

# Narratives

## Executive Summary

An estimated 65 RSVP volunteers will serve. Some of their activities will include Other Environment, Congregate Meals, Food Security, Companionship/Outreach and Other Human Needs. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, the RSVP volunteers will have addressed the needs of the community by assisting individuals that need the extra help through volunteer outreach and community service. The CNCS federal investment of \$17,985 will be supplemented by \$32,279 in non-federal resources.

The sponsoring organization is Community Services Center (CSC). CSC is a multi-service center. Its services include information and referral, community development, community revitalization, client advocacy, citizen participation, volunteer information and special projects. The mission of CSC is to provide on-going opportunities to empower all of the people of Roosevelt County to collaborate in reducing community problems. This enlightened concept will become the norm of the community. The community needs that our project will address are encouraging volunteers to become active within the community by assisting those who need extra help. The researched-based methods that our project will use to address these needs will be through needs assessments, volunteer activity logs and timesheets, surveys, monthly meal count sheets and commodities sign-out sheets.

The senior volunteers will assist with the Annual Fishing Clinic at Oasis State Park by gathering food donations from businesses in the community, helping with lunch preparation, serving and clean-up, and provide one-on-one assistance at each learning station. Several volunteers work at the desk in CSC's Senior Meal Site. Their duties include: cashiering, helping with paperwork, providing assistance and greeting and socializing with seniors. There are a few volunteers that assist with the monthly USDA Commodity distribution for eligible seniors who qualify. These volunteers assist by bagging the commodities, ensuring sign-out sheets are completed, and providing assistance with carry out. CSC's RSVP volunteers will continue to provide companionship and outreach to senior residents within Roosevelt County through local nursing homes, senior centers, and the homes of the elderly disabled and/or homebound. The volunteers will provide assistance to at-risk children that are enrolled in the local Head Start Program, and help with other special projects such as providing income tax assistance through the AARP Tax Aide Program and crocheting and distributing lap blankets to the elderly in the community.

The RSVP volunteers will continue supporting other seniors and non-profit organizations that are in need of assistance. The RSVP volunteers are frequently praised through recognition and are fully cognizant of the positive impact of their contribution to the community.

# Narratives

## Strengthening Communities

\* Describe the community and demonstrate that the community need(s) identified in the Primary Focus Area exist in the geographic service area.

As a mostly rural community, Roosevelt County has a large number of farmers, ranchers and agricultural workers as well as many migrant farm and dairy workers who often make minimum wage. According to the 2010 U.S. Census data, Roosevelt County has a population of 19,846. The 2010 U.S. Census estimates there are 11.9% of adults age 65 and older residing in Roosevelt County and 14.3% of them are at or below poverty level. Using the Administration on Aging's definitions applied to a special tabulation of the 2010 Census, 53% of those ages 65 and older are considered low income minority. 26.1% speak English "not well" or "not at all." 48.75% of individuals age 65 and older have one or more disabilities. Identified risk factors include isolation and loneliness and lack of access to health and social services which contributes at times, to depression and nutritional deprivation. The demographics for the City of Portales and Roosevelt County indicate a significant elderly population growth at present and project the same in the future.

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

The RSVP volunteers will provide companionship and outreach services to the elderly, disabled and/or homebound citizens of Roosevelt County through local nursing homes, senior centers, assisted living homes, and the homes of the elderly. The volunteers will help alleviate loneliness and prevent isolation by increasing many seniors ability to remain independent and living in their own homes for as long as possible.

\* Your plan and infrastructure to support data collection and ensure National Performance Measure outcomes and outputs are measured, collected, and managed.

\* Timesheets: The RSVP volunteers turn in timesheets on a monthly basis. The volunteer's service activities and hours are recorded and the timesheet is placed in the volunteer's file.

\* Quarterly reports: Quarterly reports are completed reflecting program progress, the number of volunteers, as well as the number of completed volunteer hours.

\* Progress reports: A progress report is completed every six months to show the progress of the program and volunteers.

\* Evaluations: Volunteers are evaluated once a year for their performance.

## Narratives

\* Surveys: Volunteer surveys are completed annually to evaluate the program for any suggestions or concerns. The results of these surveys are presented to CSC's Advisory Board and Board of Directors.

\* Describe any activity in service to veterans and/or military families as part of service in the Primary Focus Area, Other Focus Areas or Capacity Building.

CSC's RSVP program has several volunteers that are veterans. The program volunteers participate in activities that provide companionship, information, referral and outreach services to veterans and military families within the community. This is done by providing assistance through the AARP Tax Aide Program, local nursing homes and assisted living facilities, volunteering with CSC's Senior Meal Site, helping with Oasis State Park's Annual Fishing Clinic, and participating in community Health Fairs, MLK Jr. Day activities and Make a Difference Day projects.

1. What are the key economic, demographic and geographic features of the community the project serves?

As stated previously, Roosevelt County's rural community has a large number of farmers, ranchers and agricultural workers as well as many migrant farm and dairy workers who are too frequently paid minimum wage. According to the 2010 U.S. Census data, Roosevelt County has a population of 19,846. The 2010 U.S. Census estimates there are 11.9% of adults age 65 and older residing in Roosevelt County and 14.3% of them are at or below poverty level. Using the Administration on Aging's definitions applied to a special tabulation of the 2010 Census, 53% of those ages 65 and older are considered low income minority. 26.1% speak English "not well" or "not at all." 48.75% of individuals age 65 and older have one or more disabilities. Identified risk factors include isolation and loneliness and lack of access to health and social services which contributes at times, to depression and nutritional deprivation. The demographics for the City of Portales and Roosevelt County indicate a significant elderly population growth at present and project the same in the future. According to the U.S. Census Bureau State & County Quick Facts for 2012, the racial mix in Roosevelt County is approximately 92.7% White alone, 2.2% Black or African American alone, 2.0% American Indian and Alaska Native alone, 1.1% Asian alone, 0.1% Native Hawaiian and other Pacific Islander alone and 2.0% are two or more races.

2. How does/will the local community provide input into the project's design?

All of the Agency's program directors attend an Interagency Meeting every 6 weeks where numerous

## Narratives

local agencies join together in order to discuss and evaluate community needs and services. CSC has an Advisory Council and Board of Directors who provide guidance on a continual basis. The local community is provided with feedback from needs assessments, trainings, and surveys in order for them to offer input into the project design.

3. How does/will the local community provide input into the project's evaluation?

The project is evaluated through written evaluations and surveys filled out by senior participants, CSC's Annual Public Forum, Board of Directors, and Advisory Council.

4. How does/will the project mobilize community resources?

- \* Monthly Newsletter
- \* RSVP Quarterly Newsletters
- \* Eastern New Mexico University's Monday Memo
- \* Public Service Announcements on Community Commitment Calendar
- \* Local Bank Marquee
- \* Tee Vee Vues
- \* Local Newspaper

5. How does/will the project select community partners?

Community participation is generated by individuals, groups and organizations such as volunteer stations, local funding sources, civic and service clubs, the media, friends and family of volunteers and with those whom they work, other programs facilitated by the sponsor, schools, private non-profits, businesses, community leaders, and others who value the activities, accomplishments and impact of the project and the volunteers.

CSC's community partners are:

- \* Volunteer stations
- \* Public schools
- \* Internships with Eastern New Mexico University
- \* Fire Department
- \* Head Start
- \* Public Health Office
- \* County Extension Office

## Narratives

6. What is the role of each partner in the project?

The role of each partner is reflected by their feedback and suggestions, and mainly by their specific expertise, for example:

- \* Fire Department -- Fire Safety Training
- \* County Extension Office -- Food Safety Training
- \* Adult Protective Services -- Adult Abuse, Neglect and Exploitation Training
- \* Feedback from our community partners

7. How does/will the project build public awareness of and support for the project within the community?

The project builds public awareness through:

- \* Word of mouth from the volunteers
- \* Press releases
- \* Monthly Newsletter
- \* Informative trainings provided by professional members of the community
- \* Presentations to service organizations -- Altrusa, Lions Club, Churches etc.

8. How does/will the project bring together people of diverse backgrounds?

The program recruits volunteers who are low-income, socially isolated, disabled and/or from minority groups and various backgrounds. The project brings them all together for trainings, activities, and social events on a monthly basis.

9. How, if at all, do/will volunteers participate in community activities?

The program gets the volunteers involved with community activities by participating in the Annual Peanut Festival, Oasis State Park's Annual Kids Fishing Clinic, Health Fair, Make a Difference Day Project, and Martin Luther King, Jr. Day of Service. The volunteers also crochet afghans for nursing homes and/or the homebound.

10. How does/will the project enhance the capacity of other organizations and institutions within the community?

The Retired Senior Volunteer Program encourages seniors to become active within the community by

## Narratives

going out to assist those who require additional support. The seniors help with various activities in the community and volunteer at Head Start, nursing homes, assisted living facilities, local senior centers, and CSC's Senior Meal Site.

### Recruitment and Development

\* Your plan and 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 program provides meaningful placements for the volunteers by assigning them to a station that matches their lifelong experiences and goals. The goal is to assess the needs of the community and then place the volunteers in assignments that will benefit them as well as the individuals and organizations they assist.

\* 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 volunteers receive orientation prior to placement, attend informative trainings on a monthly basis, are provided with information and referral services, and are trained on Corporation policy and procedures.

\* The demographics of the community served and plans to recruit a volunteer pool reflective of the community served. This could possibly include:

- Individuals from diverse races, ethnicities, sexual orientations, or degrees of English language proficiency.
- Veterans and military family members as RSVP volunteers.
- RSVP volunteers with disabilities.

As stated previously, as a mostly rural community, Roosevelt County has a large number of farmers, ranchers and agricultural workers as well as many migrant farm and dairy employees who often make minimum wage. According to the 2010 U.S. Census data, Roosevelt County has a population of 19,846. The 2010 U.S. Census estimates there are 11.9% of adults age 65 and older residing in Roosevelt County and 14.3% of them are at or below poverty level. Using the Administration on Aging's definitions applied to a special tabulation of the 2010 Census, 53% of those ages 65 and older are considered low income minority. 26.1% speak English "not well" or "not at all." 48.75% of

## Narratives

individuals age 65 and older have one or more disabilities. Identified risk factors include isolation and loneliness and lack of access to health and social services which contributes at times, to depression and nutritional deprivation. The demographics for the City of Portales and Roosevelt County indicate a significant elderly population growth at present and project an increase in the future.

The program strives to recruit volunteers who are low-income, socially isolated, disabled and/or from minority groups and various backgrounds. The program currently has one veteran included in the volunteer pool.

\* Your plan and infrastructure to retain and recognize the RSVP volunteers.

The program strives to maintain a resilient working relationship and clear lines of communication between the volunteers and staff. The project will keep them active and make sure they feel valued and appreciated at all times.

\* Reimbursement for travel: The RSVP program provides mileage reimbursement to the volunteers working within a five mile radius from their home to their volunteer station.

\* Providing transportation to and from conferences: The RSVP program provides transportation to the volunteers to any mandatory trainings or state conferences.

\* On-going volunteer recognition through activities and events: Example: Social events, memos, bulletin boards, and newspaper write-ups.

The RSVP program has social events throughout the year in appreciation of volunteers who provide a service to the program. Volunteers are acknowledged in the RSVP quarterly newsletter for frequent project involvement. Many of the volunteer's projects are publicized in the Portales News Tribune. A recognition dinner, Christmas dinner, and Mother's and Father's Day luncheons are provided annually in appreciation of volunteer services.

1. How does/will the project provide opportunities for volunteers to build new skills?

The opportunity is provided through:

- \* Orientation
- \* Hands on activities
- \* Monthly trainings
- \* Providing community resource information
- \* Learning to advocate for the seniors in the community

Many volunteers learn how to advocate by attending informative trainings and keeping up to date on

## Narratives

current events. Many new skills are acquired and developed by observing others who advocate. Volunteers observe, listen, investigate, problem solve and most importantly, they are caring individuals who work to defend and safeguard client's rights and dignity. Volunteers who learn to advocate promote quality care, and aid in the prevention of neglect, abuse, exploitation, and any other difficulties.

2. How does/will the project provide opportunities for volunteers to develop leadership potential? Many volunteers undertake a role of advocacy for other volunteers, participating as Advisory Council Members, Board Members, and the recruitment of additional senior citizens into the Retired Senior Volunteer Program.

3. How does/will the project provide opportunities for volunteers to reflect on the meaning of their service to the community?

The volunteers receive recognition such as:

- \* Years of Service Awards
- \* Hours Volunteered Awards
- \* Governor's Spotlight on Volunteer Nomination
- \* Attending Conferences

4. How does/will the project provide opportunities for volunteers to enhance the quality of their own lives?

- \* By providing connections to other resources
- \* Increasing confidence and self-esteem
- \* Strong personal motivation
- \* Giving them a purpose
- \* Socialization time to decrease isolation
- \* The satisfaction of providing services to others

5. How does/will the project recruit volunteers?

- \* Presentations to a variety of service clubs and organizations

The RSVP program schedules monthly presentations to service groups and clubs within the community which target the senior population. These presentations encompass a comprehensive

## Narratives

distribution of verbal and written information.

### \* Community advisory groups

The CSC facilitates an interagency meeting every six weeks which includes attendees such as businesses owners, municipalities and organizations that meet to collaborate and exchange relevant information pertaining to current and other necessary services and programs. The meeting serves to makes community supporters cognizant of the need for senior volunteers and sets the stage for a variety of innovative contributions and suggestions to be considered. In addition, the gathering allows for referrals for any individual who may require assistance or may benefit as a volunteer. The Agency schedules quarterly Advisory Board meetings in order for project managers to report on program progress and encourage any member suggestions and/or recommendations.

### \* Volunteer stations

Every quarter pamphlets and handouts are placed at the volunteer stations to target and recruit new volunteers.

### \* Word of mouth

The active volunteers share information regarding the programs and how much they enjoy their individual assignments, along with the benefits received from volunteerism.

### \* Newsletters

The CSC's RSVP program provides a quarterly newsletter. The newsletter's main focus is to publicize the three volunteer programs in order to target new volunteers. The newsletter is sent to various businesses, churches, and other organizations and programs.

### \* Advertising

The volunteer programs utilize various media networks within the service area to publicize various activities that are conducted by the senior programs. This includes the local radio and TV stations, Portales News Tribune, Clovis News Journal, James Polk Stone Community Bank, and the Monday Memo at Eastern New Mexico University.

### \* Referrals through local organizations

Through coordination with local service providers, the RSVP program assists with referrals and outreach. The program actively participates in community outreach events in an effort to escalate the programs visibility, and create an awareness of the programs and services that are available for senior citizens.

### \* Welcome packet incentives

The RSVP program provides new RSVP volunteers with incentive packets when signing up with the

## Narratives

program. The packet includes a glass mug with the RSVP logo and other various RSVP promotional gifts.

6. What does/will the project do to retain your volunteers?

As stated previously:

Strive to maintain a strong working relationship and clear lines of communication between the volunteers and staff. The project staff will keep them active and assure they feel valuable at all times. The project will provide recognition activities and social events for volunteer participation.

7. How does/will the project recognize your volunteers?

As stated previously:

\* Reimbursement for travel

The RSVP program offers mileage reimbursement to the volunteers within a five mile radius from their home to their station.

\* Providing transportation to and from conferences

The RSVP program provides transportation to the volunteers to any mandatory trainings or state conferences.

\* On-going volunteer recognition, example: Social events, memos, bulletin boards, and newspaper write-ups

The RSVP program has social events throughout the year in appreciation of volunteers that provide a service to the program. Volunteers are recognized in the quarterly newsletter for many of their project contributions and participation. Many of the volunteers' projects are publicized in the Portales News Tribune. A recognition dinner, Christmas dinner, and Mother and Father's Day luncheons are provided once a year in appreciation of volunteer services.

8. How does/will the project provide training and technical assistance to project staff?

The project will provide training and assistance through:

\* Conference calls

\* Emails

\* Resources on Senior Corp Website

\* National Conferences

\* CSC staff trainings

## Narratives

9. How does/will the project provide training and technical assistance to volunteers?

As stated previously:

- \* Orientation
- \* Monthly training
- \* Information and referral services
- \* Corporation Policy and Procedures
- \* Brochures, flyers and videos

10. How does/will the project provide training and technical assistance to volunteer station supervisors?

The project provides training and technical assistance to volunteer station supervisors by:

- \* Memorandum of Understanding
- \* Initial Orientation
- \* Initial Assignment Letters to teachers
- \* Care Plans
- \* Program Policies and Procedures

11. How does/will the project provide training and technical assistance to community participation groups?

By providing information and training to volunteer stations about the program, performance measurement goals, and the role the volunteer station has in meeting those goals. Staff members make periodic presentations on project operations to the sponsor's board members, volunteers and others such as:

- \* Volunteer stations
- \* Lions Club
- \* Altrusa
- \* Advisory Council
- \* Board of Directors
- \* Other Service Organizations

### Program Management

- \* Your plan and infrastructure to ensure management of volunteer stations in compliance with RSVP

## Narratives

program regulations, such as preventing or identifying prohibited activities.

CSC manages the program and assures fiscal and programmatic quality controls, compliance with Corporation Policy and Procedures, and reasonable progress towards stated goals. Each program abides by each individual program policy as well as CSC's Policies and Procedures. The Executive Director closely monitors adherence to policies and procedures, which are accessible to all employees. We have direct links to health care providers, agencies, and organizations concerned with the health and social needs of older adults with special needs who reside within the community. CSC has been in existence since 1965 and has facilitated the RSVP for 33 years.

\* Your plan and infrastructure to develop and/or oversee volunteer stations to ensure that volunteers are performing their assigned service activities.

The project provides training and technical assistance to volunteer station supervisors by:

\* Assuring that a current Memorandum of Understanding (MOU) is in place

\* Providing Initial Orientation

\* Providing on- going training

\* Ensuring compliance to Policies and Procedures

\* Monitoring monthly timesheets that are turned in by volunteers

\* Quarterly reports are completed which reflect program progress, the number of volunteers and how many volunteer hours are completed.

\* Progress reports

\* Evaluations

\* Surveys

\* Your plan and infrastructure to meet changing community needs to include minimizing disruption to current volunteers as applicable and/or graduating stations as necessary.

CSC's RSVP program is in the process of setting up a new volunteer station with the Head Start Program. Volunteers who were previously volunteering service hours for the Bonem Home collected donations such as art materials, school supplies, toys, and clothing for the Bonem Home. These volunteers will transition from the Bonem Home into the program's primary focus area of Healthy Futures and will also assist the Head Start Program. The volunteers will work one on one with the children, participating in intergenerational activities and crafts, read to them, and work with them on social and cognitive skill building. The Bonem Home (a temporary placement for un-adjudicated boys

## Narratives

who have been removed from their troubled homes) is facilitated by Team Builders, a non-profit organization.

\* Your organization's track record in the Primary Focus Area, to include, if applicable, measuring performance in the Primary Focus Area.

CSC's RSVP Program has an active MOU in place for Companionship/Outreach Services that are currently being provided within Roosevelt County. These services are provided through local nursing homes, senior centers, and the homes of the elderly disabled and/or homebound. The volunteers alleviate loneliness and prevent isolation through their outreach services. The volunteers assist by providing companionship, support, information and referral services, special outings, and by running errands. The services provided help to maintain the safety and well-being of elderly disabled and/or homebound seniors by reducing isolation and by addressing health and personal safety issues through visitation and telephone contact. These intervention services often help to delay or prevent early nursing home placements for many senior citizens.

\* Your 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 all volunteers are eligible to serve in RSVP. CSC manages the program and assures fiscal and programmatic quality controls, and compliance with Corporation Policy and Procedures. CSC's RSVP program has an active Advisory Council in place that meets on a quarterly basis. CSC ensures that an MOU is signed with each volunteer station before volunteers are placed. After verification of eligibility to serve, the volunteer completes the initial enrollment paperwork, attends orientation and receives required training prior to being placed at any volunteer station.

1. How does/will the project develop and manage volunteer stations and volunteer assignments so that they address identified community needs?

In order to determine the needs of the community, the project will consult with staff, volunteers, volunteer stations and the Advisory Council. Volunteer assignments will be designed to address community needs.

2. How does/will the project develop and manage volunteer stations and volunteer assignments so

## Narratives

that they provide meaningful placements for the volunteers?

As stated previously, the program provides meaningful placements for the volunteers by assigning them to a station that matches their lifelong experiences and goals, in which they may benefit as much as the individuals they assist.

3. How does/will the project assess project performance to assure all goals and objectives are met and that these result in a high quality project?

\* Monthly timesheets

Volunteer timesheets are turned in on a monthly basis, then recorded and placed in their individual files.

\* Quarterly reports

Quarterly reports are completed which show the progress of the number of volunteers and how many volunteer hours are completed.

\* Progress reports

A progress report is completed every six months to reflect the progress of the program and volunteers.

\* Evaluations

Volunteers are evaluated once a year for their performance.

\* Surveys

Volunteer surveys are completed annually in order to evaluate the program for any suggestions or concerns.

4. How does/will the project conduct an annual assessment of project accomplishments and impact on the community and/or client population?

\* Yearly evaluations with the Advisory Council

\* Yearly evaluations with the Board of Directors

\* Progress Reports

5. How does/will the project manage program information and data so that it demonstrates the concrete impacts of the project and its volunteers?

Timesheets are collected and all training sign-in sheets are reported in the Quarterly Report. The program collects information from yearly evaluations.

## Narratives

6. How does/will the project manage project resources, both financial and in-kind, to ensure accountability and efficient and effective use of available resources?

CSC is required to contract with an independent auditor annually. Results of the audit are then presented to the Board of Directors. CSC manages project resources financially by providing financial monitoring and reporting utilizing the "Sage Peach Tree" accounting software provided by the sponsor. The process includes purchase orders, travel vouchers, inventory, and close monitoring of the program budgets. In-kind resources are provided by the CSC. These resources include a shared vehicle, furniture and equipment, the use of common areas such as a break room, conference and training rooms, employee kitchen, and a dining room for volunteer activities and events. A receptionist is paid by CSC whose services are available to all program staff.

7. How does/will the project secure resources, such as cash and in-kind contributions, to sustain and expand the project?

The CSC is a non-profit corporation that owns their own building and has no debt. They have provided extensive in-kind services to numerous and various programs since 1965. CSC provides furniture and vehicles for staff and volunteer transportation. CSC has supplemented program funding during budget shortfalls. Trainers are provided by CSC for the program along with space for many volunteer functions and trainings.

### Organizational Capability

Briefly describe your organization's capability to operate the RSVP project that you propose with respect to:

\* 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.

As stated previously, the CSC is a non-profit corporation that owns their own building and has no debt. They have provided extensive in-kind services to numerous and various programs since 1965. CSC is required to contract with an independent auditor annually. Results of the audit are then presented to the Board of Directors. CSC manages project resources financially by providing financial monitoring and reporting utilizing the "Sage Peach Tree" accounting software provided by the sponsor. The process includes purchase orders, travel vouchers, inventory, and close monitoring of the program budgets. Separation of duties is priority. In-kind resources are provided by the CSC.

## Narratives

These resources include a shared vehicle, furniture and equipment, the use of common areas such as a break room, conference and training rooms, employee kitchen, and a dining room for volunteer activities and events. A receptionist is paid by CSC whose services are available to all program staff.

\* Clearly defined staff positions, identification of current staff assigned to the project and how these positions will ensure the accomplishment of the program objectives.

The sponsoring organization's roles are clearly defined; Community Services Center Board of Directors, Advisory Council, Executive Director, Senior Services Programs Director, and Retired Senior Volunteer Program Director. The sponsoring organization assures the project has adequate personnel management by:

- \* Staff is cross-trained
- \* Have defined appropriate roles for all staff
- \* Staff trained in Policies and Procedures

\* Demonstrates organizational capacity to:

- Develop and implement internal policies and operating procedures to provide governance and manage risk, such as accounting, personnel management, and purchasing.

CSC manages the program and assures fiscal and programmatic quality controls, compliance with Corporation Policy and Procedures, and reasonable progress towards stated goals. Each program abides by each individual program policy as well as CSC's Policies and Procedures. The Executive Director closely monitors adherence to policies and procedures, which are accessible to all employees.

- Manage capital assets such as facilities, equipment, and supplies.

The building and equipment is owned by the CSC with no short or long-term debt. CSC is financially independent and does not rely on matching funds from other entities. Agency vehicles were purchased with capital outlay funds and are owned and insured by the City of Portales.

\* Demonstrates organizational infrastructure in the areas of robust financial management capacity and systems and past experience in managing federal grants.

The sponsoring organization has successfully facilitated numerous senior programs since 1965. CSC's outstanding record of accomplishment is validated by annual audits (no findings in the past 13 years) and exceptional past program reviews.

## Narratives

1. What is the sponsoring organization's experience in the proposed program area?

CSC manages the program and assures fiscal and programmatic quality controls, compliance with Corporation Policy and Procedures, and reasonable progress towards stated goals. We have direct links to health care providers, agencies, and organizations concerned with the health and social needs of older adults with special needs that reside within the community. CSC has been in existence since 1965 and has successfully facilitated the RSVP for 33 years.

2. What are the key staff positions responsible for program management?

- \* Community Services Center Board of Directors
- \* Advisory Council
- \* Executive Director
- \* Senior Services Director
- \* Program Director
- \* Accounting Clerk

3. What is/will be the background and experience of the staff members in these positions, and/or how will you select and support new staff?

Include the names of the staff persons.

- \* Pamela O'Malley - Executive Director - 15 years
- \* Michelle Madrid - Senior Services Director - 19 years
- \* Phyllis Roybal -- Program Director -- 7 years

4. What financial management systems does the sponsoring organization use?

Sage Peach Tree Financial Management System.

5. What is the sponsoring organization's past experience managing federal grant funds?

CSC has managed:

- \* Portales Area Transit -- 1999 to 2004 -- 5 years experience -- sponsored by NM Dept. of Transportation
- \* Medicaid Personal Care Options Program -- 14 years experience
- \* National Family Caregiver Support Program -- 14 years experience, sponsored by NM Aging & Long Term Services Dept.

## Narratives

- \* FGP/RSVP Programs -- 33 years experience
- \* Senior Companion Program -- 30 years experience
- \* Senior Meal Site & Home Delivered Meals - 26 years experience, sponsored by NM Aging & Long Term Services Dept.
- \* Home Care - 24 years experience, sponsored by NM Aging & Long-Term Services Dept.
- \* Adult Day Care - 25 years experience, sponsored by NM Aging & Long-Term Services Dept.

6. What is the sponsoring organization's track record in successfully managing volunteer programs? Outstanding record of accomplishment is validated by annual audits (no findings in the past 13 years) and exceptional past program reviews.

7. What is the sponsoring organization's track record in successfully working with seniors? The sponsoring organization has successfully facilitated numerous senior programs since 1965. The CSC has facilitated the Foster Grandparent Program, Senior Companion Program, the Retired Senior Volunteer Program, Homecare Programs, the Adult Day Care Center and the Senior Meal Site.

8. What is the sponsoring organization's track record in successfully providing impact-based programming? The impact of this program has been to successfully assist in keeping the senior population of Roosevelt County independent and living in their own homes. The impact is for the seniors to be able to assist in the community and increase their autonomy and sense of worth.

9. How will the sponsoring organization assure the project has adequate facilities, equipment, supplies, and purchasing procedures? The facility and equipment is owned by the CSC with no short or long-term debt. CSC is financially independent. Whenever possible, capital outlay requests are completed and submitted for needed vehicles, equipment and furniture. Purchasing procedures are systematic for all programs and a separation of duties is observed according to auditing standards.

10. How will the sponsoring organization assure the project has adequate personnel management support, including clearly defined roles for staff and administrators? The sponsoring organization's roles are clearly defined; Community Services Center Board of

## Narratives

Directors, Advisory Council, Executive Director, Senior Services Programs Director, and Retired Senior Volunteer Program Director all have a distinct role in program management. The sponsoring organization assures the project has educated and experienced personnel management by:

- \* Staff is cross-trained
- \* Have defined appropriate roles for all staff
- \* Staff trained in Policies and Procedures

11. How will the sponsoring organization assure the project has adequate internal policies, including a travel policy?

Each program abides by each individual program contract/policy as well as CSC's Policies and Procedures. The Executive Director closely monitors adherence to policies and procedures, which are accessible to all employees. The program has a written travel policy modeled after the State of New Mexico.

12. What are the sponsoring organization's procedures or systems for self-assessment, evaluation, and continuous improvement?

- \* Units of Service
- \* Quarterly Reports
- \* Program Progress Reports
- \* Consistently increasing units of service every year
- \* Excellent feedback
- \* Surveys from clients and volunteers

### **Other**

Not applicable.

### **PNS Amendment (if applicable)**

Not applicable.