

# Narratives

## Executive Summary

All Peoples Christian Center (APCC) has sponsored RSVP for forty-two years and is applying for continuation of sponsoring the RSVP project (CA-05). We have built a core of partnerships with Department of Aging, Department of Veterans Affairs, police stations, public schools, faith-based congregations, hospitals, and senior centers. An estimated 375 RSVP volunteers will serve within their communities in geographical area of Los Angeles County: City of Los Angeles community of South Los Angeles; the cities of Bell, Bell Gardens, Cudahy, Huntington Park, Lynwood, Maywood, South Gate, and Vernon. These communities are home to a disproportionate number of the one-in-six County residents who were living below the poverty line in 2010 (Census Bureau estimates). High unemployment, homelessness, illiteracy, and violence also are disproportionately associated with this area, so the needs of residents are acute and numerous.

Based on community needs All Peoples looks for partnerships and opportunities that fit in with measurable outcomes, allow senior volunteers to give back to their communities, providing active older adults combating unmet community needs and support the role partners play by providing basic services for low income residents. Hunger is a critical community need in the catchment area.

Activities the volunteers will address in the nine cities served: they will help at the Los Angeles food bank and its food pantries network: with food collection, food pantry support, bagging and distributing food to about 85,000 unduplicated persons yearly. They will also help an expanding senior population tackle the limitations of aging, fight off the paralysis of isolation by creating a welcoming environment and engagement in free activities, classes and groups. In addition, they will help low-income seniors stretch limited funds by providing extra food. All these activities fall into our primary focus area of Healthy Futures.

Over the three-year grant period APCC will deploy 94 (25%) of RSVP volunteers in the Healthy Futures Primary Focus Area, with activities that have National Performance Measure Outcomes, 113 (30%) assigned to community-wide priorities and the remaining 169 RSVP volunteers will serve in the Capacity Building and/or Other Community Priorities areas. Helping the elderly, military veterans and/or family members by providing resources.

The CNCS federal investment of \$ \$73,382 will be supplemented by \$59,983.

## Strengthening Communities

The RSVP service area in Los Angeles County: City of Los Angeles, community of South Los Angeles; the cities of Bell, Bell Gardens, Cudahy, Huntington Park, Lynwood, Maywood, South Gate, and

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Vernon. One in four Los Angeles County residents were living below the poverty line in 2010. There has been an increase in the county poverty rate to 17.5 %, and the statistics continues to rise. The high impact of cost of living, unemployment, homelessness, illiteracy and immigration represents the challenges of providing support in these needy communities.

The area served by RSVP includes:

South-Los Angeles Population 260,095, 62.4% Latino, 31% African American, 1% White, 1.9% Asian, 3.7% Other.

Bell Population: 35,477, 88.2% Latino, 0.9 % African American, 4.9% White, 0.7% Asian. 5.3% Other.

Bell Gardens Population: 42,072, 91.5% Latino, 0.9% African American, 2.7% White, 0.6% Asian.

Other, 4.3%. Total seniors, 5,121. Total veterans, 208

Cudahy Population: 23,805, 90.5% Latino, 1.4% African American, 2.12% White, 0.6% Asian. 5.38% Other.

Huntington Park Population: 58,879, 91.8% Latino, .8% African American, 1.6% White, 0.7% Asian.

Other, 5.1%.

Lynwood Population: 69,772, 82.4% Latino, 10.3% African American, 2.2% White, 0.7% Asian. 4.4% Other.

Maywood Population: 27,395, 92.1% Latino, 0.6% African American, 1.8% White, 0.3% Asian, 5.2% Other.

South Gate Population: 94,396, 90.2% Latino, 0.9% African American, 3.4% White, 0.8% Asian. 4.7% Other.

Vernon Population: 114, 42.9% Latino, 3.6% African American, 51.7% White, 1.8% Asian. 0.0% Other.

The service area related to this application is located in South and Southeast Los Angeles area of Southern California. The total population is 616,824, with 62,892 seniors 55 and older and 11,778 veterans. The median income for a household is \$35,888, Males have a median income of \$23,241 versus \$19,149 for females. The per capita income for the cities is \$9,542. 23.5% of the population and 21.0% of families are below the poverty line. Out of the total number of persons living in poverty, 28.3% are under the age of 18 and 14.3% are 65 or older. In 1970, nearly 700,000 African-American residents called Los Angeles home. By the end of the 1980s, South Los Angeles had an increasing

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amount of Hispanics and Latinos, mostly in the northeastern section of the region. In the 1990s Hispanic immigrants from Central America began arriving in substantial numbers to buy or rent apartments and houses, most of which were vacated by African Americans. Nonetheless, South Los Angeles remains home to the largest African American community in the Western United States. Between 1970 and 1990 the South LA area went from 80% African American and 9% Latino to 50.3% African American and 44% Latino. This massive and rapid residential demographic change occurred as resources in the area were shrinking due to decline in the local economy and due to the federal government's decrease in funding of urban anti-poverty, job programs, and other vital social services like healthcare. The socio-economic context described here increased the perception and the reality of competition amongst African-American and Latinos. The results from the 2010 census which show continuing demographic change coupled with recent economic trends indicating a deterioration of conditions in south LA and southeast LA suggest that such competition will not soon ease. There are many job opportunities in the private sector yet about 30% of residents work at factories with low wages. Residents are lacking the skill sets to acquire better paying jobs, due low educational achievement lack of skills and other factors. In the South Los Angeles area there is a lack of healthy produce and fruits to be purchased by residents. According the findings by the Community Health Council in their 2009 research publication, *Food Desert to Food Oasis*, over 35% of our residents are obese, 12% have diabetes and 38% have hypertension, more than three times the rates of residents in West Los Angeles. Hunger is a critical community need in the APCC catchment area and our service objective is Obesity & Food, the target number of persons is 8,500. Once a month each family will receive food at a value up to \$125.00 and each family member will be counted once every three-years. Food items include nutritious staples and fresh produce, which are often prohibitively expensive for low-income families, and seniors. The activities the volunteers will address in the nine cities served will help the Los Angeles regional food bank and its food pantries network are food collection, food pantry support, bagging and distributing food to about 8,500 unduplicated persons yearly. All these activities fall into our primary focus area of Healthy Futures. (H10, H-12)

It is not a secret that an increasing number of seniors are socially isolated or lonely at a time when our senior population is expected to grow more rapidly than any other age group. How our community deals with the significant numbers of aging Baby Boomers can, in part, be mitigated by taking advantage of advances in behavioral health to keep the elderly as healthy and active as possible and making sure all ages are integrated into the fabric of community life, according to a report released by the National Institutes of Health. It will be important to all industries serving seniors, but

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in particular to healthcare, that our elders are aided in living a more full life, provided with the social connections that help maintain physical and mental good health. With the partnership of senior centers in our geographical area, Los Angeles Department of Aging, Los Angeles Alliance for Community Health and Aging, RSVP will help an expanding senior population tackle the limitations of aging fight off the paralysis of isolation by creating a welcoming environment of free activities, classes and groups. A senior survey done by a California Area Agency on Aging found that one in five seniors said depression or isolation is a challenge. Studies have shown that depression often stems from isolation. Nationally, over 29% of all non-institutionalized elders lived alone, representing 37% of women and 9% of men, according to Census 2010. That proportion increases with advanced age -- almost half of women 75+ live alone. Maintaining social connections is a critical element to keeping seniors living independently. Many studies have found, regardless of gender, seniors with more social connections have a lower death rate while isolated seniors have the highest mortality from all diseases. The benefits aren't tied to the numbers of friends or family members, but to the range of social activities, frequency of contacts and quality of relationships. Through this initiative we plan to recruit volunteers to help with, educating seniors to get seniors involved and making connections, i.e., socially integrated, while they are still active. We already have experience in recruiting and training volunteers to lead classes and finding sites to host activities. At the sentiment of this initiative, we will place 113 volunteers<sub>2</sub> at senior centers in our catchment area. APCC RSVP project aims to accomplish this through a number of avenues (H8 -- Aging in Place-Companionship).

The county of Los Angeles has 11,778 veterans, many of whom (15%) are unemployed or at risk of becoming homeless and/or experience physical, psychological, social, and environmental needs. Whether experiencing physical and/or psychological wounds, the wounded Veteran and their family ultimately seek to find a quality of life that embraces wellness <sub>2</sub> an empowering choice toward a healthy and fulfilling life. RSVP volunteers, with assistance facilitated by licensed professionals, will offer a comprehensive spectrum of services to meet the needs of Veterans and their family at various points in their recovery. We are targeting individuals who have been identified with needs described above, ultimately seeking housing, shelter, health and wellness to ensure that all Veterans are aware of benefits, services, and programs offered by VA. RSVP is dedicated to restoring a sense of self, and restoring hope for our service members. RSVP volunteers will provide presentations at senior centers, community health fairs, and provide referrals and resources to Veterans and/or family members.

Disasters tend to have a greater impact on people at risk especially the elder population and

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homebound. They are at risk because they are vulnerable to unexpected life threatening dangers during earthquakes, fire, etc. This vulnerability can best be reduced by increasing people's capacity to deal with a range of social, cultural, economic and physical factors of a natural or manmade disaster. Research on personal preparedness supports the need for increased education in emergency response in all communities, especially for our elderly.

Our nations emergency managers, firefighters, law enforcement officers, EMT/paramedics, and other emergency responders do an incredible job of keeping us safe, but they cannot do it alone. We must all embrace our personal responsibility to be prepared in doing so; we contribute to the safety and security of our communities as well. Communities themselves are best placed to prioritize threats and take effective risk reducing actions. The best time to reduce the impact of disasters is before the next disaster occurs. The identification of hazards and who and what may be affected by them is necessary before risk reduction plans can be made. Progress has to be well publicized to maintain interest and strengthen the culture of disaster reduction.

RSVP volunteers assisted by local LAPD and LA fire department will target neighborhoods with the highest vulnerabilities and work with residents to form neighborhood committees. Committees are all a core of RSVP Volunteers who will provide educational workshops for preparation and assist when needed for response, TA services are designed, developed and delivered to address those needs and build capabilities in the most critical areas. These activities fall into our other focus area of Disaster Services. (D6)

Over the three-year grant period APCC will deploy 94 (25%) of RSVP volunteers in the Healthy Futures Primary Focus Area, assigned to activities in community wide priorities that have National Performance Measure Outcomes, 169 (30%) will be placed in Community-wide priorities while the remaining 113 RSVP volunteers will serve in the Capacity Building and/or Other Community Priorities areas: Helping the elderly, military veterans and/or family members and by providing resources and workshops.

For all performance outputs & outcomes, we will use two collection methods, using examples and surveys provided by CNCS KNOWLEDGE NETWORK, all documents will be provided in English or Spanish. RSVP volunteers will collect sign-in sheets, count unduplicated recipients and give to each site manager who will submit report/spreadsheet to RSVP program 4 times per year, volunteers will distribute and collect participants surveys calculated every six months, data collected will remain in a file in RSVP office for the 3 years. All volunteers and recipients will be counted once in a 3-year period.

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## Recruitment and Development

All Peoples utilizes various methods for recruitment. Presentations are given at local senior centers and faith-based organizations at least four times per year and staff visit current stations at least twice a year. Staff attends local meetings at police stations, block clubs, schools and community events such as agency resource fairs and/or health fairs. At these events, flyers and brochures are distributed to participants. Advisory Council is responsible to assist in recruitment. Flyers and Articles are now designed to recruit Veterans, and non-English speaking seniors. Two Advisory Council members are Veterans themselves and have successfully encouraged Veterans to join RSVP. RSVP has established relations with the VA Greater Los Angeles Health care System and planning is underway for partnership in a VET to Vet program. The internet is also utilized for recruitment through agency website and volunteer match sites. RSVP staff provides one-on-one intake/orientation interviews with interested adults age 55 and over. These interviews allow the RSVP Director/staff to interface with the prospective volunteer and together we explore service opportunities. Upon orientation each potential volunteer is interviewed to find best fit for appropriate assignments, interests, talents/experience, and skills they would like to develop, hours and days available to volunteer and accommodations which may be needed are recorded for best placement. At the initial interview, the volunteer receives a Welcome Packet, which includes brochures detailing National Service, Senior Corps, APCC, RSVP, Volunteer Policies, information on Volunteer Insurance, Director's business card, Timesheet and Job Description for the agency chosen by the volunteer. This familiarizes the volunteer with RSVP policies and contact information. Volunteers gain personal satisfaction and increase their self-esteem when they share experience and knowledge with others. This enables the agency to achieve its goal of fostering self-determination and empowerment of the community to meet their own needs by using resources within the community. The simple act of volunteering enhances the life of the volunteer. RSVP staff work with the various stations to find opportunities for in-service training for volunteers to increase their skills. For example the majority of stations provides a supervisor who then provides training to volunteers on customer service, working with diverse populations, dealing with difficult clients, food safety, etc. In addition, some volunteers receive training in clerical procedures. The Advisory Council members assist in evaluating the training needs of volunteers. RSVP staff provide community-training opportunities and ensure that Station Supervisors and RSVP volunteers are informed. An example of community training: Los Angeles Police Department conducts a Community Academy to provide residents with overview of police procedures resulting in improved community policing. The City of Los Angeles provides CERT (Certified Emergency Response

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Training) throughout the year, we will refer our volunteers. As part of the renewal of MOU's with stations, once a year at the beginning of 1st quarter to assure RSVP that stations provide: Prohibition of Discrimination, Harassment, Accessibility & Reasonable Accommodation, volunteer job/positions, supervision and reports.

### **Program Management**

RSVP Advisory Council members receive training across many dimensions. At Advisory Council meetings, presentations, guest speakers, and the Director presents all pertinent information to keep members abreast of issues. RSVP staff visit sites twice a year, Advisory Council members assist follow-up on random visits to assure that non-discrimination in the operation of its program on the basis of race, color, national origin, including individuals with limited English proficiency, sex, age, political affiliation, religion, or the basis of disability if the participant is a qualified individual with a disability. The volunteer station maintains program activities to which RSVP volunteers are assigned accessible to persons with disabilities including mobility, hearing, vision, mental cognitive impairments and/or limited English language proficiency and provide reasonable accommodations to allow persons with disabilities to participate in programs and activities. Both stations and RSVP volunteers are not allowed to conduct or engage in religious, sectarian or political activities.

RSVP staff has begun informing and educating volunteers, stations, community and politicians of the future of RSVP, the changes of the competition and the fact that APCC may or may not be awarded the grant. Once we have been notified of either, letters e-mails and/or phone calls will be made to the all RSVP participants. If awarded, volunteers and stations will have the opportunity to transfer to performance measure output/outcome based assignments, all new stations will sign a revised MOU which addresses the jobs and assignments reporting documents, and federal compliance. If MOU is not signed, volunteers will no longer be counted as an RSVP volunteer and volunteers will no longer be placed at stations. APCC also plans to have a special recognition in November 2014 where we will communicate possible changes.

Since APCC has sponsored RSVP for over 40 years, we have experience recognizing the importance of the primary focus area on healthy futures. Working with LA Regional Food Bank and its food pantries APCC has been successful not only in retaining volunteers, but also in tracking and reporting information to CNCS, United Way and LA Regional Food Bank. RSVP staff will assist with training both station supervisor/s and volunteers on tracking data and reporting requirements using the CNCS

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Knowledge Network instruments.

### Organizational Capability

The agency has accounting procedures to provide the internal controls necessary to ensure appropriate use of funds. The agency operates under generally accepted accounting principles (GAAP). A separate account is maintained for RSVP funds. The bank statement is reconciled monthly by the accountant and reviewed by the Executive Director per agency procedures. The finance committee of the Board of Directors reviews financial statements that are presented to the Board of Directors monthly. The Executive Director is responsible to maintain and enforce accounting policies and procedures, travel and expense procedures, and see that checks and balances are maintained. All transactions require at least two signatures, with larger amounts requiring administrative approval. APCC'S accounting department prepares checks. A monthly transaction accounting is provided to RSVP, so expenses can be monitored in an efficient manner. The annual budget is prepared in accordance with the sponsoring agency's accounting department with the oversight and approval of administration. RSVP Advisory Council funds are kept as a line item of APCC and as such, are bound by the same rules and oversight as any other transaction within the organization. Through use of Excel, the Advisory Council Treasurer provides assistance in tracking Advisory Council funds, although all check requests and deposits are made through APCC. In-kind and monetary letters of request are sent to local intuitions and business. When applicable a donor will supply a receipt along with donation. If a receipt is not available, a form is available for completion. Eligible in-kind donations are recorded on Excel spreadsheet and the donating organization/donor receives a letter/receipt for tax purposes. All RSVP financial records are subject to annual review by APCC and are recorded on the Federal Financial Report (FFR), which is submitted to CNCS.

The Executive Director manages all of the programs at All Peoples Christian Center. She has served in this capacity for 30 years. She is a licensed clinical social worker and has a degree in social work administration and planning and serves on several boards of directors locally and nationally and is well respected by her peers. She has also attended training for program impact offered by CNCS and is incorporating the strategies throughout the organization. RSVP is one of 7 major programs operated by the agency.

The RSVP Director, has been with All Peoples Christian Center since 1989. She is a resident from within the community serviced by the agency. Over the past several years, she has participated in

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various training to enhance her ability to lead the program. She is bilingual in Spanish and English and bi-cultural. This is an asset as we observe the changing demographics and the increase in the Latino community in the RSVP catchment area. She has served as the RSVP Director for 18 years and supervises the RSVP administrative assistant. She has accumulated comprehensive experience in volunteer management, recruitment, retention, leadership skills and has a great rapport with seniors. The RSVP director is active in the community and attends community meetings.

The RSVP administrative assistant, is a long-time resident of the community, who also participates in attending CNCS conferences, attends community meetings; assist with recruitment, and recognition of volunteers. She has intensive skills in marketing, and publishing. She is responsible for most of the volunteer database, Volunteer Reporter and is also is very sensitive to the needs of the community especially to the senior population.

The accountant, has overseen the financial operations at APCC since 2006. She is responsible for managing the agency's financial functions, including timely and accurate entry of data for accounting and payroll purposes, backing up payroll input, validating the accuracy of source documents, and reconciling bank accounts and ledgers. She tracks and maintains the many contracts and grants that the organization receives. At this time no there are no plans to hire additional staff.

APCC accounting software program (QUICK-BOOKS) is capable of keeping each funding source separate as well as the multiple title programs funding that are received from each funding source. The records for the system will be maintained in the forms of original entry and subsidiary ledgers. Supporting documentation will consist of invoices; check copies, receipts, purchase requisitions, canceled checks, time sheets, etc. The books of original entry and subsidiary ledgers to be used are: Cash Receipt Journal, Cash Disbursement Journal, Accounts Payable Journal, Payroll Journal and General Journal.

There are set policies in place for processing of incoming funds, including accurate postings and banking transactions. A minimum of a two-signature process is in place for expenditures. The organization is monitored annually by outside auditors representing government-funded programs at the City of Los Angeles level. In addition, an independent financial audit is conducted at the conclusion of each fiscal year for APCC. The Finance Committee headed by the Treasurer, of the

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Board of Directors, reviews and approves financial statements on a bi-monthly basis, with standing reports to the full Board at each of its regularly scheduled meetings. Financial statements and budget clearly identify expenses and income.

APCC has had experience managing federal grant funds for the RSVP project for more than 40 years. Federal level grants managed by APCC include: Corporation of National Service, Emergency Food and Shelter Partnership, Faith-based Community Outreach Program family planning grant. APCC is a sub-contractor funded by city of Los Angeles for GRYD (Gang Reduction Youth Development) from the Mayor's office. APCC is also funded by the City of Los Angeles for the Summer Youth Employment Program.

### **Other**

The Board of Directors of All Peoples Christian Center changed its name to All Peoples Community Center. The appropriate paperwork has been submitted to the IRS and we are waiting for approval. The IRS federal ID will remain the same. Until that time we continue to use All Peoples Christian Center.

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

This is not applicable