

# Narratives

## Executive Summary

Central Washington University, the current sponsor of RSVP proposes an estimated 180 volunteers will serve in Kittitas County Washington.

The Primary focus Area of this project will be Healthy Futures.

Helping with food distribution to residents with limited resources.

Assisting Meals on Wheels delivering hot meals to homebound residents.

Volunteers will provide socialization and companionship to isolated seniors living in Kittitas County.

The main focus of the program will be to help older adult residents to live healthy, live independently and remain in their own home.

RSVP volunteer activities will include training and certifying volunteers to:

Help residents with access to health insurance benefits.

Assist adults with limited resources with their tax reports.

Be trained in emergency preparedness.

Help reduce the carbon footprint by recycling cell phones, ink cartridges, paper and unused medications.

Teach strength and balance classes for older adults to reduce falls.

At the end of the three year grant period 450 clients will have received home delivered meals, 4,150 residents will have received emergency food and 75 isolated seniors will have companionship through visitations. 996 residents will be counseled on access to health care benefits, 120 older seniors will attend strength and balance exercise classes three times a week, 460 low income adults will have received assistance with their tax returns, 9 tons of material will be collected, recycled and kept out of the landfill and 12 volunteers will be trained in emergency preparedness.

The CNCS federal investment of \$59,772 will be supplemented by \$52,904 anticipated non-federal resources.

## Strengthening Communities

## Narratives

Q1: Describes the community and demonstrates through both narrative and work plans that the community need(s) identified in the Primary Focus Areas exist in the geographic service area:

RSVP, sponsored by Central Washington University will serve Kittitas County, Washington. Kittitas County is located in the center of the state with 2,297 square miles of land, making it one of the largest counties in the state. Over two-thirds of the area is hilly and mountainous. Kittitas County is a rural farming with several communities where grass hay, cereal grain and livestock are produced.

According to the 2013 census, 51% of the county is exempt from federal, state, county and city taxation. Local job growth is in the hotel and restaurant industry, followed by health and social assistance employers. The largest employer is Central Washington University followed by the hospital, Ellensburg School District, and Anderson Hay and Grain.

The population of Kittitas county is 41,900. 43.8% of the population live in Ellensburg which also includes 3,100 Central Washington University students in the count.

According to the 2013 census data and the (2013 Kittitas County Department of Health Annual Report) 92% of the county population is white. The median household income is \$41,739 with an unemployment rate of 9.9%. 21.8% of the population lives below the poverty rate.

The senior population count for 55 years and older is 10,878.

There are approximately 330 people identified as living with disabilities, 154 identified as homeless and 3,669 identified Veterans living in Kittitas County. It is estimated by the Washington State Office of the Insurance Commissioner that 17.8% of the county residents have no health insurance.

Due to socio- economic reasons, families and individuals needing emergency food rate increased for many more residents living in rural parts of the county and are many times more isolated due to health, transportation or life altering issues.

There are 6 school districts with Ellensburg being the largest. According to the Kittitas County School District web site, 40% of children K-12 receive free or reduced meals. During 2013, 432 emergency food weekend backpacks were distributed to middle school children.

Q2: Describe how the service activities in the Primary Focus Area lead to National Performance

## Narratives

Measure output and outcomes:

RSVP will address the local and CNCS Priority issues by focusing on Health Futures. RSVP will address three Health Future objectives: 1. Aging on Place - Food Delivery; 2. Obesity and Food - Food Distribution; and 3. Aging in Place - Companionship.

Outcomes will be recorded for these three focus areas.

### 1. Aging in Place - Food Delivery

A recent report (Hunger in America, 2011) stated that the lack of access to healthy food was a risk factor leading to isolation, increased institutionalization, and an inability to remain independently in the community. In a 2011 report (The State of Senior Hunger in American 2011) Annual Report, some startling statistics were indicated about hunger in our older population, including:

1 in 6 seniors are threatened by hunger, an increase over the past few years.

8.3 million seniors faced the threat of hunger in 2010 - a 78% increase since 2011 and a 49% increase since the start of the recession in 2007.

14.4% of seniors faced hunger in Washington State in 2011.

According to a survey of the Older Americans Act Program participants US Administration on Aging, home delivered hot nutritious meals are an effective way to help address the issue of hunger in the elderly, and have the added benefit of helping to allow them to remain living independently in their own homes.

According to the National Meals on Wheels website:

85% clients said that MOW helped them eat healthier

87% said that it helped improve their overall health

91% said that it helped to make them feel more secure and

92% said that it helped them to continue to live in their own home.

RSVP has a strong relationship with the Kittitas County Meals on Wheels Program. 38 RSVP volunteers will be recruited, trained and placed to deliver hot meals five days a week reducing food

## Narratives

insecurity and enabling older adults and those with disabilities to remain living independently. RSVP volunteers will help reduce the number of older residents in Kittitas County from being hungry, helping them to live independently and healthier through the delivery of hot meals.

### 2. Obesity and Food - Food Distribution

According to the (Washington State Department of Health Food Insecurity and Hunger Report June 2014), 15% of residents were food insecure and 6% had very low food security. During 2013, 1.1 million people in Washington State participated in The Basic Food Program each month. 39% of those receiving Basic Food were children. The Healthy People 2020 objective is to reduce food insecurity to 6% among households. Washington State has not yet met this goal.

(The Hunger in American Report of Rural Hunger, 2012) states that the rates of food insecurity among rural households in general is lower than urban households, but slightly higher than the national average. The irony is that many of these food insecure households are in the very rural and farm communities whose productivity feeds the world and provides low-cost wholesome food for American consumers. 15.5% of rural households are food insecure.

According to the (Kittitas County Health Department Community Food Assessment), it is estimated that 7,391 residents are food insecure. This means that 20% of the county's population are unsure of where their next meal will come from.

21.8% of the people in the county are living under the poverty levels.

RSVP also has an established relationship with the FISH Food Bank and the Community Christmas Basket Program to help organize and distribute emergency food for residents of all ages. 37 RSVP volunteers will be recruited, trained and placed to will help distribute food at the FISH Food Bank on a daily basis and during the month of December at the Community Christmas Basket. Volunteers will help reduce hunger and food insecurity to county residents by distributing food in emergency situations.

### 3. Aging in Place - Companionship

The number of older adults is projected to increase over the next decade and continue to rise in the following decade. According to the (Hunger in America, Senior Hunger Report), in 2040 there will be

## Narratives

79.9 million older adults, more than twice as many in 2000. Additionally, the senior population is becoming increasingly diverse. These changing demographics will have a profound impact on the demand for senior services including the need to help seniors remain in their own home and live independently. One of the major concerns is the isolation seniors may experience, especially those living in rural communities like Kittitas County. Economic factors, limited or no transportation, life altering issues, and health issues may affect the ability for seniors to have companionship and socialization.

RSVP has a long history of working with Aging and Disability Resources, Hospice Friends and Meals on Wheels organizations. 21 RSVP volunteers will be recruited, trained and placed with these three agencies to serve as companions to isolated seniors living in Kittitas County. They will serve on call as referrals come into the office for placements. Frequency of visits will be determined by each agency. Meals on Wheels companionship volunteers will not be the same volunteers who deliver meals. Volunteers will help reduce the lack of companionship and isolation for older adults in Kittitas County so that they may live longer and independently in their own homes.

Other focus areas being addressed in our proposal are:

1. Healthy Futures - Access to Care - Distributing Information

6 RSVP volunteers will be recruited, trained, certified and placed to serve as Statewide Health Insurance Benefits Advisors (SHIBA) Program. They will help residents in Kittitas County to have access to health insurance benefits and options.

2. Healthy Futures - Access to Care - Leading or Assisting Bone Builders.

6 RSVP volunteers will be recruited, trained, certified and placed to instruct strength and balance classes three times a week to older adults to help reduce falls in Kittitas County.

3. Economic Opportunity - Financial Literacy

4 RSVP volunteers will be recruited, trained, certified and placed through AARP to help low income residents with their income tax returns.

## Narratives

### 4. Disaster Services - Assistance Provided

12 RSVP volunteers will be recruited, trained and placed in emergency preparedness agencies by the Kittitas County Sheriff Office.

### 5. Environmental Services - At Risk Ecosystems

2 RSVP volunteers will be trained to collect and recycle paper, unused medications, cell phones, and ink cartridges to keep them out of the landfill.

### Other Community Priorities

The remaining 54 RSVP volunteers will be recruited and trained to assist other community agencies.

Q3: Describe the plan and infrastructure to support data collection and ensure National Performance Measure outcome and outputs are measured, collected and managed.

RSVP will have signed Memos of Understanding with each station, clearly defining instructions for data collected as agreed upon by the station and RSVP. The MOU will state how volunteers will be trained in data collection; keeping accurate logs; who collects data; and when, how often and who gets copies of the reports. Tools for measurement will be agreed upon by RSVP and the station manager in compliance with the federal grant. It will be responsibility of the RSVP Director to ensure reports are turned into the office as requested.

RSVP has a long successful history with the stations involved in the grant proposal including a history of successful data collection already established and in use at this time.

Q4: Include activity in service to Veterans and/or military families as part of service in Primary focus Area, Other Areas or Capacity Building.

We will be recruiting Veterans as part of our overall recruitment strategy. Our RSVP website and facebook page encourage Veterans to serve and we have a RSVP brochure that is specially designed for recruiting Veterans. These are located around the county in offices that include the Veterans Service Office, The CWU Office of Veterans Affairs, Work Source, Hope Source, and other local non profit agencies.

## Narratives

Veterans will be encouraged to volunteer by RSVP and the stations proposed in this grant and will be documented for their service through our work plan activity plans. We will be looking for opportunities for our Veterans to serve as leaders in our focus areas. One or more Veterans will be recruited to serve on the RSVP Advisory Council.

We will be helping with the Community Connect Day for Kittitas County designed for homeless, people of limited resources and especially Veterans who are in need of service and opportunities to provide service to others. We will connect with Veterans at this event to encourage them to work with other Veterans to access services in our county.

Q5: Work plans logically connects the four major elements in the Primary Focus Area to each other and are aligned with the National Performance Measure.

The community need(s) identified.

The service activities that will be carried out by RSVP volunteers.

The instrument description and data collection plan.

Work plans include target numbers that lead to outcomes or outputs, and are appropriate for the level of unduplicated volunteers assigned to the work plan.

The three areas we are addressing in the Healthy Futures work plans address compelling needs, appropriate service activities, a solid data collection plan that will yield results, and have established target numbers for volunteer placement and clients served appropriate for this proposal. All three focus areas, food delivery, food distribution and companionship are intertwined with the focus of helping residents live healthy lives and to live more independently. Many of our residents will utilize the services of all three programs.

Q6: Work plans logically connect four major elements in the Other Focus Areas and/or Capacity Building to each other and are aligned with National Performance Measures.

The community need(s) addressed.

The service activities that will be carried out by RSVP volunteers.

The instrument description and data collection plans.

## Narratives

Work plans include target numbers that lead to outcomes or outputs and are appropriate for the level of unduplicated volunteers assigned to the work plan.

The volunteers engaged with helping residents with access to health insurance options and benefits and volunteers assisting those with strength and balance exercise classes have clearly defined work plans that address focus areas. Volunteers being trained in emergency preparedness, assisting low income with tax returns and collecting and recycling materials address the needs of our community in clearly defined roles. All of the work plans in the Other Focus Areas address the healthy future focus area by helping residents remain independent.

Q7: Applications will receive credit for % of unduplicated volunteers in National Performance Measure outcome above minimum 10%.

RSVP proposes that 96 volunteers ( or 53% of the 180 volunteers) will be placed in outcome performance measures.

### Recruitment and Development

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

Central Washington University and RSVP have a 19 year history of successful volunteer recruitment and development. They possess the experience and infrastructure to create high quality and meaningful volunteer assignments so that volunteers have a sense of accomplishment during service. The goal is for our volunteers to have a quality and rewarding experience while helping the agencies achieve their objectives and mission goals.

Memos of Understandings are in place with the agencies involved in the grant application. Clearly defined job descriptions are in place and volunteers are oriented to understand their roles.

Past volunteer satisfaction surveys conducted by RSVP have indicated that 95% of the RSVP volunteers were very satisfied in their volunteer positions. 73% felt they were offered challenging positions where they could share their skills and knowledge. 82% were invited to attend trainings and workshops at their stations to increase knowledge and learn about other volunteer positions and

## Narratives

possible leadership volunteer roles.

The RSVP Advisory Council members visit stations every two years. They have personal visits with the station managers, volunteers and some of the clients receiving services. All of the visits are documented in areas of achievement as well as areas that might need attention. These are noted and addressed as soon as possible.

Volunteers are encouraged to share their stories with RSVP who posts them on the facebook page and RSVP web site. RSVP volunteers are often featured in agency newsletters, websites and facebook pages.

All new volunteers are interviewed in the RSVP office to discuss their interests, skills and knowledge. Once enrolled, they receive an orientation packet from RSVP. They are then interviewed by the station manager.

To ensure a high quality volunteer assignment, the RSVP Director assures that there is a current MOU in the file with clear job descriptions for each volunteer position. Referrals are made to the station managers who interviews the volunteer, provide background checks if required, gives them a tour of the facility, and have them attend an orientation, learn safety procedures and attend training sessions.

Volunteers are recruited in many ways including word of mouth, volunteer and station referrals, outreach activities, advisory council and staff contacts, media advertising, web site and facebook pages for RSVP and through other partner organizations.

Q9: Demonstrates a 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 Areas and Other Focus Areas.

RSVP has experience in working with station managers to make sure all volunteers receive proper training prior to starting their volunteer assignments. Training has always been and will remain the most important aspect of volunteer assignment and placement. RSVP staff will ensure that all new volunteers understand our program, and new focus and our federal grant assignments. Volunteers will be trained by RSVP using the RSVP Policy and Procedure Manual and utilizing the New

## Narratives

Volunteer Welcome packet that covers safety procedures, volunteer rights and responsibilities, station rights and responsibilities, time sheet requirements, training opportunities, prohibited activities, transportation/mileage reimbursement policies, grievance and dismissal policies and other necessary important information.

Station managers are required to have volunteers attend orientation and training on station policies and procedures prior to service.

Training will be provided by RSVP to the station managers on the new federal grant requirements and Focus Areas to be addressed. This will include training station managers on measurement tools and properly collecting data for the grant reports. RSVP will hold a training workshop for the station managers addressed in this grant application in February 2015.

Volunteers will be trained by the station managers or their staff on the tools being used, how and when to collect data and how it will be submitted to the station manager and then forwarded on to the RSVP Director.

Some of the stations in this grant will also ensure that the volunteers receive certification as required prior to service. This will include those volunteers assisting with health insurance, tax preparation, emergency preparedness and instructing fall prevention exercise classes.

Q10: Describes 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 race, ethnicities, sexual orientation, or English language proficiency, Veterans and those with disabilities.

People with disabilities and diverse backgrounds are encouraged to volunteer through RSVP as indicated on our informational and recruitment flyer, the station MOU, RSVP application, Veteran Service brochure, on our facebook page and web site. All of the volunteer stations collaborating with RSVP in this grant application have assessable facilities for volunteers with disabilities to provide service. They agree to make reasonable accommodation for all volunteers. RSVP also works with Aging and Disability Resource Services, Central Washington Disability Resources and the Kittitas County Veterans Coalition for client referrals and volunteer opportunities. A Veteran is always recruited to serve on the RSVP Advisory Council.

## **Narratives**

Kittitas County is 92% white but we make every effort to make sure all residents are included in our outreach activities and recruitment. All of the stations in our work plans have staff and volunteers who speak Spanish on site to assist Spanish-speaking volunteers and clients.

Q11: Demonstrates a plan and infrastructure to retain and recognize RSVP volunteers.

Recognition is an important element to our volunteer retention.

We hold a large annual event with 7 other non profit agencies in the county. All RSVP volunteers are invited to a free event that includes a dinner. During that time RSVP volunteer(s) who have earned the Presidents Service Award for Lifetime Achievement are recognized and presented with their awards. All of the RSVP volunteers are recognized for their service and for the volunteers are invited to share their stories and experiences. RSVP also uses this opportunity to distribute volunteer satisfaction surveys.

RSVP also recognizes and honors volunteers throughout the year though various means. These include highlighting volunteers in newsletters on our facebook, web site and articles in the local newspapers. Station managers also do their own annual recognition events and activities. The RSVP Director will send volunteers a special note in the mail if they have heard about them being recognized or featured in the newspaper. The RSVP Director also sends out thank you notes to all of the volunteers who help with special events and activities though out the year. RSVP volunteers are also recognized by inviting them to attend, for free, a special event, training or educational opportunity.

### **Program Management**

#### **B. Organizational Capacity Program Management**

Q12: Plans and infrastructure to ensure management of volunteer stations in compliance with RSVP program regulations.

To ensure compliance with RSVP regulations, a Memorandum of Understanding is signed once a year by the participating station and RSVP. The MOU is designed to clarify the roles and responsibilities of the station and RSVP. It explains prohibited activities such as discrimination, in regards to political activities and certifies that the station is a public or non-profit organization or proprietary health care agency. The original MOU is on file in the RSVP office with the station having a copy.

## Narratives

Station visits by the RSVP Director and/or Advisory Council members ensure the station is following the MOU. Items covered in those visits include:

Written job descriptions; determining that volunteers are assigned in appropriate jobs to meet the focus area objectives and outcomes.

Volunteers have attended orientation, training and certification if needed before service.

RSVP time sheet records, data collection tools and process are established.

Station managers are familiar with RSVP policies and procedures including grievance and dismissal procedures and reimbursement policies.

Stations have all of the necessary tools from RSVP to help them be successful.

Q13: Plans and infrastructure to develop and/or oversee volunteer stations to ensure that volunteers are performing their assigned service activities.

RSVP has written job descriptions on file at RSVP and with each station manager. Station managers will ensure that the volunteer has reviewed the job description to make sure they understand their roles. Station visits by the RSVP Director and/or advisory council will include seeing the file for RSVP that is to include the job descriptions and volunteers assigned for the jobs.

Visits with the volunteers on site and their clients by advisory council members and the RSVP Director will also ensure that volunteers are serving as needed to meet the objectives and goals of the focus areas.

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

During 2014 RSVP started to gradually end relationships with some stations and volunteers. The RSVP Director has been discussing the new changes in the 2014 monthly newsletters to the volunteers and gradually letting them know about the changes that will take place in 2015. This was done to

## Narratives

minimize the impact as we are adjusting our focus areas for this grant proposal.

Discussions were held in person with volunteers to help them understand the new direction and focus areas we would be addressing. Volunteers were offered the option of new positions that would align with the new focus areas. We also began to let stations go that had minimal or no longer volunteer opportunities in the new focus areas.

A letter will be addressed to volunteers and stations explaining the CNCS grant Primary Focus areas, the priorities focus areas that will be addressed and encouraging current volunteers to shift over to one of the focus areas. This will be sent out once the federal grant is approved.

We know we will be losing some amazing volunteers that have been with RSVP for many years. We hope that through encouragement we can move them over into a volunteer position in the new focus areas that will provide them with a meaningful rewarding service opportunity.

The RSVP Advisory Council has been involved in the whole process and completely understands the transition. They will also be able to explain it to volunteers and other community members.

Q15: Demonstrated organizational track record in managing volunteers in the Primary Focus Area, to include if applicable, measuring performance in the Primary Focus Area.

2014 was the 40th anniversary of RSVP in Kittitas County. It was also the 19th year for its sponsorship under Central Washington University. RSVP has been managing volunteers successfully in the Primary Focus Areas for many years. Signed MOU 's, collaborative and successful relationships with all of the stations in this area have been established for a long time. RSVP has extensive experience managing and supporting programs that address the Healthy Futures program area. We have 19 years experience collecting and analyzing performance measurement data.

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

RSVP and its sponsor are fully aware of all CNCS rules, regulations, and policies. The Grant Accounting manager for all grants at CWU has a proven track record in working with federal grants, OMB Circulars and in particular the CNCS grant.

There have been no federal findings in the 19 years of administering the CNCS grant under CWU.

## Narratives

RSVP for Kittitas County has had an advisory council for 40 years that has met every month each year. The membership is well balanced with seniors and community members, including an AmeriCorps member, a CWU student, and a Veteran.

All RSVP stations sign a MOU each year. The original is kept in the RSVP office with a copy provided to the station managers.

RSVP ensures that volunteers are eligible to serve by having them fill out an application with a birthdate and a copy of their drivers license or identification as proof of their age. Stations that require a background check on volunteers before they serve are responsible for conducting their own checks and sharing that information with RSVP.

### Organizational Capability

Organizational Capacity Q17:

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

RSVP of Kittitas County has been awarded a CNCS grant every year since 1974. It has been under the sponsorship of Central Washington University for the last 19 years.

RSVP has been registered and recognized as a legal charitable organization in the State of Washington all of those years. In the 40 year history of RSVP, there have never been any findings from federal, state or local grant funders. RSVP has establish written policies and procedures and also follow CWU polices and procedures. Under the guidance of the CWU Grant Accounting Office, RSVP follows strict rules and guidelines for operation and management of a grant funded program. Both RSVP, CWU Grant Accounting Office and the Office of Graduate Studies maintain all required documents and OMB circulars for the federal grant.

Everything RSVP does has a check and balance system in place with CWU.

Monthly printouts of expenditures and deposits are generated by CWU and shared with the RSVP Director who confirms the transactions. The Grant Accounting manager also reviews monthly RSVP transactions. Copies of all RSVP transactions are kept in the RSVP office as well at CWU for 7 years. RSVP is included in the large annual fiscal audit for the university. RSVP follows all policies for travel, time sheets, payroll, handling money, reporting systems, conduct, office and emergency procedures.

## **Narratives**

RSVP has a proven track record of sound fiscal management and experience in handling multiple federal, state and local grants each year.

RSVP has written letters of agreements signed annually with Elmview and the hospital for all in-kind meal services for volunteers. The amounts are set by the agencies, logged each month and shared with RSVP on a monthly basis. The in kind amounts are used to help meet the match requirement for non federal funds.

RSVP operates under a very tight budget and ensures that the federal and non federal funds are used appropriately as verified by the CWU Grant Accountant.

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

There is one staff member, the RSVP Director, who has served in this position for 24 years. She has extensive experience in volunteer project management. She has managed over \$3 million in grant funds over the past 24 years. She has the sole responsibility to oversee the CNCS grant and RSVP program. It is her job to ensure that CNCS grant objectives, outputs and outcomes are accomplished. This is done with the help of the RSVP Advisory Council and volunteers.

Q19: Demonstrated 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.

RSVP has written policies and procedures in operating procedures, risk management, personnel, conduct, and purchasing. The RSVP Director understands and has been operating under these procedures for 24 years with no issues or concerns.

The RSVP Director conducts an annual inventory of all supplies and equipment. All technical equipment such as computers are logged and tagged by CWU. RSVP does not own any facilities and rents office space. The RSVP Director has managed all inventory and been in charge of all purchases and records for 24 years.

## Narratives

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

Central Washington University has managed grants for many years that total over 49.6 million a year in sponsored projects and financial aid of which 22.7 million are federal funds. CWU has a successful track record in grants management with no federal findings for 29 years. CWU has managed other volunteer programs in the past including Senior Ventures. They also host the Washington State Campus Compact Program directed by Western Washington University and CNCS. CWU is a medium-sized university with the capacity, experience and resources to support the CNCS grant and RSVP Program.

### Cost Effectiveness and Budget Adequacy

All items in the budget reflect sound program management with the resources planned to meet the RSVP's goals. All items are based on past actual expenditures and records. All income and expenditures will be documented.

### Other

N/A

### PNS Amendment (if applicable)

N/A