging in place" has become a key strategy, the efforts are paying off. Far fewer seniors over the age of 85 are in nursing homes today -- 40% less than in 1985. And seniors of all ages are living longer, healthier lives. According to the National Council on Aging, the national average age of senior center users is 75; 70% are women, and half of them live alone. Most participants visit once, twice or three times per week for an average of 3.3 hours per visit. Compared with their peers, senior center participants have higher levels of health, social interaction, and life satisfaction.

The purpose of the senior center is to provide programs and activities in the community that are accessible every day to seniors. This accessibility helps to keep them active as they age. By keeping seniors active, both mentally and physically, seniors stay stronger which helps to support independent living. This is especially important to those who are aging in place in their own homes. Visiting a

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senior center and joining in with its activities will provide additional benefits, such as socialization and friendships. These benefits cannot be realized, and are often times a challenge when you stay at home. Senior centers provide seniors with social interaction and stimulation, and the chance to get involved in the community while decreasing the feeling of isolation. Being retired can be lonely if you simply stay home and are not active. Senior centers can provide contact with others by offering its participants a variety of clubs and activities in which they can actively participate. This stimulation helps a senior to stay active and remain independent.

Many elderly are no longer able to drive due to poor health, decreased vision, and related declines in driving performance. Many seniors cannot afford to pay for needed transport for medical appointments/trips to the pharmacy, or to go to the grocery store. Catholic Charities Center for Community Involvement transportation service, with the assistance of RSVP volunteers, will help Albuquerque/Bernalillo County seniors overcome the transportation barrier. This will allow them the opportunity to focus on their health and remain independent.

Describe how the service activities in the Primary Focus Area lead to National Performance Measure outputs of outcomes. RSVP volunteers will serve as senior center volunteers supporting day to day activities at each center. Volunteer roles include: coordinating classes and activities, serving as educators, promoting health management, mobilizing other volunteers, driving seniors on trips, and assisting staff at the front desk. This will help older adults have increased social ties/perceived social support.

RSVP volunteers will serve as: Congregate meal site volunteers conducting outreach and assisting with enrollment of new participants. This will help individuals receive support, services, education and/or referrals to alleviate long-term hunger.

RSVP volunteers at Catholic Charities Center for Community Involvement will provide elderly and disabled individuals with transportation to medical appointments, the pharmacy, or the grocery store five days a week. Services will be targeted to the elderly and disabled without transportation who cannot afford to pay for such services. Referrals will come from families, health and social service agencies, as well as the DSA Information & Assistance program. This service will allow older adults and individuals with disabilities to live independently.

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RSVP volunteers at Meals on Wheels will provide elderly and disabled individuals with social contact each day when meals are delivered. Sometimes volunteers are the only people those that are receiving a meal will see during the day. Not only do the volunteers provide friendship and compassion but are also able to check on the well-being of those served. This service will allow older adults and individuals with disabilities to remain in their homes, assisting them to age in place and will help to avoid pre-institutionalization.

Your plan and infrastructure to support data collection and ensure National Performance Measures outcomes and outputs are measured, collected, and managed. The Volunteer Reporter database is utilized by program staff to obtain data such as volunteer hours, interests, station focus areas, outcomes and outputs etc. In addition, the RSVP utilizes the Harmony for Aging database and participant surveys. The City of Albuquerque Department of Senior Affairs tracks progress of goals through the monthly Goals & Progress Reports. The Annual Customer Satisfaction Survey is also used to identify strengths and improvement opportunities for the program. Responses from the survey can result in program changes that aim to continually improve the RSVP. RSVP requires that every station has a formal Agreement (Memorandum of Understanding) that outlines the role of the RSVP and volunteer station. The station is also required to have Volunteer Assignment Descriptions that outline who, where, when, and how volunteers are placed at a volunteer station. The RSVP staff will have communication and conduct reviews with Site Supervisors through site visits, phone calls, and electronic correspondence.

Describe any activity in service to veterans and/or military Families as part of service in the Primary Focus Area, Other Focus Area or Capacity Building. The program has 16 volunteers at the local Veterans Administration hospital. The volunteers support staff at the hospital with patient escort services. Volunteers also work at the information desks to provide the public with a valuable service, assist with the mobile library book check out to make patient's hospital stays more enjoyable, serve as friendly visitors providing companionship to patients who otherwise might be alone, serve as day surgery information assistants.

The New Mexico Veterans' Memorial has 11 volunteers that greet visitors and introduce them to the museum. They also serve as tour guides and assist with the maintenance in the Veterans' Memorial

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Garden. The volunteers also drive shuttles from offsite parking lots during special events that are held on Veterans Day and Memorial Day.

Recruitment and Development

Your plan infrastructure to create high quality volunteer assignments with opportunities such as sharing their experiences, abilities, and skills to improve their communities and themselves through service in their communities. The City of Albuquerque Department of Senior Affairs (DSA) provides a continuum of care especially designed to meet the needs of seniors. Programs involve seniors by challenging the mind and body. DSA also helps to keep frail seniors living independently in their homes as long as possible. RSVP provides volunteers with on-going presentations, station visits, outreach tables, and houses RSVP at the Palo Duro Senior Center. This center is centrally located and is near public transportation. RSVP volunteers are incorporated into outcome-based programming to meet the community needs and the primary focus area of Healthy Futures. All new volunteers receive a welcome call and are oriented to an array of volunteer opportunities that meet the Department of Senior Affairs RSVP Primary Focus area of Healthy Futures. In addition, volunteers are informed of the benefits that are provided to them as an RSVP volunteer. RSVP volunteers use their skills and also develop new skills and leadership potential through multiple volunteer opportunities, trainings (in-service and on-site), new member orientation and serving as representatives on the program's Advisory Council. These skills also enhance the quality of life for the volunteers by helping them to remain physically and mentally active and independent. Volunteers receive the benefit of increased socialization while enhancing their knowledge, value, and usefulness in the community. All RSVP volunteers are eligible for mileage reimbursement and/or a free bus pass that can assist to alleviate some of the financial stress due to travel expenses.

Your Plan and infrastructure to ensure RSVP volunteers receive training needed to be highly effective means to addressing identified community need(s) in both the Primary Focus Area and in Other Focus Areas or Capacity Building. The Department of Senior Affairs has access to several facilities to provide training to new and existing volunteers. Training to volunteers includes: new volunteer orientation to inform the volunteer of the policies and procedures for RSVP. The volunteer will be trained by the station in which they are assigned in the proper way of addressing and reporting on the community needs of the station. The station manager will communicate with the RSVP staff if the volunteer requires more training. The RSVP Advisory Council is provided with an annual Retreat and training opportunities.

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The Demographics of the community served and plans to recruit a volunteer pool reflective of the community served. The Albuquerque population including Bernalillo County, as of the 2010 Census, is 662,564 (12% is 65+). Approximately 13.5% live below the poverty level and Social Security is the major source of income for 89% of older adults. Albuquerque/Bernalillo County has 1/3 of NM's 60+ population. The racial makeup of the city is 70% White, 3.2% African American, 4.5% Native American, 2.6% Asian, 0.11% Pacific Islander, 15.03% from other races, & 4.6% Multiracial. 46.7% are Hispanics or Latinos. RSVP plans to recruit individuals from diverse races, ethnicities, sexual orientations, or degrees of English language proficiency by doing community presentations, partnerships with community agencies, and outreach through department functions, information and referral through DSA, networking, media articles and "word of mouth." Flyers and brochures are distributed throughout the community on a regular basis and are also used for presentation purposes. The RSVP also has a link on the City of Albuquerque webpage. In addition, volunteer opportunities are advertised each month in local publications, such as the Prime Time Monthly. Many RSVP volunteers have been in the local program for over 10 years. The RSVP Director and Office Assistant are bilingual; this allows them to communicate with the volunteers who speak only Spanish.

Your plan and infrastructure to retain and recognize the RSVP volunteers. The City of Albuquerque/Bernalillo County, under the umbrella of the Department of Senior Affairs (DSA) has sponsored RSVP since 1976. DSA offers seniors services and opportunities to enhance our community's quality of life. The retention of the RSVP volunteers happens through continued recognition and appreciation, such as the annual Years of Service Pinning Ceremony. The RSVP volunteers are given encouragement, emotional support, clear descriptions of volunteer assignments and a great deal of verbal support for the jobs they are doing. If they become ill, the RSVP can give them the necessary information and resources to point them in the direction to get well. In addition, they are required to participate through in-service training to aid them in being better volunteers. The RSVP volunteers are recognized throughout the year in many ways. Some of the more significant recognitions include: DSA ANNUAL VOLUNTEER RECOGNITION -- a sit down breakfast held in May at a local hotel honoring all senior volunteers in the Department; The RSVP Advisory Council sponsors the HENRIETTA J. SMITH AWARDS to honor outstanding volunteers in the community; YEARS OF SERVICE PINNING CEREMONY -- sit down lunch that provides entertainment and service pin gifts to volunteers; CARDS -- frequently sent to the volunteers to include birthdays, get well wishes,

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sympathy notes, and thank you notes; OFF-SITE EVENTS -- Opportunity to attend the NM Conference on Aging, Senior Day at the NM State Legislature, and random acts of kindness. In addition, breakfast is provided at all in-service trainings.

Program Management

Your plan and infrastructure to ensure management of volunteer stations in compliance with RSVP program regulations, such as preventing or identifying prohibited activities. RSVP manages volunteer stations by utilizing many tools to ensure compliance with RSVP program regulations. These tools include 1) A formal Agreement that outlines the role of the RSVP and volunteer host site. 2) Volunteer Assignment Descriptions - outlines who, where, when, and how volunteers are placed at a volunteer station. 3) Annual Volunteer Site Survey conducted by the Advisory Council which includes participant testimonials. 4) Site Visits include a) Initial program orientation/application via a "Welcome Call" which includes an overview of RSVP and a preliminary assessment of volunteer interest. b) Communication and reviews with Site Supervisors through site visits and phone calls. c) Volunteer will receive random phone calls to ask what duties they are performing at their assigned stations.

Your plan and infrastructure to develop and/or oversee volunteer stations to ensure that volunteers are performing their assigned service activity. The RSVP manager will conduct a site visit to meet with the station manager twice a year to ensure volunteers are performing their assigned service activities. The site visit will be scheduled during the time that RSVP volunteers are volunteering. The RSVP manager will meet with the volunteers to receive their feedback regarding their assignment and if they are in need of any support or assistance from the Department of Senior Affairs. In addition, volunteers submit timesheets on a monthly basis. The timesheets will allow the RSVP to monitor the hours that volunteers are working at each site.

Your plan and infrastructure to meet changing community needs to include minimizing disruption to current volunteers as applicable and/or graduating stations as necessary. The RSVP will not remove any volunteers from a station that does not meet the Primary Focus Area, Community Priorities, or Other Focus Areas. When the volunteer makes the decision to terminate their volunteer role with the RSVP, that role will not be replaced. When a station does not meet the Focus Area of the sponsor and no longer has RSVP volunteers, they will be recognized for their contribution to the program and will be encouraged to identify other volunteer opportunities that meet the Focus Area. If the station is

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unable to identify another opportunity, they will be removed from as a volunteer station. The RSVP manager will meet with volunteer station managers at sites that do not address CNCS Focus Areas to inform them that RSVP will leave the current volunteers in place but will not recruit additional volunteers or replacements. The process of ensuring that each site addresses the CNCS Focus Areas will allow volunteers to experience a quality volunteer assignment.

Your organization track record in the Primary Focus Area, to include, if applicable, measuring performance in the Primary Focus Area. The Department of Senior Affairs (DSA) offers seniors services and opportunities to enhance our community's quality of life. DSA provides a continuum of care especially designed to meet the needs of the seniors. Programs involve seniors by challenging the mind and body. DSA operates seventeen meal sites, the Department of Senior Affairs' network of meal sites are for seniors aged 60+ and are located throughout Albuquerque and Bernalillo County area. The performance in the Primary Focus Area will be measured by using the volunteer reporter to track volunteer assignments and jobs. The output will be measures by the Harmony for Aging database and participant surveys results.

Your plan and infrastructure to ensure the project is in compliance with the RSVP federal regulation to include establishing an RSVP Advisory Council, ensuring RSVP volunteers are placed in stations that have signed the required MOU, and ensuring all volunteers are eligible to serve in RSVP. Each prospective volunteer is required to complete an application for the RSVP. To ensure volunteers are eligible to serve in the RSVP, volunteers are required to show a current driver's license or photo ID to the volunteer station manager or a staff member of the RSVP. DSA requires that all new volunteers pass a background check. In addition, the Albuquerque RSVP has an established Advisory Council that is active in fundraising and supports the volunteers and the volunteer stations. The RSVP will recruit and place volunteers at a station that has signed the formal Agreement that serves as the MOU.

Organizational Capability

Your plan 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 (statutes, regulations, and applicable OMB circulars) and to ensure accountability and efficient and effective use of available resources. The City of Albuquerque (COA), Department of Senior Affairs (DSA) has served as the "Sponsoring Agency" and "Grants Administrator" for the Corporation for

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National and Community Service (CNCS), Senior Corps Programs (RSVP, FGP and SCP) for 30+ years. This arrangement has provided sound programmatic and fiscal oversight and day to day operational support to ensure compliance with RSVP program requirements. In addition, this plan has ensured the accountability and efficient and effective use of available resources. The COA DSA is confident that this plan can continue to exist while providing meaningful volunteer opportunities for older adults.

Clearly Define Staff Positions, Identification of current staff assigned to the project and how these positions will ensure the accomplishment of the program objectives. Robert Sandoval, Project Director/Senior Affairs Program Supervisor, has over 24 years of experience working with seniors and has been an employee of DSA since 1992. He served as manager of the Home Services Program for 12 years and has more than two decades of experience working with volunteers and the COA DSA. Two support staff assist with the success of the RSVP: Yolanda Gradi, Office Assistant & Josie Samudio, Intake/Screening Specialist. Yolanda assists with volunteer placement, a variety of clerical functions including reporting hours into the Volunteer Reporter, monitors timesheets, and maintains volunteer files. She works with the Advisory Council and assists with volunteer recognition events. Josie assists with the recruitment/placement of new volunteers, maintenance of volunteer files, background screenings, station monitoring, and conducts presentations. Jorja Armijo-Brasher, Director, oversees the volunteer programs, senior centers, multigenerational centers, case management & social services, information & assistance (I&A), health & fitness, home repair, home delivered meals, transportation, and fiscal. She also oversees the management of the Area Agency on Aging (AAA) & the Community Development Block Grant (CDBG). Anthony R. Romero, Division Manager, oversees senior corps volunteer program management. With over 14 years of management experience, he provides guidance, oversight, and human resources/marketing expertise. Karen Lopez, Fiscal Manager, has an MBA in Accounting and has managed grants for 14 years; she has worked in the fiscal area for more than 16 years. She oversees a team who assist with the submission of required financial reports and audits.

Demonstrates organizational capacity to: 1) Develop and implement internal policies and operating procedures to provide governance and manage risk, such as accounting, personnel management, and purchasing. 2) Manage capital assets such as facilities, equipment, and supplies. DSA is a city entity and follows the City Charter, Administrative Instructions, Personnel Rules & Regulations, and the

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Department's own Policies & Procedures. The City produces a yearly CAFR and is guided by Governmental Accounting Standards Board (GASB). The accounting and project management of DSA capital assets are managed within the City by DSA and the Department of Municipal Development.

Demonstrates organizational infrastructure in the area of robust financial management capacity and systems and past experience in managing federal grants. As the umbrella agency to senior services in our community, DSA is the recipient of AAA and CDBG programs. DSA has successfully managed the three CNCS volunteer programs for over three decades. As a result, thousands of seniors have experienced the rich benefits gained by volunteering. DSA has received satisfactory audits with all funding entities and is the premiere service provider of senior services, resources, and referrals. DSA offers a variety of social services (I &A, Care Coordination, Home Services, & Volunteer Programs), nutrition/transportation programs (Congregate Meal Sites, Home Delivered Meals, & Transportation), numerous recreation opportunities (senior centers, multigenerational centers, & fitness centers), and administration and fiscal support. DSA is governed by City Goals & Objectives, as well as strategic planning. Performance measures are tracked through identified departmental goals. DSA utilizes long-term strategic goal planning and utilizes the survey of community needs for Continuous Quality Improvement. DSA is in the process of national accreditation of senior centers through the National Council on Aging and continues to strive to improve through outcome-based programming.

Other

N/A

PNS Amendment (if applicable)

N/A