

# Narratives

## Executive Summary

An estimated 336 RSVP volunteers will serve. Some of their activities will include providing older adults with housing services, transportation services for various health and social needs, and meal delivery services in order to help them age healthily and independently in place; providing translation services for ethnic minorities to facilitate their access to healthcare services; offering English as a Second Language (ESL) classes to adults with Limited English Proficiency (LEP) to help them find jobs; and providing transportation to veterans to increase their access to health services. The primary focus area of this project is Healthy Futures including "Age in Place," "Access to Care," and "Obesity and Food." At the end of the three-year grant, 109 older adults will receive meal delivery 5 times a week, with another 100 receiving transportation and 500 receiving housing services. Fifty volunteers will receive training for health education, with another 600 clients receiving health related coaching services, 200 LEP clients receiving translation services at clinics and emergency rooms, and 4,500 receiving health-related information. Fifty eligible clients will receive food from community gardens and another 100 for additional food to help alleviate long-term hunger. Eighty veterans will get transportation services for their medical appointments and 150 veteran members will receive transportation and health education services for the community health fair. Eighty LEP clients will receive ESL classes for better job opportunities. Volunteers will help local organizations to recruit 150 new volunteers, manage 250 of them and train another 300. The CNCS federal investment of \$ 117,445 will be supplemented by \$ 12,971 for the first year and a total of \$77,826 for three years.

## Strengthening Communities

Primary Focus Area: Healthy Futures

Located in Western Maryland, Frederick County is half urban and half rural. The county has witnessed huge demographic changes in the past decade or so, creating challenges for local communities with gaps of information and services. The biggest challenges come from three areas that fall under Healthy Futures of the RSVP grant, which we choose as our Primary Focus Area. These three areas are "Aging in Place," "Access to Care," and "Obesity and Food."

Aging in Place

According to Census data, as the county population increased by 19.5% between 2000 and 2010, the population of those 65 years and older has increased by 37.6% to 25,914. The 2011 Frederick County Human Needs Assessment Report (Human Needs Assessment) estimated that the older adult population was expected to increase 232% between 2010 and 2030 to 58,000, comprising 17.5% of

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total county population. The 2013 Needs Assessment of the Aging Population in Frederick County, MD, (Needs Assessment) found that Frederick is a place where seniors love to live. More than 90% of local senior residents stay to age, and there is a net migration gain of those 75 or older. Older adults in Frederick also prefer to live independently. According to the 2013 Needs Assessment, 24,801 of the older adults were living in households. By 2030, that number is projected to more than double to reach 52,887. The Needs Assessment also estimated that 4,813 women 65 years and older and 1,797 men above 65 were living alone. According to the 2011 Human Needs Assessment, more than 30% of the county residents with disabilities were 65 or older, and 3,586 older adults in Frederick County had one disability, whereas 4,101 had 2 or more disabilities. This means more than 30% of the older adults had at least one disability in Frederick County.

Providing majority of local older adults with the necessary infrastructure to live independently will not only benefit the well-being of the older adults, but also improve financial sustainability for the county. According to the Maryland Department of Aging, the average annual cost for those in nursing homes is more than twice that for Medicaid Waiver for older adults (\$ 67,600 vs. 32,923). However, huge service gaps have made it difficult for independent living for older adults in Frederick County. The 2011 Human Needs Assessment indicated that accessible and affordable housing was the number one basic need for all age groups but particularly for older adults as their choice of living places were more limited. A second basic need was reliable transportation, and the need witnessed additional increase as more older adults were driven further away from the urban areas to look for affordable housing. Lack of nutrition services was also a big concern as the waiting list for Meals on Wheels was 109 as of 2013.

With RSVP funding, 11 unduplicated trained volunteers will help older adults find appropriate housing or supporting resources (e.g. filing applications for housing tax credit), and help with housing repair such as replacing appliances and removing safety hazards. These services should be available upon request and offered at Asian American Center of Frederick and the Senior Center of Frederick as our two stations. Approximately 500 eligible older adults are estimated to receive help on housing services in the third year. Twenty unduplicated volunteers will offer transportation to older adults for their medical appointments and other health or social needs (grocery stores, etc.). The service should be offered upon request and available on most weekdays. One hundred older adults are expected to benefit from the service. Another 35 unduplicated volunteers will deliver a hot and a cold meal to older adults five times a week to those currently on the Meals on Wheels waiting list (109 of them). Special arrangements can be made if there is a need for 6-7-day services. We anticipate that more than 80%

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of service recipients should respond positively on the H9 outcome measure.

The Program Manager will design a Client Tracking Database. Client information and service records will be collected by RSVP volunteers before delivery of service. The Senior Corps Independent Living Performance Measure Survey will also be administered by volunteers one month after the last service. All data collected by RSVP volunteers will be reported to the RSVP administrative assistant, who will be responsible for data entry and maintenance. The Program Manager will be responsible for data analysis, program evaluation and reporting.

### Access to Care

The 2012 census data show that 7.5% (17,964) of Frederick County's population was uninsured. Inadequate insurance coverage often resulted in lack of access to preventive services, and ultimately unnecessary use of emergency services. Twenty-seven percent of hospital emergency room (ER) visits are for non-emergency reasons according to the 2011 Human Needs Assessment. Residents with insurance can also find it difficult to access health services in Frederick. According to the 2014 Health Professional Shortage Areas data collected by U.S. Department of Health and Human Services (HHS), an alarming 83.5% of the total population in Frederick County has been underserved. For comparison, 37.55% of the U.S. population and 26.12% of Maryland population have been underserved. Similarly, the 2011 Area Health Resource File provided by HHS indicates an extreme lack of primary care in the county. For every 100,000 population, there were only 65.47 primary care physicians in Frederick County, whereas the numbers for Maryland and the U.S. were 102.95 and 85.83, respectively. According to the 2011 Human Needs Assessment, "dental services" for Frederick County was rated 1.76 on a four point scale.

Access to healthcare is even more challenging for the 16.5% of Frederick residents who speak a language other than English at home. Frederick remains the only county with an English-only policy in Maryland, which has contributed to health disparities in the county. According to the 2012 Census data, 18.8% of Asian Americans and 19% of Hispanics were uninsured, compared to 6.6% of whites. While 6.6% of the native born were uninsured, 26.8% of the foreign born were uninsured. Healthcare disparities have not only created health problems for individual minorities but also have placed a significant financial burden on the community. According to the 2013 Frederick County Human Needs Assessment, Frederick Memorial Hospital (FMH), the only hospital in the county, reported that Hispanics accounted for the majority of its emergency department dental (80%) and prenatal (90%) patients. Local community-based organizations have stepped up to meet this need. Asian American Center of Frederick (AACF) offers free interpretation services in 18 foreign languages for community

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members with Limited English Proficiency (LEP) at the hospital and local agencies such as the Motor Vehicle Association (MVA). Volunteers who are native speakers of foreign languages have also been active in promoting healthy behaviors, distributing health education materials, providing health workshops, and providing interpretation services when needed. They are committed to better serve their respective ethnic minority communities as well as improve the health outcomes and reduce health costs for the entire county.

With the extreme lack of primary care professionals in Frederick County, service providers have already become dependent on volunteers to carry out daily operations. Nine of the fourteen health service programs surveyed for the Human Needs Assessment described that they were either reliant or very reliant on volunteers, or made them an essential element of service delivery. Local community-based organizations have also stepped up to help meet the unmet health care needs for local residents, and volunteers play a major role in these efforts. For instance, the Asian American Center of Frederick sponsors an annual health fair that offers various preventative care services including flu shots, blood pressure check-ups, glucose tests, cholesterol tests, vision tests, Hepatitis B screening, and referrals for free mammogram and colonoscopy. In addition, information about health insurance and enrollment, medical information, mental health and substance abuse information, advance directives information, as well as health education, are offered. Everything is free and delivered by volunteers, who also provide interpretation in 13 foreign languages and American Sign Language. Volunteers are also involved in distributing all health-related information during community events and regular outreach efforts on a daily base. While volunteers cannot offer direct health services, they play a critical role in raising health awareness, disseminating health information, promoting healthy behaviors, and helping identify available health care resources for local residents. These efforts will help connect local residents with necessary and available health resources, keep local residents out of the hospital and prevent unnecessary ER visits, keep people healthy, and help local residents identify the best insurance policy so that they will have the health care services that they need.

The RSVP funding that can be used to expand and sustain current volunteer efforts will be extremely beneficial for Frederick County residents who are extremely underserved for their health needs. Fifteen unduplicated volunteers will distribute health materials, answer health related questions, and offer health workshops for about 4,500 local residents during various community events or stand-alone health related activities. Information includes that about health insurance, health/wellness/nutrition, available health resources, etc. Events include annual health events such as the health fair, monthly health workshops (such as that on prenatal care, as well as regular

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workshops offered at public housing facilities and senior living facilities). Weekly outreach activities also take place at local grocery stores and public service agencies such as MVA.

Ten volunteers will provide interpretation services at local clinics and emergency rooms for those with Limited English Proficiency (LEP). This will be offered upon request and available seven days a week to an estimated 250 clients. Another 10 volunteers will offer health programs on various themes on a monthly basis at multiple sites. Topics may include prenatal care, managing chronic diseases such as diabetes, substance abuse, nutrition, wellness, safety, cardiopulmonary resuscitation (CPR), etc. Education programs will be open for all community members but will also have different target populations, as they are offered at different locations to meet the community members where they are. Potential locations will include senior living facilities, local churches, offices of various community-based partner organizations, etc. Each site will have at least one such education program each month. A total of 600 clients are expected to be coached. Another 5 volunteers will offer training to 50 volunteers on a monthly base on various health topics.

Client information and service records will be collected by RSVP volunteers before delivery of service using attendance logs and activity logs. All data collected by RSVP volunteers will be reported to RSVP administrative assistant, who will be responsible for data entry and maintenance. The Program Manager will be responsible for data analysis, program evaluation and reporting.

### Obesity and Food

In Frederick County, Food Insecure Rate was 7.9% (18,680) in 2012 according to the Maryland Food Bank. While the homeless remain the most visible faces of hunger, increasingly children, seniors and the working poor have been under the threat of long-term hunger. With today's weakened economy, some individuals are working full-time and still struggling to put food on the table for their families. Among the 18,680 Frederick residents, 49% were below the threshold of 200% poverty line and 51% were above it. That means more than 9,500 people did not qualify for SNAP and other nutrition programs and rely solely on food banks and pantries as they struggle to meet their needs. An additional \$9,170,000 was required to meet food needs in the county for 2012. Meanwhile, the immigrant communities also found food pantries inaccessible due to language and cultural barriers. Long-term food hunger puts in jeopardy individuals' nutrition, health, access to schools, job opportunities, and mental health. With a multilingual group of RSVP volunteers, the immigrant communities and the low-income population in Frederick will have more access to food for hunger relief.

With the RSVP funding, 5 volunteers will help develop and maintain community gardens at 3

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stations. During the planting season, which is roughly from May to October, they will plant vegetables in community gardens, share experience with community members, harvest the produce, preserve fresh produce in cans when necessary, and distribute produce to at least 50 community members that are food insecure two to three times each week during harvest time. They will also maintain the community garden year-round. Another 25 unduplicated volunteers will collect and distribute fresh and canned food to the food insecure population on a weekly basis to 100 clients. Volunteers can pre-register those in need and deliver food to a place convenient for the service recipients, such as churches, a public housing project facility, or a senior living facility, where recipients can pick up the food.

The RSVP Program Manager will design the Client Tracking Database. RSVP volunteers will collect information on recipients of services before the delivery of food. A pre/post survey will be used to evaluate the H12 outcome measure to see if service recipients have experienced increased food security as a result of the services. The questionnaire will be administered by trained RSVP volunteers to the adult family members at the beginning of the service, asking about the food security of the adults and children in the household. The same questionnaire will be administered 6 months after the beginning of the service delivery. All data will be reported to RSVP administrative assistant for entry and maintenance. The Program Manager will conduct data analysis and program evaluation.

### Veteran Services

In Frederick County, our veterans are being served by 7 designated community clinics. Among them, three are in Maryland, two are in Virginia and two are in West Virginia. However, only one is located in Frederick County. The rest are a minimum of 30 minutes' drive away. Partner In Care is our local Volunteer Station that provides transportation to our veterans to medical appointments and other social services as requested. More RSVP volunteers are needed to assist these veterans on an ongoing basis. Given the fact that the designated veteran hospital is located in Martinsburg, WV, there are no known organized services targeted for our veterans who live in Frederick County. Likewise, there is a lack of collaboration and partnership among existing non-profits or community groups to target the veteran community. The Asian American Center of Frederick is the organizer of an annual community health fair and there is a felt need to make a concerted effort to reach out to the veterans and their families in Frederick County. This particular event is considered one of the most comprehensive community based health education and screening programs in Frederick County, with increasing attendance every year. All services are free. RSVP volunteers will offer pre-registration and transportation services for veteran families members so that they can take advantage of the free

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health services offered at the health fair.

With the RSVP funding, 15 unduplicated volunteers will offer transportation for 80 veterans and another 10 will offer pre-registration and transportation to the health fair for 150 veteran family members. Transportation service for veterans should be available all weekdays and offered upon request. The Program Manager will design a Client Tracking Database. Client information and service records will be collected by RSVP volunteers before delivery of service or during preregistration. All data collected by RSVP volunteers will be reported to RSVP administrative assistant, who will be responsible for data entry and maintenance. The Program Manager will be responsible for data analysis, program evaluation and reporting.

### **Economic Opportunity**

The 2012 U.S. Census data show that 13.8% the population in Frederick County was foreign born, and 16.5% spoke a language other than English at home. English training will undoubtedly help the Limited English Proficiency (LEP) population in seeking and securing jobs. Moreover, since Frederick remains the only county with an English-only policy in Maryland, public services are not readily accessible for the LEP population. These services, such as getting a driver's license, can be crucial in ensuring access to job opportunities for these residents.

With RSVP funding, 10 unduplicated volunteers will offer at least 3 ESL classes during the week to about 80 clients at 2 stations. Two of these classes will be offered in evenings during the week and one will be offered on Saturday. It is possible to offer another weekday morning class if there is a substantial and sustained demand. Volunteers will use attendance logs to take attendance information for participants of the ESL classes before the sessions kick in. Outcome measure O10 will be used to evaluate the effective of the intervention in helping clients find jobs. A letter of employment will be used to document the desired results of the training. All documents will be handed in to the RSVP administrative assistant for data entry and maintenance. The Program Manager will be responsible for data analysis, program evaluation and reporting.

### **Capacity Building**

Frederick County has witnessed great demographic changes: total population increased by 19.5% between 2000 and 2010 according to Census data. The population is also getting more diverse, with ethnic minorities comprising more than 20% of the population. There is also a trend of aging, with the population of 55 years and older increasing by more than 54%. With the demographic changes come the changes of community needs. Unfortunately, county agencies and service providers have been slow to meet the changing needs, to say the least. Policies and administrative decisions made the

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situation worse in some cases. For instance, the Board of County Commissioners plans to sell Citizens Nursing Home and Montevue Assisted Living Facilities when there had already been a shortage of affordable assisted living and nursing home care. Community based organizations have been trying to fill some of the service gaps, and volunteers play a critical role in the process. Volunteers have helped meet some of the unmet basic needs in alleviating hunger and providing assistance to access health and social services for the poor, the underserved, the seniors, the immigrants, and those who have Limited English Proficiency. The rapid increase of the population of those 55 or older poses more challenges to the already fragile infrastructure, but it also offers an opportunity to have more capable volunteers to help themselves as well as the entire community.

Little volunteer management systems are in place for community-based organizations and service providers in Frederick County. Organizations that use volunteers work on separate terms and there is little way to know if volunteers are qualified, effective, well treated, and so on. There is no tracking system to follow the movement of volunteers, either. This could potentially become a larger problem as RSVP expands and recruits more volunteers and has to coordinate between different organizations; AACF is poised to be the liaison to coordinate these efforts effectively.

With the RSVP grant, forty volunteers will work to recruit 150 new volunteers for local organizations. RSVP volunteers will work with 10 partnering organizations as stations to conduct recruiting activities at different community events, locations, and organizations year-round. Ten volunteers will be assigned to help the 10 stations manage a total of 250 volunteers through creation of volunteer manual/training/curriculum, regular supervision and communication with volunteers, screening and matching volunteers to jobs, regular collection of information on volunteer involvement, drafting policies and job descriptions for volunteer involvement, organizing recognition activities, such as award ceremonies for volunteers, conducting annual measurement of volunteer impact, and training and professional development for volunteers. Another 15 volunteers will help train a total of 300 volunteers for 10 stations by delivering a volunteer manual/training/curriculum and organizing training events.

A pre/post assessment will be used to see if the participating organizations have improved their volunteer recruitment and management by adopting at least 3 evidence-based practices listed above. We expect 7 out of the 10 organizations will succeed in this endeavor. The RSVP project director and program manager will work with partnering organizations to help them implement effective volunteer recruitment and management practices. RSVP volunteers will document all activities using activity logs and the RSVP administrative assistant will administer the pre/post assessment and input

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the data. The Program Manager will be responsible for analysis, evaluation and reporting.

### **Conclusion**

With the RSVP funding, Frederick County will witness improved capacity building in recruitment and management of its volunteers. This will be crucial for improving community support for older adults to age healthily in place on their own; increasing access to health care services, especially for the underserved low-income and ethnic minority populations; increasing food security for those under the threat of long-term hunger; improving community support for veterans and their family members assisting with access to healthcare; and improving job opportunities for residents with limited English proficiency through ESL classes. All of these will help fill the service gaps as a result of changing demographic trends and limited availability of services from local government agencies and service providers. Ultimately, the entire community will benefit from all these endeavors, thanks to RSVP.

### **Recruitment and Development**

Asian American Center of Frederick's vision is to build a better community through integration with three mission areas: Enhancement of Services, Empowerment of community (Mentoring) and Enrichment of Cultural Diversity in Frederick County. AACF believes that volunteerism is the fabric of contribution that integrates many aspects of the community, its members and resources. Being a community-based organization that targets the minority community, individuals and families in need, AACF understands it takes many villages together to ensure success in building a better community. Currently, AACF operates the most diverse volunteer services in Frederick County through different agencies: Volunteer Maryland, ASTAR - Western Maryland AmeriCorps program, and CASA de Maryland's Citizenship Integration Services. Through these programs, we serve youth, families, public and non-profit agencies, corporations and the small business community. AACF's past experience and success with engaging different groups of volunteers will ensure that the RSVP Program will be both effectively managed and able to reach the senior population. One particular niche on which we pride ourselves is the cultural heritage and language capacity AACF possesses. In 2013, we documented outreach to about 70,000 ethnic minorities through our intensive outreach activities. We have about 20 languages spoken in our agency. Through our health services, AACF has been working with the Housing Authority of Frederick City to provide regular health services to a senior citizen apartment and low income housing project that provides access to older adults. In addition, we are a standing member with the Local Health Improvement Process through which we work closely with many key stakeholders in the health and human services systems. AACF is poised to be an effective sponsor organization for the RSVP Program.

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During the three years of project duration, AACF will engage at least 336 area seniors in services that address Healthy Futures (Access to Health, Aging in Place, Obesity and Food), Economic Development, Capacity Building and Community Priorities based on our recent Needs Assessment. We will achieve high quality project management that meets the expectation of the Corporation for National Community Services, various volunteer stations, our volunteers and our overall program goals and objectives.

1. To assure a high quality experience for volunteers that offers opportunities such as building new skills, developing leadership potential, reflecting on the meaning of service to the community, and enhancing the quality of their own lives, AACF - RSVP will:

Conduct pre-assessment for best placement before official orientation.

Conduct a prior visit to ensure placement is a good match.

Conduct periodic follow-up with volunteers to ensure retention.

Conduct networking, gathering volunteers among volunteer stations.

Invite and inspire volunteers to take up lead roles in events, activities and committees such as the Advisory Council.

Offer professional development to volunteers with potential as future managers. This PD workshop may include: "Volunteer Recognition, Recruitment, and Retention" and / or "Recognizing the Value of Senior Volunteers." This will be at no cost to the RSVP volunteers or their Station Manager(s).

Invite the Advisory Council to an AACF Board Meeting for an RSVP update.

2. To develop and manage volunteer stations and volunteer assignments that address specified community needs and that provide meaningful placement for the volunteers, AACF-RSVP will:

Develop a variety of volunteer stations that offer a wide range of opportunities to ensure that the RSVP program appeals to a diverse population of seniors.

Provide a cross-cultural workshop to potential volunteer stations to promote better understanding of how diversity enhances volunteer services.

Assist position description development to optimize performance outcomes for each volunteer station.

Conduct periodic assessments with the Station Manager(s) to ensure that the created positions meet the needs of the stations as well as RSVP program goals; modify as needed.

3. To develop a sustainable RSVP services for Frederick County, AACF-RSVP will:

Recruitment

Develop a recruitment strategy that includes potential retiree-serving organizations, community based organizations, immigrant and civic groups, and HR departments of major employers in Frederick

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County.

Develop a PR / Recruitment packet to promote AACF-RSVP.

Utilize all social media to keep AACF-RSVP services updated and in constant contact with the community at large.

Retention

Develop an effective process to ensure open, timely and candid communication with all volunteers.

Provide volunteers with a list of key contacts within AACF.

Hold regular monthly brown bag lunches to improve networking among volunteers.

Invite active participation in special events to promote ownership among volunteers.

Follow up on complaints or grievances that RSVP volunteers may have in a timely manner; mediate and resolve problems internally.

Recognition

Develop and implement regular volunteer recognition in partnership with volunteer stations through programs such as "Maryland You Are Beautiful" and "Governor's Service Awards," and AACF's cultural events such as Asian Heritage Month, Asian Spring, Minority Health Month, Latino Festival, etc.

Partner with local media such as the Frederick News Post , NBC25, Frederick Senior Magazine and Senior Cable Show "Young at Heart" to highlight outstanding volunteers regularly.

Celebrate National Volunteer Week to feature volunteers not only in the community at large but also their own ethnic communities.

4. To develop infrastructure building strategies for long term growth and development, AAFC-RSVP will:

Technical Assistance

Ensure all volunteers at volunteer stations receive any required specialize training relevant to the volunteer stations.

Share and leverage resources with volunteer stations such as professional development opportunities, additional supplemental funding, etc.

Promote Public Relations

Issue regular press releases to highlight the success of all RSVP stations.

Encourage RSVP volunteers, stations, recipients, and AACF BOD to be everyday advocates or RSVP contributors.

Share annual reports with all stakeholders.

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### Information and Data

Develop management systems and processes to collect, document, and analyze data collected through RSVP services.

Examine and evaluate data for program expansion, effectiveness, and future collaboration with others at local, state and national levels.

### **Program Management**

The applicant organization, Asian American Center of Frederick (AACF), is a leading advocate and service provider for all ethnic minorities in Frederick County, Maryland, utilizing volunteers in numerous capacities to accomplish its goals. AACF's mission is to enhance services, empower the community, and enrich the cultural diversity of local populations. At AACF, volunteerism is the fabric of contribution that integrates many aspects of the community, its members and resources.

Currently, AACF has established infrastructure to operate the most diverse volunteer services in Frederick County through different agencies: Volunteer Maryland, ASTAR - Western Maryland AmeriCorps program, and CASA de Maryland's Citizenship Integration Services. There are policies and procedures to provide sound programmatic and fiscal oversight (both financial and in-kind) and day-to-day operational support to ensure compliance with RSVP program requirements (statutes, regulations, and applicable OMB circulars) and to ensure accountability and efficient and effective use of available resources.

AACF has significant experience in administration of federal grants, such as STARTALK, administered by the NSA, for which we have run summer and fall programs independently for the past three years, and in cooperation with a local school system for four years prior to that. STARTALK/NSA have very strict guidelines for fiscal management and reporting and AACF has a proven record in complying with all requirements. Within our fiscal management, we have Chief Financial Officer (CPA), Book Keeper (CPA) and an accountant assistant (4th year Accounting Major student at University of Maryland). These current staff are assigned to implement internal policies and operating procedures to provide governance and manage risk, such as accounting, personnel management, and purchasing. Our AmeriCorps program averages 4 full-time AmeriCorps positions a year, in addition to ed-only opportunities throughout the summer. Current AmeriCorps members are actively engaged in raising awareness of homelessness in Frederick County, increasing access to affordable healthcare, and assisting community members to learn more about healthy lifestyles. We have assigned a Project Manager to oversee these AmeriCorps members and will work closely with the RSVP Project Director.

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Our Executive Director Elizabeth Chung (English, Mandarin and Cantonese), the founder and Executive Director of AACF, will be responsible for the overall development, implementation and supervision of the program. She will coordinate with various partners and stakeholders on local, state, and national levels to gain visibility and support. Ms. Chung will work to leverage resources and future funding for sustainability. In addition, she will work closely with the Project Director and Program Manager to advance the efforts of the project and ensure goals and objectives are being met based on the project timeline. In the RSVP project, Ms. Chung has already recruited a number of senior serving entities, health and human services entities and community at large including an immigrant and minority group to establish an Advisory Council for RSVP to secure community participation with a membership. They are knowledgeable about human and social needs of the community; competent in the field of community service and volunteerism; capable of helping the sponsor meet its administrative and program responsibilities including fund-raising, publicity and programming for impact; interested in and knowledgeable regarding the capability of older adults; and of a diverse composition that reflects the demographics of the service area.

Our Project Director Carol Haag has the background and skills necessary to select, train and supervise staff and work cooperatively with sponsor staff, Community Advisory Group members and volunteer stations, as well as other state RSVF Directors and officials of the Corporation for National Service in program planning and implementation. With her recent experience with the Franklin County, PA, Area Agency of Aging, she is aware of the specific challenges of working with seniors. Her prior experience with Volunteer Frederick, wherein she served as Project Director of RSVP, has prepared her to take on this same task with AACF moving into the future. While in that position, she was responsible for the administration of the RSVP Project including preparation of all components of the RSVP grant, budget, extensive work plan and periodic progress reports; recruited, interviewed, and matched the skills and interests of almost 600 senior volunteers with meaningful opportunities; and established and maintained relationships with 45 agencies and organizations with programs and functions relevant to RSVP. Through her prior experience, she has developed strong organizational and management skills, a demonstrated ability to motivate and mobilize volunteers, and a proven ability to interact effectively with all types of people, and she is well positioned to lead AACF in administration of the RSVP program.

Ms. Haag will, based on her prior experience, establish plans and infrastructure to ensure management of volunteer stations in compliance with RSVP program regulations (such as preventing or identifying prohibited activities). She will see that there will be infrastructure to develop and/or

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oversee volunteer stations to ensure that volunteers are performing their assigned service activities. Ms. Haag is responsible to develop a plan and infrastructure to ensure the project is in compliance with the RSVP federal regulations, including establishing an RSVP Advisory Council, ensuring RSVP volunteers are placed in stations that have signed the required MOU, and ensuring all volunteers are eligible to serve in RSVP.

Our Program Director Yun Teng, fluent in English and Mandarin, will be responsible for program planning, data collection, and evaluation for outreach, education, enrollment, and staff training. Mr. Teng has two Master's Degrees in Education and Healthcare management. He has multiple years of experience conducting research at the university level and community health education. Base on ongoing program evaluation, he will provide insights on the changing community needs to include minimizing disruption to current volunteers as applicable and/or graduating stations as necessary.

AACF has demonstrated an organizational track record in managing volunteers in the Primary Focus Area - Healthy Future with 10 years' experience to promote minority health. We are very knowledgeable about health disparity issues across all age groups. Our vision is to build a better community through integration. As we examine the current Senior Citizens Needs Assessment, we recognized its limitation to truly reflect the health needs of our seniors. As the leading community-based organization with a health focus, we are in the best position in Frederick County to reestablish RSVP. Our strongest asset is to develop programs to improve Access to Care, Health Education, Economic Development and Community Support Services that align with our Mission to Enhance, Empower, and Enrich our community. AACF's ability to reach the community with so many of its programs has required the use of many, many volunteers. As such, recruiting volunteers is a core skill within AACF. The agency works with Volunteer Maryland and Casa de Maryland, to name a couple. As an illustration of our strength, in 2007 organized what would become its annual community health fair. The inaugural event specifically targeted the Asian community and drew 180 people, most of whom were uninsured. It has since evolved into the Frederick Community Health Fair and draws people of all walks of life. For the 2013 event, AACF leveraged more than \$270,000 in in-kind services from local hospitals and healthcare providers who provided onsite health screenings and services to the 850 attendees, and have since provided follow-up and ongoing treatment for those that required it. One of the unique features of the event is the use of culturally competent interpreter services offered in 15 different languages. Of the 850 attendees in 2013, 66% were ethnic minorities. AACF has secured a first-time commitment from Frederick Memorial Hospital to support the 2014 Health Fair. The hospital has pledged \$20,000 in direct service and \$20,000 in personnel support.

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AACF anticipates 1500 people will attend the October 18, 2014 event. Recruiting and managing volunteers is one major aspect of this event.

### **Organizational Capability**

AACF has 10 years of experience in advocacy, outreach, education, direct service, referral, and community development. Volunteers are at the heart of these services and activities. With a multilingual staff representing languages such as Spanish and Chinese, AACF has developed many long-standing and successful partnerships with state and local agencies, and ethnic-specific civic and faith-based organizations. It is well connected in Frederick County and in the State of Maryland.

AACF's past experience and success with engaging different groups of volunteers will ensure that the RSVP Program will be both effectively managed and able to reach the senior population. One particular niche on which we pride ourselves is the cultural heritage and language capacity AACF processes. We currently provide language services for about 20 languages. Through our health services, AACF has been working with the Housing Authority of Frederick City to provide regular health services to a senior citizen apartment and low income housing project that provides access to older adults. In addition, we are a standing member with the Local Health Improvement Process through which we work closely with many key stakeholders in the health and human services systems. AACF is poised to be an effective sponsor organization for the RSVP Program.

### **Other**

#### **PART II SECTION F: OTHER NOFA REQUIREMENTS**

RSVP of Frederick County, Maryland will serve the entire geographic service area associated with the funding opportunities listed in Appendix A as Opportunity MD - 2 X. We will support at least 336 volunteers in the course of three years. We will meet the National Performance Measure requirements and other criteria established in the Notice. Frederick County has not have a RSVP for about 4 years.

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

Not Applicable