

# Narratives

## Executive Summary

The mission of the City of El Paso Retired Senior Volunteer Program (RSVP) is to provide an enriched lifestyle to older adults through significant community service. This program encourages seniors to bring a lifetime of talent, experience, skills, and hobbies to community projects, organizations, and agencies that are limited financially and in human capacity.

An estimated 1,120 RSVP volunteers will serve at volunteer sites throughout the city and county of El Paso, Texas. The primary focus areas of this project are Healthy Futures and Education. Volunteers will be involved in providing financial literacy, companionship, respite service, school readiness, diabetes education, food pantry or food bank access, and education to alleviate long-term hunger.

Program goals are to: increase client capacity to make sound financial decisions; decrease feelings of isolation through increased social involvement; decrease stress and stress-related illness among hospice clients and their families through increased opportunities for socialization and support; increase nutrition awareness and healthy eating choices, increase diabetes awareness, and to demonstrate gains in school readiness through literacy skills.

By the end of the three year grant, clients will be more knowledgeable about making financial decisions; homebound clients will feel less isolated by having a more positive outlook on life through social involvement; hospice clients and families will feel less stress through increased social ties and support, clients will be able to make better nutrition choices, and school age children will improve literacy skills.

The El Paso area is rich in cultural traditions and language. Various factors converge and threaten to limit its future; factors such as high rates of poverty, lower percentages of high school graduates and a low median income per family. This threat to the future makes it necessary to request outside financial assistance for this program that can be of great benefit to all of the community. The CNCS federal investment of \$89,000 will be supplemented by \$75,721 from non-federal resources.

## Strengthening Communities

The City of El Paso's RSVP primary focus areas are Healthy Futures and Education. This focuses on aging in place, obesity and food, and school readiness. The 2013 census bureau reports that persons age 65 and older make up 13.7% of the United States population. In the state of Texas, the population of persons over 65 years of age was 11.2%; while El Paso County had 10.9% of the population over the age of 65. With better health care and nutrition, researchers expect that this over 65 and over population will continue to grow. In El Paso the population for children less than 18 years of age is

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28.9% which is slightly higher than the overall state population of 26.6%.

The goal is to provide support to the schools to prepare school age children through assistance in the classroom, provide education on diabetes in the community, and provide assistance to the senior population in order for them to continue to live healthy and productive lives. Author Richard Leider, ranked one of the "Top 5" most respected executive educators by Forbes, wrote in his book *The Power of Purpose*, "What gets you up in the morning and what energizes you and brings passion to your life -- is important at any age." He mentions that it is important to help people remember what they care about. The City of El Paso RSVP will focus on health issues that affect seniors and on education issues that affect school age children. There are six main areas of concern that are identified through community needs in the Primary Focus Areas for the geographical area of El Paso.

The first concern is to provide support services to homebound seniors. There are many seniors that indicate feelings of disconnection from family. This usually occurs when family and friends are far away or have lifestyles that keep them too busy to check on the elderly. Examples of common causes of homebound situations are changes in their roles such as being recently widowed, loss of their only support system, or individuals who now find themselves experiencing limited mobility due to medical conditions.

The second concern is financial literacy among older adults. With so many individuals reaching retirement, it is important for the older population to be aware of their financial options due to changes in income. Financial literacy will allow seniors to remain and live independently for as long as their health permits.

The third concern is that of respite care and continuation of social ties for patients and families receiving hospice services. Hospice agencies provide the patients and their families with companionship, support and respite services during critical moments that affect their family routines and dynamics.

The fourth concern is the need for emergency food from food banks or food pantries. The USDA report shows that an average of 18.5% of Texas households experience food insecurity. Research has found that food insecurity is usually a symptom of economic insecurity. Two major economic insecurities are poverty and unemployment. Texas is ranked eighth in the nation in food insecurity.

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El Paso's population experiences a high poverty level of 24% and a lower than average income median of \$39,699. In 2011, there were over 6,500,000 pounds of food distributed by food banks/pantries in the El Paso area alone. In 2012, an El Paso Times Editorial reported that in El Paso there are about 135,000 children and 85,000 adults that go hungry on any given day. Increased access to food banks or food pantries will alleviate the reported food insecurity in our community.

The fifth concern is the high percentage of individuals with diabetes. According to the City of El Paso Public Health Department, in 2010 there were more residents with diabetes in the El Paso County when compared to Texas and the United States. The Percentage for El Pasoans with diabetes in 2010 is 12.2% while in Texas it is 9.7% and in the United States it is 8.7%. Increase community education on diabetes awareness and prevention.

The sixth concern is education. According to the City of El Paso Economic Development Division 2013 Community Profile, El Paso is the largest metro area on the U.S. Mexican border. The region constitutes the largest bi-national metropolitan area in the Western Hemisphere with 80% of its population being Hispanic. The population for children age 0-14 is 206,617 and young adults 15-19 is 70,663. Statistics show that because of its location many of the children that start school do not finish. Approximately 26% of the El Paso County population obtains a degree higher than a high school diploma. In comparing El Paso to the State of Texas, El Paso residents are younger, poorer, and less educated. Students enrolled in partnering RSVP schools in grades K-12 will receive mentoring and tutoring to improve academic commitment.

The above six concerns address community needs and demonstrate the service priority efforts that Healthy Futures and Education will address.

The primary focus areas for El Paso are Healthy Futures and Education. Healthy Futures and Education are two funding priorities focus areas in alignment with the Corporation for National and Community Service (CNCS) Strategic Plan. The City of El Paso RSVP will focus on five outputs and four outcomes.

The four outputs for Healthy Futures are as follows: H4 is on the number of clients that participate in health education programs for diabetes. H8 refers to homebound or older adults receiving services that allow them to live independently. H10 is in regards to emergency food from food banks or food

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pantries. H13 addresses individuals that receive hospice services. The outcomes are as follows: H9 is for the number of homebound or disabled individuals assisted; H12 is the count of individuals that report increased food security; and H14 is the sum of individuals that receive respite care. There is no required defined outcome for H4. The stations for the Primary Focus Area of Healthy Futures will focus on access to care, aging in place, obesity, and food security which will meet National Performance measures set out in the outcomes of the described outputs. The output for Education is ED4A which refers to the number of disadvantaged youth/mentor matches. The outcome measured will be the number of students in grades K-12 who will demonstrate improved academic engagement.

First of the concerns addressed is homebound seniors. Volunteers will provide companionship, an output of H8 allowing homebound or older adults and individuals with disabilities to live independently. As a result of this, this, companionship provided to homebound seniors will result in the homebound or having increased social ties: H9.

The second concern is financial literacy. Volunteers will provide and interpret literature on financial information and planning that will assist the senior population to be better informed and to make quality, effective financial decisions with regard to their retirement, so they are not overwhelmed when making financial decisions. This will contribute to the capability for seniors to live independently longer, which is an H8 output. By being better informed and making better financial decisions, seniors will have resources available to better manage their finances. This is an H9 outcome.

The third area of concern is that of respite care. Respite care is necessary for caregivers of homebound or older adults with disabilities. The volunteers will provide in-home support to homebound or older adults in the form of companionship, support or respite services; this is an H13 output. This respite service will result in an H14 outcome where caregiver of homebound or older adults will have increased social ties.

The fourth concern is an output of H10 which is in regards to individuals receiving emergency food. The volunteers that serve in food pantries or food banks will provide food security to the clients and/or their families, which is an outcome of H12.

The fifth concern is diabetes which has an output of H4. These clients will participate in health

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education programs for diabetes awareness. There is no required outcome defined for diabetes.

The sixth concern is education with an output of ED4A. This addresses the number of disadvantaged youths/mentor matches which will provide an outcome of ED27. The outcome of ED27 refers to students grades K-12 that participate in mentoring and tutoring to demonstrate improved academic engagement.

The City of El Paso RSVP plan is to set up support for data collections and ensure that outcomes and outputs are measured, collected, analyzed, and managed. RSVP will implement surveys that will be utilized to collect data from all participating stations. RSVP will work with agencies or volunteer stations to obtain the information required to meet National Performance Measures. As previously mentioned, there are six main areas that were identified as a concern of community needs in the Primary Focus Areas for the geographical area of El Paso.

In the first area of concern, in regards to providing services for homebound seniors, a Pre and Post Life Satisfaction survey will be used to measure increased social ties and increased external connections.

Area of concern two, is on financial literacy. Volunteers will administer a Pre Financial Survey prior to providing financial literacy training to clients. This will be followed by a Post Financial Survey to measure the client's enhanced knowledge in financial decision making upon completion of the training.

The third area of concern, identified through community needs is hospice services. Hospice services provide respite care and continuation of social ties for patients and their families. A Family Satisfaction Survey will be used to measure the extent of social isolation before and after hospice services. This will provide information on clients and their families to show an increase in social ties.

Concern four, addresses the need for emergency food from food banks or food pantries. A Food Security Survey will be utilized to measure increased food security for the client and their household, if applicable, as a result of being able to obtain food.

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The fifth area of concern in Healthy Futures is diabetes. Volunteers will distribute and provide information on diabetes awareness and prevention to the community. This will inform citizens of the importance of making healthy food choices.

The sixth concern is in Education. Students in grades K-12 that participate in mentoring or tutoring will receive assistance with homework. These students will demonstrate improved academic engagement. A pre survey will be administered prior to receiving tutoring or mentoring. A post survey will be administered after six months to evaluate progress.

Measuring tools will be set up to collect data in a separate worksheet and to measure the components for each section to ensure National Performance Measures.

Program design to include activity in service to veterans and/ or military families for the City of El Paso RSVP will be under Other Focus Area. The program will serve as many veterans as possible under Other Focus Area. RSVP has assigned volunteers at the Veterans Affairs office. Veterans identified through community needs will be served through Other Focus Area. Activities in service to Veterans and/or military families include an annual food and clothing drive for the homeless Veteran shelter to replenish its food pantry and clothing closet.

Every effort has been made to ensure that the work plans in the Primary Focus Area are aligned with National Performance Measures. The work plans in the Primary Focus Areas identify Healthy Futures and Education. Community needs identified are: Homebound, financial literacy, respite support, emergency food, diabetes awareness, and education.

Service activities carried out by RSVP volunteers in the Primary Focus Area will include a friendly phone call to homebound seniors; inquiring about their well-being, and providing information of resources available. The RSVP stations will provide financial literacy to assist clients to make informed decisions when it comes to finance budgeting and planning. Information the clients receive will also help them plan for the future through perceived social support. Volunteers will also provide respite services which will allow clients and families to have increased social ties. RSVP volunteers will provide individuals with assistance in receiving food from a food pantry or food bank in order to increase food security for clients and their families. RSVP volunteers will provide clients with diabetes awareness and prevention information and training and will provide mentoring and tutoring to students K-12.

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Healthy future identifies three objectives; aging in place, obesity and food, and access to care. The Outputs for the National Performance Measures are H4 - clients participating in health education programs, H8 - homebound or older adults receiving services that allow them to live independently, H10 - emergency food from food banks or food pantries, and H13 - individuals that receive hospice services. With the Outcomes of H9 - number of homebound or disabled individuals assisted, H12 - individuals that report increased food security, and H14 - individuals that receive respite care. The objective identified for Education is K-12 Success. The Outputs for Education is ED4A - students participating in K-12 education programs. This will have an outcome of ED27 - improved academic engagement. These community needs are supported by the National Performance Measures.

RSVP will use the software Volunteer Reporter (Reporter) to collect and store data. Reporter will store volunteer information such as; volunteer's name, demographic information including residence, method of recruitment, assignment(s), start and end dates of service, hour served, years of service, lifetime hours and information relevant to the enhancement and support of the program.

The measuring instruments in the work-plans are designed to obtain the required information from each of the work plans in the Primary Focus Area. The measuring tools are as follows: Pre and Post Life Satisfaction Survey to measure extent of social ties and external connections; Pre and Post Financial Awareness Survey that measures financial awareness and skills in making financial decisions; a Family Satisfaction Survey to measure respite services to caregivers and their families in order to increase social support. A Food Security Survey will measure how the lack of food security is increased and how food becomes accessible food security. A Diabetes Awareness Attendance Log will determine how many unduplicated clients participate in Diabetes Awareness training. A Pre and Post Tutoring/Mentoring Survey to measure improved academic engagement.

Work plans include target numbers appropriate for the level of volunteers with unduplicated volunteers and duplicated volunteers. The total target number of unduplicated volunteers in the Primary Focus Area is 280. The target number for Community Priorities is 336, and the total of unduplicated volunteers in Other Focus Areas is 504.

Community needs identified in the work plans in Other Focus Areas and Capacity Building is aligned with National Performance Measures. In this area RSVP volunteers age 55 and older have the aptitude to contribute to their community through service. The RSVP volunteers will assist in supporting and enhancing the program delivery model. By providing their skills, abilities, knowledge

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and efforts, the volunteers will support the program's primary mission; healthy futures.

Service activities to be carried out by RSVP volunteers are in museums, law enforcement agencies, libraries, Senior Adult Program, city offices, federal offices, and non-profit organizations. Volunteers will also assist in municipalities, social support locations, and RSVP special projects that are aligned with National Performance Measures.

The City of El Paso RSVP will assemble proper data to be used for monitoring and tracking information in regards to individual volunteers. The volunteer management system used for collecting and storing data is Volunteer Reporter (Reporter). Reporter, as previously mentioned, will track information such as: volunteer's name, relevant demographic information including residence, method of recruitment, assignments, start and end dates of service, relevant hours served to the enhancement of the program, and support of capacity building activities.

The work plan target number for Other Focus Areas and Capacity Building that lead to outcome or output is five hundred four (504). The target number for the Primary Focus Area is two hundred eighty (280), and a total of three hundred thirty-six (336) for Community Priorities. The outcomes or outputs are appropriate for the level of unduplicated volunteers assigned to the work plan.

The numbers of volunteers in the City of El Paso RSVP Primary Focus Area are unduplicated volunteers. The volunteers in the Primary Focus Area work plans are above the minimum of 10%. Approximately 90% of unduplicated volunteers in the Primary Focus area will yield National Performance Measures. The volunteers are unduplicated. Volunteers who serve in multiple volunteer stations are counted only once; they are counted in the area where they will make the most impact. Twenty-five percent (25%) of the total number of volunteers in the Primary Focus Area are unduplicated and will meet the National Performance Measures outcomes stated in the work plans that will result in outcomes.

### **Recruitment and Development**

The plan and goal of the El Paso RSVP is to provide the program volunteers with opportunities to share their experiences, abilities, and skills through volunteerism. When volunteers are recruited they are screened for their experience, abilities, skills, interest, and hobbies. They are placed in a volunteer position that meets their needs and where they meet the needs of the community. Volunteers' experience, abilities and skills will assist not only keeping the volunteer active, but will improve the community as a whole. Most of the volunteers are retired and have years of experience working in

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different businesses, agencies or are or were self-employed. Experiences and skills learned from many years of working now serve the community of El Paso. The focus of the City of El Paso RSVP is to create a Healthy Future for the community. In order to create and focus on Healthy Futures, RSVP volunteers will focus on assisting the senior population to continue to live healthy and productive lives.

The path or infrastructure is to serve the community by providing services to homebound individuals, financial literacy, respite support, emergency food, diabetes awareness, and academic improvement. Volunteers will not only serve in the primary focus areas but will also volunteer at City and County offices, libraries, and museums. The skills, abilities and knowledge accumulated by the volunteers will support the program in its primary mission of Healthy Futures.

In order for the RSVP volunteers to be highly effective to meet the Primary Focus area as well as Other Focus Areas and in Capacity Building, volunteer stations will train RSVP volunteers. On-site training is beneficial because agency personnel are more knowledgeable of policies and procedures. On-site training permits volunteers to become familiar with their area and to ask questions prior to beginning their volunteer experience. All stations, whether they are in the Primary Focus Area, the Other Focus Area; or in Capacity Building, will be required to train their volunteers. To ensure that stations and volunteers are meeting community needs, the stations and/or their volunteer coordinators will receive yearly training provided by the City of El Paso RSVP to make sure that Healthy Futures is the focus.

The community of El Paso hosts a diverse population. According to the U.S. Census Bureau Quick Facts 2013, the county of El Paso enjoys a multicultural, multilingual population. An ethnic Hispanic/Latino population is the actual majority in this area. Out of 827,718 individuals, 81.1% identify themselves ethnically as Hispanic/Latino. The next largest percentage is 13.5% who identify themselves as Caucasian only. Black Americans make up 4.0%; Asian alone are 1.3% of the population. American Indian and Alaska Native alone comprise 1.0%; Native Hawaiian and other Pacific Islander alone are a very small percentage, 0.2%. A small segment, 1.3%, of this population report themselves as of more than one race. Of this diverse population, 73.6% reported speaking a language other than English at home. The senior population, persons over the age of 65, is at 10.9%. Residents of the female gender make up 51% of the population. Foreign born residents comprise 26.1% of this population number. In this county population, 73.3% are high school graduates or higher but only 20.3% have a Bachelor's degree or higher. The veteran population for the County of El Paso Texas from 2008 - 2012 is 48,149 individuals. For this area, the median household income is \$39,699, well below the state and national average.

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The volunteer pool is reflective of the community of El Paso; most of the RSVP volunteers are Hispanic/Latino. The dominant gender of volunteers is females and, interestingly enough, the median age for RSVP volunteers is 75. RSVP advertises and notifies the community of volunteer opportunities in both English and Spanish in order to reach both major languages spoken in the area. Some of the volunteers do not have a high school diploma and most do not have a college education or a degree.

There are currently approximately one hundred veterans in the RSVP program itself. These one hundred identified themselves as such in their registration card.

There are several RSVP volunteers with disabilities ranging from diabetes to paraplegics. This program does not focus on their disabilities but rather on their abilities, and ensures that their volunteer placements are accessible and adequate.

The plan and infrastructure to retain RSVP volunteers is to provide a variety of volunteer opportunities. RSVP will also have stations provide training when needed or as necessary to meet the program goals. RSVP will provide 3rd party medical insurance coverage insurance if an incident should occur to minimize the financial burden extra medical bills may cause. If needed, RSVP can provide mileage assistance to its volunteers to ease the burden of gas expenses.

There are several plans and infrastructures to recognize RSVP volunteers. The first method is a first year pin for volunteers that enter the program with the year. Secondly, RSVP will hold an Older El Pasoan Hall of Fame in May, which is in conjunction with Older Americans Month, to recognize the efforts of senior volunteers in the community. Lastly, the RSVP will hold a Recognition Banquet in the fall to recognize the volunteers for their many years of service. Generally, approximately nine hundred fifty (950) volunteers and guests attend the event. For most volunteers, this is the highlight event of the year as they bask in the acknowledgement of their efforts.

RSVP of El Paso supports the many agencies/ workstations where the volunteers donate their time. One of the means by which RSVP supports partnering agencies is by providing recognition. Some of the agencies cannot financially afford to recognize the volunteers for their time, dedication, and service to the community. Recognition enables support from community leaders, who acknowledge that volunteers are important contributors to the City of El Paso. RSVP provides recognition through annual awarding of first year service pins, recognizes exceptional volunteers throughout the community via the Older El Pasoan Hall of Fame event; acknowledges all volunteers through the annual volunteer recognition banquet; Facebook, newsletter, and promoting fund- raising for community partners. The aforementioned ongoing events encourage and promote volunteer

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retention and recruitment as well as lift the spirits of this older citizenry.

### Program Management

The City of El Paso RSVP will manage programs by performing station site visits. A questionnaire checklist will be used to determine if problems or situations exist that need to be addressed. A Memorandum of Understanding (MOU) is a requirement of the program. The MOU is for the convenience of both the station and RSVP. The MOU delineates the responsibilities of the sponsoring agency (City of El Paso), the responsibilities of the volunteer station, the records and reporting requirements, and a job description for the volunteers. The MOU also addresses religious and political activities, non-displacement of employees, accessibility and reasonable accommodations, prohibition of discrimination, separation from volunteer service, non-compensation for services, volunteer status, letters of agreement, and the effective date of the MOU. The station site visits will reassure that volunteer stations are in compliance with RSVP program regulations, and that there are no prohibited activities; and specifically, that the MOU is in compliance. All stations will have a signed Memorandum of Understanding prior to volunteers being assigned.

The City of El Paso RSVP has a plan and infrastructure in place to develop and oversee volunteer stations. The program ensures that volunteers are performing their assigned service activity through program monitoring. Stations are required to submit a volunteer job description that describes the volunteer's duties. Program monitoring will include annual station site visits to observe volunteers at the site and to discuss any issues with the volunteer coordinator. Stations will observe the assigned service activities described in the Memorandum of Understanding. The station volunteer coordinator assigns the volunteers duties based on terms of the MOU. A Program Specialist will monitor to ensure that measuring systems are in place. From a site visit checklist, Specialists ensure that the following are in place: current and up to date MOU; current station volunteer service hours on file; current performance measures surveys to meet CNCS regulations; and ascertain that volunteer rosters are up to date. The assignment is written on the volunteer registration card and the information is submitted to the RSVP. This method assists when monitoring to verify and confirm that volunteers are performing their assigned service activities.

The plans and infrastructure to meet changing community needs and to minimize the disruption of current volunteers is to continue RSVP with the sponsorship of the City of El Paso. The plan and infrastructure is to retain volunteer stations that meet the program goal of Healthy Futures.

Volunteer stations that do not meet the criteria of Healthy Futures will be notified and graduated from the program. Stations will be notified by mail and the volunteers at those sites will be notified that the

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station is being graduated. Volunteers that are in graduated stations will be afforded the opportunity of being reassigned to a station that meets the Healthy Futures objectives. Volunteer stations that can be transformed to capacity building services such as recruitment will be transitioned. The City of El Paso RSVP will demonstrate an organization track record system in managing volunteers by applying performance measuring tools as stated in the work plans. This includes volunteer monthly time sheets; service evaluations; and station monitoring visits to record progress, situation management and documentation of all areas of Healthy Futures. The program will keep track of volunteer hours served through time sheets submitted on a monthly basis by the volunteer stations. Time sheets will also track volunteer lifetime service to allow for annual recognition as well as to serve as ongoing record of volunteer turnover and attrition. These records will provide statistics to aid the program in its continued effort to attain set goals for greater service delivery and impact to the community. Service evaluations will be implemented to measure volunteer service impact and outcome to further assist the program in meeting the objectives defined and identify areas requiring improvement. Volunteer station monitoring by program staff will also enable the City of El Paso RSVP to confirm that all service delivery by the volunteer program are identified as Healthy Futures.

The City of El Paso RSVP will demonstrate a plan and infrastructure to ensure compliance with RSVP federal regulations. Currently, there is an established RSVP Advisory Council that meets once a month. Said advisory council is comprised of community individuals representing various areas of expertise intended to support the program to successfully recruit, manage, maintain volunteers and seek out effective community partnerships. The council membership includes professionals with demonstrated competency in the field of community service and older adults who share significant and valuable information, life experiences and skills that assist the program to deliver quality service to the community of El Paso. The advisory members are individuals that are familiar with the human and social needs of the community and have a personal interest in ensuring quality of life volunteering opportunities and services. The council consists of eighteen positions; nine appointed and nine at- large. From the appointed positions, eight are appointed by the City Representatives and one is appointed by the Mayor. The nine at- large members are selected and approved by the advisory council. The RSVP advisory chairperson is the Director of Volunteer Services at Hospice of El Paso. The Vice Chairperson is a retired City employee, and is an appointee of District 7 City Representative. Other members include: a Director of Marketing at University Medical Hospital, a PhD retired educator and current First Vice-President to the local chapter of the Assistance League, a former Volunteer Coordinator for the El Paso Zoo and Zoological Society. The RSVP advisory council is

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responsible for fund-raising, and assisting the RSVP to meet its administrative and program responsibilities. The RSVP will ensure that all volunteers are placed in volunteer stations that have signed a Memorandum of Understanding (MOU). The MOU ratification takes place during the annual Volunteer Coordinator training. When the person authorized to sign the MOU is not able to attend the training meeting, stations are afforded a thirty day grace period to have the MOU signed and returned to RSVP. The Memorandum of Understanding is written to comply with the RSVP Federal Regulations and all program requirements. Each station has its own specific MOU which includes the specific volunteer job duties. The Volunteer Stations submit volunteer registration cards for every new volunteer. Each card includes the volunteer site, volunteer information including date of birth, education, special training, employment experience, hobbies, skills, photo authorization, beneficiary and emergency contact. In order to verify and determine volunteer's eligibility for the RSVP, a government issued ID is requested to verify date of birth. Individuals age 55 and older with a desire to offer their experience, skills and abilities for the benefit of the community are eligible to become RSVP volunteers.

### **Organizational Capability**

The Management Team (City Manager, Deputy City Manager and Chief Financial Officer) of the City of El Paso is responsible for establishing and maintaining internal controls designed to provide reasonable assurance that the assets of the government are protected from loss, theft or misuse, and that reliable accounting data is compiled to allow for preparation of financial statements in conformity with Generally Accepted Accounting Principles (GAAP) and the Government Accounting Standards Board (GASB). In regard to federal awards, the Financial Services Division under the oversight of the CFO is responsible for ensuring adequate internal control is in place to comply with applicable laws, regulations, contracts and grants related to those programs. A separate report, including a schedule of expenditures of federal awards, findings and questioned costs and the independent accountants' report on compliance and on internal control over financial reporting are issued. Reporting systems are in place to meet the online reporting criteria and timelines as stated in the "Reporting Requirements" section of the FOA. The City maintains budgetary controls, with the objective of ensuring compliance with legal provisions embodied in the annual appropriated budget approved by the City Council. Activities of the General Fund and Debt Service Fund are included in the annual appropriated budget. The level of budgetary control (that is, the level at which expenditures cannot legally exceed the appropriated amount) is established by fund, activity, and object (a summarization of specific categories of expenditure type). The City also maintains an

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encumbrance accounting system as one technique of accomplishing budgetary control. Measuring and evaluating the effectiveness of the accounting and administrative controls is the primary responsibility of the internal auditor, who reports directly to the City Manager. The City of El Paso is a recipient of the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada (GFOA) for its Comprehensive Annual Financial Report (CAFR). In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized CAFR which satisfies both GAAP as well as all applicable GASB requirements. The City is also recognized in the Texas Comptroller Leadership Circle for its high standard for financial transparency online.

The RSVP staff consists of three full-time paid employees; the Volunteer Program Coordinator, and two Volunteer Program Specialists. The Volunteer Program Coordinator is responsible for planning, directing and implementing program requirements. The Coordinator also prepares the grants, develops program goals and objectives, implements policies and procedures. The Coordinator performs research to identify and seek grant or other funding available and administers grant funds. The knowledge, skills and abilities of the Volunteer Program Coordinator are: to have considerable knowledge of volunteer program administration principles and practices; knowledge of social service policies and programs; supervisory techniques; knowledge of budgeting techniques and methods; plan, organize, and coordinate community- based programs; market, recruit, train, and establish and maintain effective working relationships with coworkers, volunteers, agency representatives, and the general public.

The Volunteer Program Specialists are responsible for recruiting senior volunteers and volunteer programs and activities that address community needs. They coordinate volunteers for senior activities and develop public presentations promoting the program in the community. The knowledge, skills and abilities for the Volunteer Program Specialists are: to have good knowledge of senior citizen's physical, social and psychological needs; knowledge of volunteer recruitment; knowledge of social service policies and programs; skills in recruiting and training volunteers; ability to prepare reports and describe program requirements; and to maintain an effective working relationship with coworkers, volunteers, agency representatives and the general public.

The City of El Paso developed and implemented internal policies and operating procedures to provide authority and manage risk. The city has a system of checks and balances to maintain the reliability of the program. The City of El Paso Retired and Senior Volunteer Program (RSVP) is a division of the Community and Human Development Department, governed by the City of El Paso, a local

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government municipality operating under a city manager-mayor form of government. The City of El Paso Financial Services Department personnel prepare and make budgetary and accounting transactions and assign an accountant for the financial aspect of the program. The human resources division hires the personnel for RSVP, and the purchasing department processes quotes and bids needed for the program and issues purchase orders as needed.

The City of El Paso Capital Assets Management Division (CAMD) consists of identifying, tracking and managing capital assets of the city. General capital assets include land, improvements to land, easements, buildings, vehicles, machinery and equipment, infrastructure and all other tangible assets that are used in operations. The Capital Assets Management Division, under the City's Financial Services Department, requires that all capital assets, whether owned by governmental activities or business-type activities, be recorded and depreciated in the government-wide financial statements. Departments work in conjunction with the CAMD to ensure funding agency requirements for major supplies and equipment and facilities purchased through grant funds follow agency and city guidelines and procedures for asset management.

The City of El Paso Retired and Senior Volunteer Program (RSVP) is a division of the Community and Human Development Department, governed by the City of El Paso, a local government municipality operating under a city manager-mayor form of government. The City of El Paso Financial Services Department maintains an excellent track record in the ability to manage all federal, state and foundation grants awarded the City. Because the City receives federal awards, it is responsible for ensuring that adequate internal controls are in place to comply with applicable laws, regulations, contract and grants related to those programs. A separate report is issued that includes a schedule of expenditures of federal awards, findings and questioned costs and the independent auditors' report on compliance and on internal control over financial reporting. The City's Internal Auditor's Office reports directly to the City Manager. The internal auditor's primary responsibility is measuring and evaluating the effectiveness of the City's accounting and administrative controls. The City's internal accounting controls adequately safeguard assets and provide reasonable assurance of proper recording of financial transactions.

The City of El Paso will be funding the local match through general funds. Upon awarding of this grant, the Community and Human Development Department staff, in conjunction with Financial Services, is prepared to make the necessary budgetary and accounting transactions necessary to administer the grant.

The Community and Human Development Department is approximately 90% funded by federal

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grants. The City of El Paso Community and Human Development Department has over 40 years of experience successfully operating federal funds and continues to do so. Some of those grants include Community Development Block Grants (CDBG), Housing and Urban Development (First Time Home Buyers), Single-Family Owner-Occupied Home Renovation, Single-Family Owner occupied Special Assistance Programs, HOME CHDO program for non-profits, HOME Investment Partnership Program for investors, and Low Income Housing Tax Credit Projects.

### **Other**

N/A

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

N/a