

Narratives

Executive Summary

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Catholic Charities of the Diocese of Stockton proposes to be the sponsor on Grant Application ID: 14SR154616 for the RSVP Stanislaus Project in response to opportunity CA-6X that will involve an estimated 200 RSVP volunteers. Some of their activities will include:

- (1) Transporting seniors and disabled persons;
- (2) Providing companionship and respite services through friendly visitor and caregiver support programs;
- (3) Preventing elder abuse through outreach and educational communications and events;
- (4) Increasing access to care through the Long Term Care Ombudsman and Health Insurance Counseling and Advocacy Programs;
- (5) Assisting persons with food insecurity; and
- (6) Assisting veterans and military families who are at risk of homelessness.

The primary focus area of this project is Healthy Futures. At the end of the three year grant, it is anticipated that half of the unduplicated volunteers (100) will have contributed to work plans that have measureable outcomes including: (H9) 200 homebound OR older adults and individuals with disabilities will report having increased social ties and perceived social support; (H12) 200 individuals will report increased food security for themselves and their children (household food security) as a result of CNCS --supported services; and (H14) 70 caregivers of homebound OR older adults and individuals with disabilities will report having increased social ties and perceived social support. The CNCS federal investment of \$69,704 will be supplemented by \$6,970 of the anticipated non-federal share for a total first year budget of 76,674.

Strengthening Communities

Strengthening Communities

RSVP Stanislaus proposed by Catholic Charities of the Diocese of Stockton will involve the development of the RSVP program throughout Stanislaus County, CA, per Appendix A, CA-6X. Stanislaus County is located in central California, 90 miles east of San Francisco and 80 miles south of Sacramento. It is bordered on the north by San Joaquin County, the east by Mariposa, Tuolumne, and Calaveras Counties, the south by Merced County, and the west by Alameda and Santa Clara Counties. The total area is 1,521 square miles. The 2012 California Department of Finance estimates that approximately 522,000 people make their home in Stanislaus County. Most of Stanislaus County's

Narratives

residents live in one of its nine incorporated cities, the smallest of which is Hughson with a 2012 estimated population of 6,836. The county seat and largest city in the county is Modesto with an estimated population of 203,547. The major thoroughfares include Interstate-5 and State Route 99, which are parallel and run North-South, along with State Routes 4, 33, 108, 120 and 132 that run East-West.

Of the total County population, the majority (78%) is concentrated in the larger Highway 99 corridor cities of Modesto, Ceres, and Turlock. Stanislaus County experienced significant growth with an 18% increase in population between 2000 and 2008. Unfortunately, by 2011, it also had the distinction of having one of the highest foreclosure rates in the country. In January on 2011, the unemployment rate was at 18.9%. During the current year, the unemployment rate has decreased to a seasonal low of 12% in May. The most current data shows an unemployment rate of 14% despite seasonal jobs which typically push the rate down during late summer and early fall.

Almost 11% of the current total population is aged 65 years or older. According to the Stanislaus County Transit Needs Assessment (2009), this senior population is expected to increase by 72% (an approximate increase of 50,000 people) by 2018 to 17% of the total population. Approximately 5% of the current population is aged 75 years or older. This older senior population is expected to increase by 48% (an approximate increase of 11,700 people) by 2018 while remaining at a relatively constant 5% of the total population. The latter increase is more significant, as mobility impairments increase with aging beyond 75 years. Actions aimed at addressing mobility challenges among the county's older and disabled residents are included within the primary focus area of this application.

Many studies have tied elder suicide and declining health with isolation, loneliness, and depression.

Depression among the elderly is an often overlooked and under diagnosed condition. We know that suicide rates among older residents are among the highest in the nation. While nationally the 65 plus population accounts for 13% of the populace, this same group is responsible for 18% of all suicides.

Information shared in county death review committee meetings reinforces the fact that older suicide victims often do not have previous failed attempts. They tend to be very deliberate and successful.

In summary, the aging population of Stanislaus County is a community that is living longer, growing faster and more likely to be experiencing financial hardship than their contemporaries in other areas.

Another trend that exacerbates the problem is that traditionally, families provided for their elderly, but cultural obligation has diminished as our population has become more disconnected, with many adult children now living farther away from their aging parents.

Narratives

Although Stanislaus County has a history and continues to be heavily oriented to an agricultural economy, it is estimated that only half of those eligible to receive CalFresh (California's name for the Supplemental Nutrition Assistance Program) benefits actually do so. Despite being located in a region that is blessed with some of the most agriculturally productive soil on the planet, food insecurity is estimated by the CA Food Policy Advocates to be present for more than 37% of Stanislaus County adults. Through the RSVP program we anticipate formalizing some of the existing working relationships with groups that also deal with food insecurity and developing volunteer stations with them. Additionally, the CalFresh and SNAP-Ed programs at Catholic Charities are anxious to develop volunteer opportunities within the respective programs that will increase the reach and impact of nutrition education and help more people to successfully receive food stamp benefits.

All of Public Service Area 30 is encompassed within Stanislaus County. Programs associated with PSA 30 Area Agency on Aging serve all residents age 60 and older and offer particular attention to the needs of low income frail elders. The Stanislaus County Department of Aging and Veterans Affairs also coordinates, as the name suggests, services for area veterans, of which there are an estimated 27,383 or 5% of the population.. Beginning in the fall of 2013, Catholic Charities will begin work on a new project aimed at addressing homelessness among veterans in San Joaquin County, (immediately to the north of Stanislaus County). It is projected that similar services will be introduced in 2014 and established by 2016-17 during the third year of this proposal.

Service Activities

In the interest of assisting the elderly, Catholic Charities proposes to implement a multi-service program that will provide seniors with access to resources that address the conditions outlined above.

To meet this need Catholic Charities proposes to expand several transportation programs to assist seniors and persons with disabilities in meeting their basic needs. From the existing senior social service programs, Catholic Charities will recruit volunteers in the interest of developing a larger volunteer base for the proposed program. The aim of these programs will be to provide senior and disabled residents in the area with transportation to meet their most basic needs, facilitating access to food, medical and social services. Through the operation of the existing senior programs, Catholic Charities has established many collaborative relationships with public and private agencies that provide services for seniors throughout the region. These relationships will be instrumental in both the identification of clients and arrangement of transportation services.

Narratives

The Healthy Futures Focus Area has been identified as the Primary Focus Area for this proposal and the three associated objectives in the notice of funding: Aging in Place, Access to Care and Obesity and Food are all directly tied to work plans contained in this proposal.

- * Supporting the ability of homebound, older adults and individuals with disabilities to live independently
- * Providing respite for caregivers and older adults
- * Assisting individuals with access to food resources
- * Assisting individuals with information, education, and advocacy that helps them to effectively access the care they need

The proposed program will focus on providing seniors with access to opportunities for social interaction. While socialization is critical for all people, regardless of age, seniors can be more susceptible to isolation and therefore run a greater risk of lacking this crucial element in their lives. Multiple recent studies have revealed an increasingly stronger link between social interaction and mental and physical well-being for seniors. It has become apparent that an active social life is now more important than ever in helping seniors maintain a sharp mind, remain connected to the world and to maintain a sense of belonging.

In addition to addressing unmet transportation needs, the Stanislaus RSVP will positively impact older homebound and disabled residents who show signs of loneliness and depression with expanded visitor and companionship programs. Patrick Arbore, Ed.D., Director and Founder of the Center for Elderly Suicide Prevention & Grief Related Services at the Institute on Aging in San Francisco recently presented information on elder abuse and self-neglect at a Catholic Charities/Stanislaus Elder Abuse Prevention Alliance event. He noted that among Americans of all ages, 12.4 per 100,000 take their own lives each year, according to 2010 statistics from the Centers for Disease Control and Prevention. However, elderly white men have the highest rate: 29 per 100,000 overall, and more than 47 per 100,000 among those over age 85.

Companionship, friendly visiting and facilitating meaningful social interaction are recognized strategies for reducing self neglect and self abuse. While there currently are several friendly visitor programs targeting the aging and disabled community within the county, there clearly is opportunity and value in expanding these services.

Narratives

To address this need Catholic Charities proposes to incorporate components into their program to address this vital yet often overlooked need in the lives of older residents. This will occur primarily through two methods; planned senior events throughout the community and through regular visitations. Catholic Charities is well positioned to work collaboratively with a majority of the area programs that offer senior services. Thanks to the established network of partners, a broad and competent knowledge of area service providers and a deep commitment to the elderly, Catholic Charities can assist seniors in remaining to live independently and to continue as contributing members of the community.

Healthy Futures is the Primary Focus Area selected for this RSVP proposal. Catholic Charities and the partner agencies have a well-established track record of cost effectively delivering social services to low income residents and in particular, older residents of the county. Many of the activities envisioned to be carried out through this proposal relate very directly to the Strategic Objective #1- Serving Homebound Seniors and Disabled Individuals. Strategic Objective #2 under Healthy Futures Focus Area relates to "Reducing Childhood Obesity and Increasing Access to Nutritious Foods" and strategic objective #3: Increasing Access to Care. This proposal also seeks to develop volunteers and volunteer stations that deal directly with increasing people's access to healthy foods. The remaining activities contained in this application are proposed under Services to Veterans and their Families, Other Community Priorities, and Capacity Building.

It is well established that most people seek to age in place, maintaining their independence for as long as possible. Catholic Charities has been an Older American Act service provider working with PSA 30 Area Agency on Aging for many years. We provide assisted transportation and homemaker services, both of which are instrumental in helping older residents remain in an independent living setting. The third Older American Act program that provided by Catholic Charities involves the Long Term Care Ombudsman at approximately 100 facilities throughout Stanislaus County where trained volunteers advocate for the rights and needs of residents. We also provide a Social Security Representative Payee Service, an additional program aimed at helping both independent and institutionalized individuals who require assistance in order to accurately maintain their monthly financial obligations and reduce their exposure to financial abuse.

The assisted transportation services delivered by Catholic Charities provide but a fraction of the needed rides attributed to homebound seniors. In 2009 the Stanislaus County Public Works Department led a

Narratives

collective effort to assemble data and measure unmet transportation needs among special needs populations within the county. It was estimated at the time that there were approximately 26,000 county residents with mobility impairments who needed assistance to fulfill 780,052 annual one-way trips in order to meet every day needs. These numbers are projected to swell to 33,410 residents and 1,181,416 one-way rides by 2018, a mere five years from now. The report went on to recommend the expansion of volunteer driver programs to help address this growing need. Transit operators, government leaders, and social service providers have all embraced this strategy for addressing local unmet transportation needs.

While Catholic Charities will welcome RSVP volunteers to the existing assisted transportation program, it is anticipated that there will be at least four additional volunteer stations primarily focused on transporting older and disabled individuals. This activity will lead to clear and measureable outcomes as clients report increased social ties and perceived social support enabling them to safely age in place.

Data Collection

Catholic Charities of the Diocese of Stockton is a competently sized and operated organization, administering an annual budget of approximately \$4.4 million serving more than 23,500 people annually. The large scope of services together with the reporting obligations to funding agencies necessitates the extensive reliance on client databases.

As an Older American Act Provider, Catholic Charities is quite accustomed to collecting, measuring and reporting data concerning program outputs and outcomes. Reports are routinely compiled that indicate the unduplicated number of clients served and the number of one-way rides provided, delineating those who must be transported in wheelchair accessible vehicles. We capture and report hours of volunteer service. Volunteers in the Long Term Care Ombudsman Program are accustomed to reporting both their hours of service, miles driven, and number of routine visits to facilities (not in response to a complaint). Some of our existing tracking systems will accommodate the reporting requirements for the RSVP program. Upon award of funding, Catholic Charities' staff will evaluate the reporting needs of a new program and either acquire, modify or develop additional database capacity to specifically meet program data requirements.

Client and volunteer satisfaction surveys are a staple among all current senior programs. The RSVP Companionship and Transportation Survey included among sample resource materials has been

Narratives

reviewed and we anticipate being able to use it with the other volunteer stations that will be established.

Veteran Services

Catholic Charities of the Diocese of Stockton has recently developed a Veterans Service Program. The Supportive Services to Veterans and Families program is in partnership with other agencies that address Veteran's needs. With these partnerships now in place, Catholic Charities has set forth on the task of integrating this new population into all its services. This plan would extend to the proposed program as well. Currently Catholic Charities has existing partnerships with Disabled American Veterans chapters in both San Joaquin and Stanislaus Counties, as well as with the Department of Veterans Affairs in both counties. Conveniently, in Stanislaus County veterans affairs is combined into one agency with the Department of Aging and Veterans Services. We intend to leverage our existing relations with this department to extend our services to the veteran community.

Work Plans Narrative

Primary Focus Area: Healthy Futures is designated as the Primary Focus Area for this application. The first six work plans address the three Healthy Futures objectives: Aging in Place, Access to Care, and Obesity and Food.

Aging in Place: Three of the proposed work plans in this application specifically deal with programs that help seniors and disabled people to successfully age in place while continuing to participate in society.

Transportation

Based on a 2009 study initiated by the Stanislaus County Department of Public Works, thousands of unsatisfied rides for homebound seniors and persons with disabilities exist. Volunteer driver programs were identified as one of several strategies that could help address this unmet transportation need. Work plan 1.1 proposes to develop five volunteer stations two of which will be the Catholic Charities Senior Assisted Transportation Program and the Consolidated Transportation Services Agency "Bridges" volunteer driver program. It is expected that at least three additional volunteer driver programs will be in place by the third year of the grant. We will measure the impact these programs have on at least 100 Stanislaus County residents who are not able to rely on public transit to address their mobility challenges through client tracking databases noting the number of rides provided, the number of hours contributed by 75 volunteers (including 50 unduplicated), and whether a wheelchair

Narratives

accessible vehicle was required to meet the need.

Companionship and Respite Care

Facilitating regular contact by friendly visitors can be a key component in helping frail elderly or disabled persons to successfully age in place. Work plan 2.1 addresses this need with volunteers who will provide regularly scheduled telephone and face to face visits with people identified as welcoming support. Catholic Charities RSVP program anticipates developing volunteer stations with the recently established Dementia Support Center that holds regular support group meetings throughout the county to provide respite and assists caregivers with information and best practices that can provide some of the relief caregivers seek. We will also work with the caregiver support program at the Area Agency on Aging. Activity logs and client surveys will demonstrate that at least 70 people experience perceived social support as a result of the effort of 30 RSVP volunteers.

Elder Abuse Prevention

Abuse of elders and dependent adults is recognized as a crime that is rapidly growing in frequency and is one of the least-often reported. Work plan 3.1 involves RSVP volunteers who will be recruited and trained to provide valuable information and assistance to victims as well as to members of the community who can be equipped with information that will help them to avoid ever becoming an abuse victim. Ten RSVP Stanislaus volunteers will prevent elder abuse by increasing public awareness to recognize and report abuse. They will do so through a series of events and communications. Use of social media will be included in their communications toolkit. Volunteers will be trained to present informational sessions to small groups (usually 8-20 people). They will also work on larger events that attract 200-400 attendees and feature recognized speakers and regional or national experts. Activity logs and monthly reports will show that at least 700 individuals will benefit from the events and communication delivered. Participant surveys will demonstrate that at least 100 individuals perceive having an increase in social support as a result of the volunteer work.

Healthy Futures, Access to Care: Two of the proposed work plans in this application specifically deal with programs that help seniors and disabled people to access the care they need to maintain or improve current levels of health.

Preventing Elder Abuse

The Long Term Care Ombudsman Program is an excellent fit with the RSVP national priorities as the vast majority of volunteers are highly trained, age 55 or older and make a regular ongoing commitment to serve residents in skilled nursing and assisted living facilities. The work of ombudsman volunteers is very directly related to preventing elder abuse, as one of their federally

Narratives

mandated responsibilities is to investigate allegations of abuse and neglect and to resolve residents' problems. As an advocate for facility residents, they routinely become involved in issues surrounding access to care. And since LTC Ombudsmen also provide routine visits ("not in response to a complaint"), they also address the companionship objective as a friendly visitor. Per work plan 4.1, Ombudsman volunteers will work at preventing abuse and neglect of facility residents, all of whom are older and or disabled. It is anticipated that at least 600 residents will receive advocacy services, information, and consultations by at least 20 RSVP volunteers. Their work will be reflected in the Ombudsman data tracking system and aggregate service numbers will be provided. (Program confidentiality requirements will preclude the disclosure of individual identity information.)

Education

Even before introduction of the Affordable Care Act, information, education, and counseling provided by trained volunteers concerning Medicare benefits has been a key Older American Act program. The HICAP (Health Insurance Counseling and Advocacy Program) assists Medicare beneficiaries navigate through what can be a very complicated system that directly impacts their access to health care services. We will seek to establish a volunteer station with the HICAP program leveraging the existing strong collaborative relationships with the staff. For example, currently there is at least one certified Ombudsman volunteer who is also an experienced HICAP counselor. Since long term care ombudsman issues often involve Medicare and seniors often present at HICAP with questions concerning Medicare benefits relating to long term care, cross-trained volunteers are a huge asset to both programs. Ten unduplicated HICAP volunteers will serve at least 100 clients by the third year of the grant. We will also seek to expand the value of these volunteers by having at least 4 who are cross trained as long term care ombudsman, serving in both programs. Their work will be documented using existing client tracking systems.

Obesity and Food

According to the California Food Policy Advocates 2010 Stanislaus County Nutrition and Food Insecurity Profile, 37.1% of adults live in food insecure households and 16.4% of children live in poverty. The UCLA Center for Health Policy Research found in the 2011-2012 California Health Interview Survey that 28.5% of Stanislaus County residents age 60 and over are food insecure. Under Work plan 6.1, the RSVP program would establish volunteer stations with several existing agencies with which Catholic Charities already works to assist residents with applications for food stamp benefits and to increase their access to healthy foods. Significant training will be required for volunteers to become skilled in navigating the application process. Catholic Charities CalFresh staff is

Narratives

prepared to provide that training. The anticipated results of adding volunteers to both the Catholic Charities and partner agency programs will be an increased reach of 400 persons. It is expected that at least half (and likely more) will offer documented evidence that they experience a decline in food insecurity as a result of help provided by 10 unduplicated RSVP volunteers. Monthly activity logs will be used to demonstrate their effectiveness. Client surveys will document that clients' food insecurity is reduced.

Veterans and Military Families Focus Area:

Veterans and Families Served Objective

Catholic Charities is preparing to launch the Support Services to Veterans and Families (SSVF) Program in San Joaquin County, the adjacent county to our north, beginning in October 2013. We will be assisting veterans and families at risk of homelessness with case management, transportation, and other support services. It is expected that the program will be expanded into Stanislaus County by the following year. We anticipate being able to develop volunteer stations with existing veteran support groups (Work plan 7.1) and compliment the work provided through this new program with RSVP volunteers interested in this need. While transportation is noted as the primary activity these volunteers will perform, it is expected that they will be involved in other support services as well. Only one volunteer station is noted in the work plan, though very possibly, this number will increase to several as more relationships with veteran groups are developed during the next two to three years. We expect that at least eight volunteers will be placed in the veteran services volunteer station and that activity logs will be used to document their work.

Other Focus Area: Capacity Building and Other Community Priorities

Capacity Building, Leverage and Other

The engagement of ten skilled RSVP volunteers in launching, managing, and sustaining the RSVP program will be a key strategy in this proposal essential to making this a successful and sustainable program. With limited programs funds, we anticipate the real need for in-kind labor to successfully complete all the work that this program will entail. RSVP volunteers will play an integral role in recruiting their peers and providing the "behind the scenes" support to comply with RSVP regulations and effectively support the work provided by the volunteer stations. Given the local economic challenges described in this application, we know that many other partner agencies and other Catholic Charities programs will welcome the addition of up to 52 RSVP volunteers who can provide both

Narratives

program and administrative support to projects which may not fit perfectly in the primary focus area. Their work will be noted with time sheets and activity logs.

Recruitment and Development

Recruitment and Development

Outside of the standard training practices for volunteers, there are two significant factors that will also contribute to Catholic Charities' recruitment plan for this program:

1. Existing Base of Volunteers for the Senior Programs

Catholic Charities has in place a pool of volunteers for the senior service programs it currently has in operation. Currently numbering 45 active members, Catholic Charities intends to utilize members from this base as a stepping off point for further recruitment into the volunteer community. These volunteers have already been trained to perform many of the tasks entailed in the proposed program because they are already fulfilling similar roles for the two existing programs. This peer to peer recruitment method will be an essential component in the recruitment of more volunteers, the training of new volunteers and as part of the program management concept.

2. Existing Volunteer base in Stanislaus County from the previous RSVP Program

Originally the RSVP Program existed in Stanislaus County thanks to the efforts of an organization called Doctors Medical Center Foundation (DMCF). For two years DMCF operated RSVP and several other senior service programs throughout our county, but unfortunately this organization has recently disbanded. This has left not only a vacuum in senior services in the area, particularly adult day health care, but it has also left a group of volunteers for some programs without volunteer work. Catholic Charities worked alongside DMCF in the operation of its senior service programs for many years and is familiar with their volunteer base. With this proposal we intend to reach out to that existing base of volunteers, all with prior training and service experience, to once again assist in the operation of the RSVP program.

Within the populations outlined above there will be many volunteers who will meet a high level of competency in regards to training. A new vision and management for the RSVP program will

Narratives

introduce new methods, policies and procedures. These volunteers will still require training to some degree, as will any new volunteers recruited by the program.

Currently all volunteers and paid staff receive similar orientation to general information and policies pertaining to Catholic Charities of the Diocese of Stockton. This includes personnel, confidentiality, and nondiscrimination policies, basic safety training, injury prevention, dispute resolution policies, where and with whom to address questions. For those working or volunteering in the Catholic Charities office, training also includes operation of basic office machines and equipment including computer log-ins, telephones, keys, utilities and security. Generally, volunteers and paid staff are equally recognized as valuable resources whose time must be effectively managed. Additionally, each program provides specific training consistent with the job description and assignment.

Like paid employees, volunteers are interviewed, screened and selected based on their skill sets and interests in order to assure a good match with the volunteer's attributes and program needs. We recognize that volunteers seek satisfying opportunities. We manage volunteers as a scarce resource and take seriously our obligation to demonstrate good stewardship of their time as valued donated gift.

By agency policy, all staff and volunteers of Catholic Charities who have access to confidential information or work directly with vulnerable populations must agree to both FBI and California Department of Justice background checks. The RSVP requirement that all employees be background checked is consistent with Catholic Charities' existing policy. While RSVP does not require background checks of RSVP volunteers, since we already require background checks of agency volunteers, this program will not be an exception. Most agencies in our region already have some fingerprinting background checks of volunteers that deal with vulnerable populations so fulfilling the RSVP requirements is expected to be neither a surprise nor difficult.

Within Catholic Charities, job descriptions and performance standards exist for all staff, both paid and volunteer. While there are obvious differences in procedures, such as with regard to scheduling work hours and vacation time, volunteers will be asked to accept the volunteer obligations they make to the agency. The RSVP program will work with volunteer stations that do not already have job descriptions or other infrastructure to improve the effective management of their in-kind labor. We also anticipate being able to utilize the resources associated with the RSVP program to enhance our agency volunteer

Narratives

management practices.

Demographics of the Community Served

California's Central Valley represents a very diverse population. Like many other Central Valley communities, Stanislaus County has a large Hispanic population (43.0% of the general population of 521,726 citizens). Bi-lingual volunteers will play a crucial role in the proposed program, as they do in all of Catholic Charities' programs. According to Census data, 40.5% of households within Stanislaus County use languages other than English in their homes.

There is a great diversity of various nationalities within the county. Large populations of Portuguese descent have existed here for generations. Over the past 10-15 years there has also been further diversification in the population with sizable immigrations of Assyrian and Sikh communities to Stanislaus County.

Through the various programs that Catholic Charities operates in Stanislaus County, we understand the importance of cultural sensitivity and diversity in the workplace and including the volunteer staff. Embracing cultural differences communicates trust for many of the people that we serve. Catholic Charities is able to promote volunteer opportunities through Parishes where a large diversity exists throughout the County. In the past, we have received and welcomed invitations to participate in Assyrian radio and television programs. We have an established relationship with the Assyrian network, particularly in the towns of Ceres and Turlock. Catholic Charities staff participates weekly with Spanish language radio stations. We have current volunteers who are leaders within the Portuguese community.

Working with existing partnerships with the local Disabled American Veterans chapter and with the Department of Aging and Veterans Services, outreach to Veterans and their families will be emphasized. Due to the nature of their spirit, Veterans are often the first within the community to step up in regards to volunteerism. Capable and compassionate, it is our intention to include this population as part of the RSVP Program.

Program Management

Program Management

Narratives

RSVP Program regulations are consistent with several other programs operated by Catholic Charities that also receive federal funding. A specific review of prohibited activities will be incorporated into the orientation of RSVP volunteers. Except for very specific projects for which there is \$0 public funding, all Catholic Charities volunteers are currently prohibited from political activities aimed at supporting a specific candidate or party, religious activities, discrimination based on race, color, national origin, sex, age, religion, or political affiliation or on the basis of a disability, if the volunteer with a disability is qualified to serve. We do not and will not use volunteers to supplant or displace paid employees or to engage in labor organizing activities.

Federal law pertaining to the Long Term Care Ombudsman program requires that ombudsmen seek to resolve systemic problems for residents. This sometimes involves advocating for legislative or regulatory change. If awarded the contract, clarification will be sought from RSVP Program officers as to whether participating in legislative advocacy on behalf of long term care residents is consistent with section 2553.91(3)(i) of the RSVP regulations.

We will use sample memorandum of understandings provided by the Corporation on which to model the MOU's with volunteer stations. The MOU's will clearly identify the activities that are expected of each party, including the timely submission of reports depicting the activities. We will work with volunteer stations to fulfill the desired outcome measures and monitoring requirements of this program. We will provide the required liability insurance for volunteers.

Since the close of the DMC Foundation and discontinuation of the RSVP program in Stanislaus County earlier this year, there are no active volunteer stations at this time. Based on preliminary discussions with partner agencies, it is anticipated that most previous volunteer stations will be interested in joining this project. The community needs identified, objectives selected and strategies chosen to address current community needs are very consistent with those previously addressed by DMC Foundation. While this is a new program, Catholic Charities RSVP program will likely not pose challenges with regard to changes from the previous project. Unfortunately, it is doubtful that the community needs identified in this proposal will all be resolved during the grant period. Should critical new community needs be identified during the grant period, we will seek to address them with the volunteers already designated in the "Other Community Priorities".

Catholic Charities was the first active volunteer station enrolled during the DMC Foundation sponsored RSVP program. As such, we participated on the advisory council that met at least quarterly. As part of the advisory council we helped plan joint recruitment and recognition activities. We worked together to devise systems aimed at tracking volunteer activities and beneficial outcomes for clients. It

Narratives

is anticipated that many of the same individuals/agency representatives who previously served on the advisory council will be interested in a newly activated one. In addition to Catholic Charities, other previously involved organizations included the Area Agency on Aging, Advancing Vibrant Communities, Coordinated Transportation Services Agency, Oakdale C.A.P.S. Police Volunteers and Turlock Salvation Army. Catholic Charities current program staff and volunteers have existing relationships with each of these organizations.

The Advisory Council will function in an advisory capacity to Catholic Charities Project Coordinators by providing support in matters affecting planning, significant program and personnel staffing decisions, and the formation of basic local policies for the activities of the RSVP Program. It is expected that the council will provide advice and support to the Project Coordinator and Director in forming local policy, and planning and developing operational procedures and practices consistent with policies. The council will assist by promoting community support for the project, participate in Volunteer Recognition events and assist in planning and promoting the mobilization of financial and in-kind resources.

Organizational Capability

Organizational Capacity

Catholic Charities serves six counties in the Central Valley and mountain region in Northern California with over 30 programs currently funded by private donations, federal, state and foundation funding sources. For over 70 years Catholic Charities has provided a wide range of social services to people of all ages, all faiths and all ethnic backgrounds. Services provided range from social services for the elderly to health insurance and nutrition programs for families and youth. The organization is governed by an 11-member Board of Directors. Catholic Charities has both administrative and fiscal stability, and many years of experience in managing federal government grant awards. The agency has board approved policies consistent with federal regulations guiding record retention, internal fiscal controls, finance department hand book, chart of accounts and employee handbook.

The agency administers an annual budget of approximately \$4.4 million and last year served more than 23,500 people. The agency has received numerous state and federal contracts over the years, including a three-year \$808,800 grant from the Department of Health and Human Services, Administration on Aging to assist seniors in rural areas to Age in Place, and a \$770,000 contract from the State to provide Multi-Purpose Senior Services in San Joaquin County. It should be noted that

Narratives

sixty-five percent of all services provided by Catholic Charities last year were for the vulnerable elderly population. The agency has a history of appropriate and effective management of funds, and will distribute grant funding in a way that maximizes the services provided.

Other services include CalFresh application assistance and nutrition education services that screened 764 households (2,083 individuals) for food stamp eligibility last year in Stanislaus and San Joaquin County; Children's Health Initiative that registered over 1500 children San Joaquin County while assisting families to navigate the changes in the health care system in preparation for the Affordable Care Act; and legal immigration services that include citizenship application assistance, ESL and civics classes and assistance with Deferred Action for Childhood Arrivals (DACA) applications.

Comprehensive programs for the elderly include in-home services such as basic housekeeping, personal care services, home respite, two Ombudsman Programs, a legal assistance program and other support services that keep older residents in their homes and out of nursing facilities, and the Multipurpose Senior Services Program (MSSP) a state funded program to prevent or delay premature institutional placement of frail elderly clients in San Joaquin County. Other senior services include a health program in the Mother Lode which promotes peer to peer management of chronic health conditions, a senior coalition that addresses barriers to living independently at home and in Modesto, Catholic Charities convenes the Stanislaus Elder Abuse Prevention Alliance (SEAPA) a broad community-based collaboration that works to turn back the trends toward increasing financial, physical and emotional abuse of the elderly. Family support programs of the agency also include a Food Bank that served over 11,000 individuals in San Joaquin County last year and a Family Counseling Services program that provided low cost, short term counseling, parenting education and youth engagement services through twelve Parishes throughout the Diocese of Stockton. Supportive Services to Veterans and their Families will begin in October 2013 to assist Veterans at risk of homelessness.

The Executive Director of Catholic Charities has a Master's Degree in Social Work, with six years' experience in non-profit administration and sixteen years of program development and management experience. The agency employs four staff in the Finance Department. This staff has more than 15 years of combined non-profit experience; the Director of Finance holds an MBA degree and has experience in managing grants and non-profit administration. As an agency Catholic Charities has provided supportive services to low income families for over 70 years. The Director of Senior Services

Narratives

in Stanislaus County has over 20 years of experience managing nonprofit programs and projects. She holds a Bachelor's degree in Political Science and advanced certificate in Non Profit Management. She currently manages six senior programs in Stanislaus County; half of these programs maintain and rely upon many more volunteers than paid employees.

The mission of the agency is to assist those in need by providing help for today and hope for tomorrow through the vision of reducing poverty and promoting economic stability, and the provision of basic needs such as housing, health care, and education to the most vulnerable in the communities. To date the agency has established relationships with other community based organizations and program directors work collaboratively with many organizations in Stanislaus County including; Area Agency on Aging, Stanislaus County Human Services Agency, Public Health, Community Services Agency, District Attorney's Office, Stanislaus Council of Governments (transportation), Healthy Aging, Advancing Vibrant Communities, Bridges Volunteer Driver Program through the CTSA, United Cerebral Palsy Association, United Way of Stanislaus, and Howard Training Center.

As indicated in the attached budget, it is proposed that initially the project director duties will be handled by the Stanislaus Director of Senior Services. A new 24-hour per week position of Program Coordinator will be hired at the beginning of the grant period. If additional program non-match funds are secured, the coordinator hours may be increased. Additionally, finance personnel hours will be budgeted to help assure compliance with federal fiscal procedures and provide timely bill payments for program costs and allowable volunteer reimbursements.

The Program Coordinator will have primary responsibility for day to day operation of the program. Together with the Director, MOU's will be developed to establish volunteer stations. He/she will work together to develop a volunteer recruitment plan that specifically relies on findings from studies that focus on the successful engagement of Baby Boomers and older volunteers in community service. Skill sets of the recruited coordinator will include effectively working with older persons and volunteers. Catholic Charities does not currently have the 10% of non-federal required matching funds secured; however we have identified a likely source: Innovative Paradigms, a division of Paratransit Inc., the nonprofit organization under contract with the Stanislaus Council of Governments to operate the CTSA (Coordinated Transportation Services Agency) in Stanislaus County. The CTSA has a history of supporting the RSVP program in Stanislaus County based on their common interest in expanding volunteer driver programs. Their "Bridges" program previously received volunteer drivers from RSVP

Narratives

when it was operated by Doctors Medical Center Foundation. Budget talks with Innovative Paradigms have already begun and we are hopeful of securing the matching funds through this agency for the first and subsequent years of the grant. We anticipate also looking to Community Development Block Grant funding for this program. Funding from other local foundations and individual donors will be identified before the start of the grant.

Other

N/A

PNS Amendment (if applicable)

N/A