

# Narratives

## Executive Summary

FiftyForward proposes to engage an estimated 530 RSVP volunteers to assist non-profit organizations and public schools in Davidson and Williamson Counties. Activities supported by FiftyForward RSVP volunteers include but are not limited to one-on-one tutoring of at-risk elementary school students; delivery of meals to homebound, frail seniors; program assistance to an adult day respite program; assistance to agencies who provide services to food insecure populations; and support to the local USO in hosting active duty military, veterans and military families at the Nashville International Airport Welcome Center. The project's primary focus area is Education which is supported by FiftyForward RSVP's self-administered Friends Learning in Pairs (FLIP) tutoring program. FLIP proposes to engage an estimated 190 volunteers who will provide tutoring services for approximately 700 struggling students annually. The FLIP program serves approximately 30 elementary schools in Davidson and Williamson Counties. The CNCS federal investment of \$101,617 will be supplemented by \$122,134.

## Strengthening Communities

Primary Focus Area Community Need - FiftyForward RSVP's Friends Learning in Pairs (FLIP) program will send a projected 190 volunteers age 55 and over into 30 public schools, serving approximately 700 children in Metro Nashville Public Schools, the Williamson County School System, and the Franklin Special School District (located within Williamson County) in grades k-4. The volunteers will contribute to the development and improvement of students' reading and math ability, filling a critical need for direct, 1:1 tutoring that the schools cannot meet on their own. FLIP has operated as a self-administered program of FiftyForward RSVP for over 20 years. Originally, FLIP was exclusively a literacy based program and continues to engage a high percentage of literacy tutors. Due to requests from our school partners, our program has recently expanded into math instruction. A 2010 study conducted by Chapin Hall at the University of Chicago stated "third-grade reading level was shown to be a predictor of (high school) graduation and college attendance, even when demographic characteristics were included as controls". According to the Campaign for Grade-Level Reading "two-thirds of U.S. fourth graders are not proficient readers". Data for Davidson County confirms the need for elementary school instruction in our local community. Based on information published by the Metro Nashville Public School system, only 41% of MNPS elementary school students are proficient in reading with 45% proficient in math. According to data released by [www.tennessee.gov](http://www.tennessee.gov), the state suffered a 6.9% high school dropout rate for 2011-2012. For Davidson

## Narratives

County, the rate was even higher at 10.4% of all students failing to graduate high school. The FLIP program will serve as a strong countermeasure to these troubling statistics and will endeavor to provide students in need with the reading and math assistance they require so that they will be able to succeed in school and ultimately graduate.

The need for FLIP tutors in Davidson and Williamson Counties and Franklin Special School District is also apparent when considering economic indicators. According to statistics released by [www.tennessee.gov](http://www.tennessee.gov), Davidson County suffers a 9.7% unemployment rate, sees 29.4% of children under 18 years old living in poverty, 12.3% of its students in special education classes, and finds 72.4% of households qualifying for free or reduced-price school lunches. These numbers are all higher than those for the state as a whole. Similarly, the Franklin Special School District reported 14.3% of its students in special education classes and 41.5% of households qualifying for free or reduced-price school lunches. Williamson County on the whole is in better financial condition, but FLIP tutors working in these schools serve children falling into the economic minority. Further, the schools in Williamson County served by FLIP tutors also find themselves on the outskirts of the county in towns like Fairview, which are not representative of the more affluent communities comprising the rest of the county. FiftyForward RSVP has intentionally chosen these schools rather than higher-performing schools in the county. Williamson County also reports a 7.0% unemployment rate and finds 12.9% of its students receiving special education, with 3.0% of students dropping out before graduation. Of significant importance to Williamson County, there is a growing population of English language learners that depends on FLIP tutors for reading tutelage and instruction.

When looking at the schools in which FiftyForward RSVP's FLIP tutors work, there are several economic indicators that support the need for this tutoring service. First, the percentage of students with limited English language proficiency should be considered indicative of an increasing trend and certainly justifies the necessity of FLIP tutors. Taken as an average across all 19 Davidson County FLIP partner schools, [www.tn.gov](http://www.tn.gov) statistics state that 16.1% of students meet this criteria. The seven schools in Williamson County record an average of 3.4% ESL students and the four schools in the Franklin Special School District record an average of 18.0% ESL students. Second, the percentage of students with disabilities is a compelling argument for individualized, 1:1 tutoring of the sort FLIP provides. Again, looking at averages across all FLIP partner schools, we find that the Davidson County schools serve 11.9% students with disabilities, Williamson County serves 11.2%, and Franklin Special School District serves 12.8%. Finally, the prevalence of students qualifying for a free or reduced-price school lunch is indicative of poverty and also of lower access to educational resources such as the

## Narratives

tutoring FLIP provides. We see averages of 81.5% of the students in Davidson County FLIP schools qualifying for free or reduced-price lunch, as well as 21.2% in the Williamson County School System schools, and 41.4% in the Franklin Special School District schools. Another important indicator of need comes from the state's assessment of TCAP scores as they relate to a school's overall excellence. This year, [www.tn.gov](http://www.tn.gov) reported that every school was assigned a letter grade as representative of its students' skill level in each subject tested. In the Davidson County schools FLIP serves, 14 out of 19 scored a C or lower in reading. Fifteen out of 19 schools scored a C or lower in math.

Service Activities - FLIP's program model is designed to provide struggling students with one-on-one instruction using best tutoring practices to ensure improvement in academic performance in literacy and math. Students are selected by their teachers for participation in the program. The selection of students is made at the beginning of the school year following school administered pre-tests and observation of student performance. Metro Nashville Public Schools use the RTII Benchmark Universal Screener - Aimsweb as the testing instrument for elementary school students. Williamson County and Franklin Special School District schools use one of three assessment instruments: DRA, Dibels and STAR. School partners provide the FLIP office with the FLIP Student Information and Test Data Request Form which provides the RSVP office with the names of the children who are entered into the program, limited demographic information and pre-test results. Each FLIP tutor is assigned three or four students whom they meet once a week for 30 minutes throughout the school year. Tutors record their weekly sessions in a written log that is maintained at the schools and provide feedback to teachers regarding the tutoring sessions. Each tutor is observed by a FLIP Coordinator at least once during the year to ensure best practices and regular communication between tutors, school liaisons and the FLIP Coordinator help to ensure student performance is monitored on-going throughout the year. Each FLIP school/station is provided with a tutoring chest containing high quality instructional material and literature. These materials are selected in conjunction with our school partners to ensure that they are curriculum aligned. In April, tutoring is completed and each FLIP tutor presents his/her students with three grade level readers as an encouragement and opportunity for summer reading. In early May, students complete a post-test evaluation tool administered by the school. Prior to the end of the school year, each partner school provides the RSVP office with post test scores as well as the results of an in-house designed self-esteem survey. Only children for whom the FLIP office has both pre and post test scores are entered as program participants for end-of-year results. Additionally, volunteer logs record each tutoring session to ensure that each student has been engaged regularly by the FLIP tutor. Program standards call for

## Narratives

weekly tutor/student interaction from October 1 through mid-April, approximately twenty-six 30 minute tutoring sessions. FLIP Coordinators collect, tabulate and securely store the performance data provided by our school partners. Historically, at least 75% of students who participate in the FLIP tutoring program meet benchmark or improve at least .5 of a grade level. In school year 2013/14 the results were much higher, with 90% of the students participating in the program meeting or exceeding the target outcomes. When surveyed, Kristen Reckelhoff with Taylor Stratton Elementary School had these comments regarding the success of FLIP intervention: "I'm not sure I can put into words exactly how important FLIP volunteers are to our struggling students. My students spend 20-30 minutes of one-on-one time with trained and talented volunteers on explicit reading instruction. The activities are engaging, fun and motivating for students that do not have the benefit of support from home or have low self-esteem impacting their learning. Each student that I have suggested for tutoring has made growth beyond my expectations. Many of the students reach grade level benchmarks by the end of the year; even though they were in jeopardy of failing early in the year. Compared to other students that were in similar situations, the students that were fortunate enough to receive the tutoring made much more significant growth."

Veterans - The FLIP education program serves children without regard to their parent's military status. In our Healthy Futures category, within our Obesity and Food workplan, volunteers deliver hot, nutritious and healthy lunches to Operation Stand Down, a local agency serving low-income and homeless veterans, at least twice a month. We serve an average of 200 veterans each month. RSVP has engaged a local American Legion post to serve as part of the volunteer corps for this food delivery project. Additionally, RSVP has developed a workplan within the Veterans Focus Area to engage volunteers as hosts at the USO Welcome Center in the Nashville International Airport. FiftyForward RSVP also plans to continue to work with the local VA hospital to fill service positions in their Patient Transport Program - these volunteers are counted under the Community Needs section of the workplan. FiftyForward RSVP will also continue to organize and implement volunteer service projects revolving around Veterans as part of the 9/11 Day of Service and Remembrance. In 2014, FiftyForward RSVP engaged volunteers to assist with maintenance and clean-up at a local Veterans Cemetery.

### Recruitment and Development

Plan & Infrastructure to Create High Quality Placements - FiftyForward RSVP engages in an on-going, carefully constructed plan that works to recruit, place, train and recognize senior volunteers who are interested in using their experience and skills to serve their community. The first step in this

## Narratives

plan is to partner with stations that provide meaningful opportunities for service and who highly value the traits that seniors bring to their positions. Each RSVP station is carefully selected to ensure

- 1) Our volunteers are needed
- 2) Our volunteers are valued
- 3) Our volunteers are provided a direct service opportunity with a tangible result
- 4) The station is flexible in its ability to work with senior volunteers
- 5) Stations are located geographically throughout the service area and provide comfortable and safe environments

RSVP staff engage in regular communication with each volunteer station and often accompany volunteers in service project activities. Our program has found that involving RSVP Coordinators in service activities is an effective way of bonding with volunteers, creating better relationships with community partners and learning more about how our program can help advance the mission of the nonprofits and schools we work with. There is no replacement for regularly being on site at stations to gauge the level of our volunteers' engagement and to ensure that placements are fulfilling.

Training - Potential RSVP volunteers are interviewed upon entry into the program and offered the opportunity to participate in one or more service opportunities that meet their interest and skill level. Due to the wide variety of service opportunities available, training varies depending on the position. In our primary focus area, Education, volunteers are provided with extensive and ongoing training to ensure they follow best practices in engaging with their students. All of FiftyForward's RSVP education volunteers are engaged in our self-administered Friends Learning in Pairs (FLIP) tutoring program. First time FLIP volunteers attend a full day training session prior to school placement. These training sessions are led by one of our three FLIP Coordinators but often also include an educator from the local school system as well. We developed a training video of outstanding FLIP tutors working with students to provide guidance for new tutors and it is viewed at the initial training. CNCS developed training tools are also utilized by the RSVP/FLIP Coordinators. Each volunteer is presented with a training manual for review and is accompanied on their first school visit by a FLIP Coordinator who models best tutoring practices. Returning tutors spend one afternoon each year prior to the beginning of school in a training and update session. All FLIP tutors attend two additional trainings during the year where they hear from educators on a variety of subjects. For example, the publisher of the grade level readers used by our tutors led a training on using the materials to enhance the program's social-emotional component. Speakers cover topics including the Common Core curriculum, tutoring English Language Learners and best practices for balanced literacy instruction.

## Narratives

Training sessions also allow time for volunteers to share their own experiences, successes and best practices with each other. These training sessions are designed to not only provide instruction for tutors but also to encourage volunteers to feel a part of the education system. FLIP tutors are often former educators for whom staying involved in a learning community is an important goal of their volunteer service. A current FLIP tutor recorded the following comment on a year-end evaluation form "As a retired teacher/librarian, I felt like I was getting to use my skills and love of reading again. As a teacher you almost never get the chance to truly work one-on-one with a student who needs just that kind of help and this was the opportunity to help and teach the way most teachers would love to be able!" Additionally, our school partners value the training component of the FLIP program. Katherine Booker of Fall Hamilton Elementary had the following comment regarding FLIP's methods: "It is extremely important and valuable to have community volunteers in our schools. It is so helpful to have a program like FLIP to handle all background screening and training for volunteers. FLIP makes it easy for schools to partner with interested community members and removes the financial and training burden for schools."

Volunteers placed in our Healthy Futures category are provided training by their individual stations. Meals on Wheels volunteers meet with the Director prior to placement and are given an overview of the program. They are given the opportunity to "ride along" with another volunteer to gain confidence prior to delivering meals on their own. Healthy Futures volunteers who are engaged in food preparation, distribution or community gardening are given an overview and orientation by each Station representative and/or the RSVP Coordinator who serves as the liaison to the project. Volunteers who serve at agencies that work with vulnerable populations, such as HIV positive patients served through the food pantry at our Nashville Cares station, are provided with specialized training provided by the station to ensure that volunteers are aware of the unique needs of the population they are serving. The USO Welcome Center placement requires all volunteers to complete an on-line training module, on-site orientation and receive airport security clearance.

Demographic of Community Served and Of Volunteers - Davidson and Williamson Counties are located in Middle Tennessee and are home to one large city (Nashville) and several smaller towns (Franklin, Brentwood, Spring Hill, Fairview, Nolensville, and Thompson Station). Davidson County is an urban area while Williamson County includes several "bedroom communities" nearest to Nashville with a significant rural population in the outer reaches of the county. In this service area 52% of the residents are women and 48% are men; 78% are white, 17% are African-American and 3% are Asian. Six percent of the residents are veterans.

## Narratives

RSVP volunteers are 75% female and 25% male, 5% of our volunteer population are veterans and 1% identifies as having a disability. 91% of RSVP volunteers are white, 8% are African-American and 1% are Asian.

Recruitment & Recognition - FiftyForward RSVP's volunteer recruitment efforts reflect a well-rounded marketing approach that seeks to identify volunteers from a variety of backgrounds and experiences. A mixture of paid advertising and public relations efforts allow us to target a variety of demographics. FiftyForward RSVP regularly seeks to place articles in community publications that target specific racial and ethnic groups that feature current volunteers from those groups. A limited advertising budget is also used to place ads strategically targeting demographics that are underrepresented in our volunteer pool. We are intentional in using photographs that represent volunteers of both genders, a variety of racial and ethnic backgrounds and volunteers with disabilities in our promotional materials. RSVP Coordinators speak to veterans groups encouraging service through RSVP and attend volunteer fairs at a variety of locations throughout our service area. Additionally, current RSVP volunteers are encouraged to recruit their friends and are offered a \$20 grocery gift card for each referral that results in a RSVP member that serves in a long-term capacity. FiftyForward RSVP utilizes on-line listings with VolunteerMatch, Create the Good and the Hands-On Network to recruit volunteers. And finally, being affiliated with FiftyForward's network of Active Aging Senior Centers provides the opportunity to recruit volunteers from the Centers through events, newsletter postings and volunteer projects specifically designed to engage Center members. Once engaged as volunteers, RSVP members are regularly surveyed regarding their satisfaction with the program, given opportunities to serve in leadership roles within projects and encouraged to provide valuable feedback to enhance program services. FiftyForward RSVP has moved toward a recognition program that allows for small group interaction and recognition rather than a once a year event. Volunteers generally gather with other volunteers in the same focus area (education, food security, veterans, etc) for a luncheon or reception. Also, our FLIP volunteers are presented with a photograph of them with their students which is by far the most popular recognition "gift" that is given. Another example of our customized recognition program is that the children in a summer program that were served lunch by RSVP volunteers signed and delivered thank you cards to the volunteers. Additionally, FiftyForward RSVP regularly nominates our volunteers for local, regional and national awards that recognize their service. In the past five years, individual volunteers with our FLIP, Meals on Wheels and Adult Day Services program have been recognized with prestigious volunteer service awards.

# Narratives

## Program Management

Program Compliance & Oversight - FiftyForward RSVP focuses our resources on partnering with volunteer stations that address community needs and facilitates service activities that align with our chosen focus areas: Education (Primary Focus), Healthy Futures and Veterans. Our plan and infrastructure are aligned to ensure management of volunteer stations in compliance with RSVP program regulations.

In our Primary Focus area, RSVP proposes to have 30 stations - each of which is an elementary school located in either Davidson or Williamson County. Each of these schools/stations is identified as a FLIP partner. Each school/station is assigned one of three RSVP/FLIP Volunteer Coordinators who maintains regular communication with the station to ensure program compliance and volunteer satisfaction. Each school designates a corresponding liaison who is responsible for selecting students to be tutored, ensuring a comfortable environment is available for tutoring activities to take place, scheduling tutoring sessions and collecting data. FiftyForward RSVP's tutoring program has been in operation for over 20 years and the strong relationships between the FLIP Coordinators and the school liaisons is critical to the success of the program. When a new station/school is brought in as part of the program, the FLIP Coordinator carefully goes over the MOU with the new school to ensure that all regulations are understood. In 2014 one of our stations worked with a FLIP Coordinator to produce a training video for other partners on how to most effectively partner with our program. It is this type of collaboration that makes the program effective. The Coordinator makes regular visits to each school/station to pick up volunteer sign-in logs, deliver and refresh tutoring supplies and to observe volunteers during tutoring sessions. The FLIP Coordinator observes each tutor at least once during the school year to ensure that best tutoring practices are in place. The FLIP program also uses a robust evaluation process that annually surveys both volunteers and station liaisons. Evaluation results are compiled over the summer and program adjustments are made based on the feedback received. Data management and collection is a critically important aspect of the FLIP program. Each child in the program is selected by their school using results from achievement tests administered at the beginning of the school year. The tests vary from school to school but include STARS, DIBELS, AIMESWEB and DRA. As a condition of participating in the FLIP program each school is required to provide our office with results of the pre and post tests for each child tutored. Only children who are in the program the entire year and have both sets of scores are counted as having completed the program. Historically, over 75% of children served by a FLIP tutor meet benchmark or improve at least .5 of a grade level. RSVP's tutoring program is regularly awarded

## Narratives

recognition for its excellence in volunteer engagement and program management.

RSVP is proposing to engage 12 stations in the Healthy Futures focus area with an emphasis on aging in place and access to healthy foods. Volunteers will deliver meals on wheels, provide program assistance at an adult respite program, prepare and serve healthy and nutritious meals to Nashville's hungry, serve lunch to children in summer enrichment programs and work in community gardens. Each Healthy Futures placement has a RSVP coordinator liaison who regularly attends volunteer projects, serves on our station's advisory boards and maintains regular contact with the station to ensure program compliance. Our Meals on Wheels and Adult Respite Care stations are under the umbrella of our sponsor which is especially helpful in facilitating communication and program compliance. Our single station in the Veterans category is a USO Welcome Center located in the Nashville Airport. A RSVP Coordinator is assigned to this station and makes regular visits, and checks in with assigned volunteers via phone and e-mail to assure program compliance and satisfaction.

Changing Community Needs - FiftyForward RSVP is in constant communication with both our partner agencies (stations) and the wider community regarding community needs. Our lead FLIP Coordinator sits on the Elementary Education committee for Alignment Nashville, an organization charged with facilitating community partnerships with schools. A representative of our office attends quarterly United Way of Williamson County meetings and the RSVP staff are all members of the Volunteer Administrator's Network (VAN) which meets monthly to discuss issues related to community need and best practices in the volunteer management field. FiftyForward RSVP has worked tirelessly over the past three years to put in place placements that address community needs, provide quality volunteer experiences and meet corporation guidelines. We will continue to work with our community partners to address local issues and feel the number of volunteers assigned to us in the "Community Activities" category gives us ample flexibility to create new placements. Over the next year, several current stations that do not fit under the new guidelines will be phased out of the RSVP system. The majority of these stations are Senior Centers under the umbrella of FiftyForward, RSVP's sponsor. Volunteers will be given the opportunity to continue their service at the centers and will be managed by existing Center staff to avoid disruption. Volunteers will also be given the opportunity to engage in RSVP activities in volunteer placements that fit within the Corporation's new guidelines.

Project Compliance - FiftyForward RSVP has in place a well-organized system to ensure compliance with federal regulations. An Advisory Council comprised of 12 community members meets regularly to provide feedback on program development and new initiatives. FiftyForward RSVP uses the Volunteer Reporter data management system to track, record and report volunteer hours. Written

## **Narratives**

policies are in place governing the use of MOUs, volunteer registrations and time sheets. Our current system utilizes primarily paper files but a transition to scanning documents is underway so that archived records are kept electronically. RSVP volunteers who serve in the FLIP tutoring program are required to have a background check which is kept on file in FiftyForward's Human Resources Department.

### **Organizational Capability**

**Programmatic & Fiscal Oversight** - FiftyForward RSVP has plans and infrastructure that provide sound programmatic and fiscal oversight, day-to-day operational support and data collection management. FiftyForward has been in operation for 58 years and the RSVP sponsor for over 30 years. FiftyForward executive staff and its Board of Trustees provide exemplary leadership and support for the program. The mission of FiftyForward is to promote health, well-being and life-long learning for adults age 50 and over. RSVP is part of FiftyForward's "Active Aging Division" which provides opportunities for senior engagement through center activities and volunteer programs. FiftyForward also provides services for frail and homebound seniors through the Living At Home Division. FiftyForward is considered Middle Tennessee's premier agency for seniors and enjoys an excellent reputation for quality program services. As part of the FiftyForward system, RSVP utilizes the guidance and services of the agency's Director of Finance and Operations, Staff Accountant and Human Resources Manager to ensure compliance with state and federal regulations.

**Staff Positions** - FiftyForward RSVP has a staff of four full-time and one part-time employees to undertake program management and development. The RSVP Director has been employed by FiftyForward for over two years and has 25 years of experience in non-profit and volunteer management. A graduate of Vanderbilt University, her background includes both paid and volunteer positions at a variety of Nashville non-profits, providing the program with a breadth and depth of knowledge regarding community needs and non-profit best practices. The RSVP Director is certified in both Volunteer and Non-Profit Management by the Center for Nonprofit Management, Middle Tennessee's premier agency promoting non-profit governance. The RSVP Director is responsible for overall program management, grant-writing, budget development and oversight, department staff management and serves as the liaison to CNCS. The RSVP Associate Director is responsible for overseeing the FLIP tutoring program. The Associate Director has served FiftyForward RSVP for over 13 years and has 30 years of volunteer management experience. She served as a VISTA volunteer working as a community organizer, developing Nashville's first nursing home visitor/advocate volunteer program. She has certifications in Volunteer Management and Intergenerational Learning.

## Narratives

Her responsibilities include overall management of the FLIP program, participation as a member of local education committees, and direct management of five FLIP partner schools and associated volunteers. The FLIP Coordinator for Williamson County was recently hired after retiring from 25 years of service in the Williamson County School System. Prior to her employment with FiftyForward RSVP, she served as the Reading Specialist at Walnut Grove Elementary and was the school liaison to the FLIP program. She is responsible for liaison and oversight of 11 Williamson County Schools and the corresponding volunteers who serve as tutors in those schools. The FLIP Coordinator for Davidson County has been employed by FiftyForward RSVP for three years and has over 20 years of experience in volunteer management. She received her certification in Volunteer Management from the Center for Nonprofit Management. She is responsible for liaison and oversight of 13 Davidson County Schools and the corresponding volunteers who serve as tutors in those schools. The part-time RSVP Coordinator who oversees the Healthy Futures and Veterans Impact Areas has been employed by FiftyForward RSVP for over two years and has over 20 years of volunteer management experience. She is certified in Volunteer Management by the Center for Nonprofit Management. She is responsible for being a direct liaison to stations in the Healthy Futures and Veterans areas and recruiting, managing and recognizing the corresponding volunteers in those categories.

Organizational Capacity & Infrastructure - FiftyForward is Nashville's premier nonprofit organization providing services and activities for adults age 50 and over in Davidson and Williamson Counties. FiftyForward is governed by a Board of Directors and follows best practices in terms of facilities management, fiscal oversight and personnel management. Board Members are selected based on their ability to bring expertise to the areas of fiscal and property management and represent many of Middle Tennessee's most successful organizations including Hospital Corporation of America (HCA), UPS, Pinnacle Bank, Vanderbilt University and Nashville Electric Service. FiftyForward manages a budget exceeding \$4 million annually and touches the lives of at least 20,000 older adults and their families in the Middle Tennessee area. FiftyForward has well developed policies regarding personnel management including hiring/firing policies and a thoughtful annual review process for all employees, including the RSVP staff. The RSVP Director, the Director of Active Aging and the Director of Finance and Operations work together to ensure budget compliance and efficiency. FiftyForward is the recipient of numerous federal, state and United Way grants that require extensive monitoring and compliance and has successfully administered those grants for the lifetime of the agency. FiftyForward has managed the Foster Grandparent program for over 40 years and the RSVP program for over 30 years. FiftyForward is audited annually and maintains a high level of fiscal management

## **Narratives**

and transparency, participating in The Community Foundation of Middle Tennessee's Giving Matters registry which makes nonprofit profiles and financial statements available to the public. Five of seven of FiftyForward's Active Aging Centers are accredited by the National Senior Center Institute. Additionally, FiftyForward was the recipient of the first "Excellence in Volunteer Engagement" designation from Karl Dean, the Mayor of Nashville.

### **Other**

Not applicable

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

not applicable