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Executive Summary

Pinellas Opportunity Council, Inc. (POC) is a not-for-profit "Community Action Agency" that has identified and addressed the many and varied material, emotional, social, and educational needs of people - particularly the economically-disadvantaged - throughout Pinellas County, Florida, since 1968.

POC aggressively pursues its mission to "alleviate poverty and promote self-sufficiency for all persons", with the goal of building individual and family stability; increasing the capacity of individuals and families to become self-sufficient; and contributing to the revitalization of local communities. POC addresses these goals through a variety of programs and service offerings, including the Retired and Senior Volunteer Program of Pinellas County (RSVP).

The purpose of the RSVP - begun locally in 1977 - is to create meaningful and wellness-enhancing opportunities for persons age 55 and above to participate more fully in the life of the community through volunteer service, and to increase the capacity of not-for-profit agencies in their mission to meet the needs of people. In 2013, a total of 1,056 RSVP volunteers gave 138,738 hours of volunteer service, equating to \$ 3.1 million in in-kind labor donations in 110 partnering organizations, serving more than 95,000 Pinellas County residents in need.

With requested annual federal funding in the annual amount of \$ 102,022.00 - supplemented by \$ 11,336.00 in non-federal resources - POC proposes to reestablish the Retired and Senior Volunteer Program in Pasco County, Florida - relinquished by its local sponsor in 2013 - placing a minimum of 291 volunteers in 50 placement venues. Service activities will include assisting in preschool and Head Start classrooms; providing tutoring services in public and faith-based schools; providing both school and community based mentoring support; and providing service and support to the extensive veteran population of Pasco County.

The primary focus area of the project will be education. At the end of the three year grant period, 3,600 economically-disadvantaged and challenged students will receive tutoring and mentoring services, demonstrating improvement in literacy skills, school engagement, and social and emotional development; and 5,600 military veterans and their families will receive transportation, housing, mentoring, and support services.

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Strengthening Communities

Pinellas Opportunity Council, Inc. proposes that the newly constituted Retired and Senior Volunteer Program would serve all of Pasco County, Florida, which includes the municipalities of New Port Richey, Hudson, Spring Hill, Brooksville, Dade City, Zephyrhills, and Land O'Lakes, as well as an extensive and expansive rural population.

Tourism is a major segment of the area's economy (due to its tropical climate), and Pasco County is also a region which attracts tens of thousands of new retirees every year.

In fact, based on 2010 federal census data, Pasco County has a total population of 439,786, more than 37% of which - 163,126 - are age 55 and above, all eligible to participate in the RSVP program in a region where there is currently no resource for matching older adults looking to give of themselves in service to help meet the needs of others and address the issues and challenges prevalent in their individual communities.

The purpose of RSVP is to tap this extensive source of energy, ability, experience, expertise, and skill; create meaningful opportunities for the population to voluntarily bring their significant resources to bear upon the needs of the community; increase senior mobility and improve senior independence by enabling these individuals to participate more fully in the life of the society-at-large; and have a significant impact upon the lives of others through effective and need-focused service given through area not-for-profit and "People Helping" agencies.

The ultimate goal of the program is to have a significant and demonstrable impact upon addressing and meeting the identified and prioritized needs of the community-at-large.

A secondary outcome of the program is to enlarge and strengthen the capacity of the human service community by providing to them skilled volunteer assistance which they could not begin to afford to hire, thus greatly increasing their capacity to meet their particular service and mission goals. This, too, strengthens efforts to positively impact the community through the meeting of human needs.

For more than 37 years, Pinellas Opportunity Council, Inc. has sponsored the Retired and Senior Volunteer Program in Pinellas County, which has worked diligently and effectively to match

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individuals 55 years of age and above with area agencies and organizations that specifically address identified needs within the community. As such, the program in Pinellas County has established a strong and extensive network of partner agencies and volunteer venues, as well as a substantial and consistent cadre of senior volunteers. It is the model of this long-serving program which will serve as the blueprint for the development of RSVP in neighboring Pasco County, and which will establish the foundation for effectiveness and success as the program reestablishes itself in this expanded service area.

The Retired and Senior Volunteer Program of Pinellas County has, at present, 1,073 active volunteers serving in 110 separate location - agencies and organizations that are working to address issues, and to improve and enhance the lives of people in need. Through these venues, RSVP volunteers actively participate in numerous community activities and initiatives that are on the cutting edge of addressing the county's most urgent needs.

The proposed service activities reflected in this application will, similarly, address the most serious and urgent needs and issues currently existing in Pasco County, Florida, and that are prevalent throughout the service area, including:

- * High poverty rates;
- * High youth illiteracy and school drop out rates, and low high school graduation rates;
- * The lack of needed adult mentors and tutors working one-on-one with at-risk students to develop increased scholastic, socialization, and life functioning skills;
- * The comprehensive needs of a large and extensive veteran and military community.

In preparation for the creation of a three year funding application to establish the Retired and Senior Volunteer Program in Pasco County - and the development of appropriate, measurable, and needs-driven program objectives and action plans - the "Planning and Evaluation Committee of the RSVP of Pinellas County Advisory Council conducted an extensive review of current census data; human needs assessments; I & R request for assistance logs; agency and client surveys; and county department of

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human services statistics, in order to determine the perceived priority needs of the people of Pasco County as viewed by local governments, the human services community, social service consumers, and the community-at-large.

This extensive task was undertaken to ensure the relevancy and effectiveness of the proposed RSVP program in Pasco County, in terms of program design, administrative structure, and the development of volunteer venues and service placements, and to serve as the basis for the creation of service objectives and action plans that would directly and definitively address and focus upon the present and most prevalent needs of the Pasco County community.

These various data and research sources included a countywide needs assessment conducted by the University of South Florida; current service request statistics from 2-1-1 of Pasco County (the countywide I & R provider); recent assistance statistics from the Pasco County Department of Human Services; and the results of service provider and clients surveys conducted by the U.S. Department of Veteran Affairs.

All the data obtained through these sources were evaluated, weighted, and consolidated to determine the most prevalent areas of human need in the county, as determined by academic, governmental, social services, public, and consumer sectors.

In actuality, there was very little variance in the top responses for each of these varied communities, and the two most prevalent perceived priority needs of the people of Pasco County were determined to be 1) Engaging students through the offering of mentoring and tutoring services through all phases of childhood education, from preschool through high school: 93.9% of respondents; and 2) Support and services to the extensive and rapidly growing veterans and military population of the county: 92.3% of all respondents.

It is these two areas of vital human need that incorporate and validate the proposed service activities to be performed by RSVP volunteers under this application, both of which are reflected in the six need and service focus areas established by the Corporation for National and Community Service.

As indicated above, the primary focus is education. According to 2010 U.S. Census data - and

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statistical reports from the Pasco County School Board - there are currently more than 100,900 school age children residing in Pasco County. Of this total number, 43% of all school students - more than 43,000 young people - received reduce-price lunches and are, therefore, categorized as falling below the federally established poverty line. Of this number of economically-disadvantaged youth, 16% - nearly 7,000 children - have been identified by the Pasco County School Board as at particularly high risk of failure or of dropping out of school all together.

In addition, it has been estimated that 27% of preschool age children - more than 6,000 youth - are unprepared socially, emotionally, and cognitively to enter school and perform effectively and successfully.

Past experience and emperical research has demonstrated that one-on-one social mentoring and educational tutoring efforts can prevent drop-outs, achieve rises in average grade point average, and stimulate better social functioning and life interactions.

In fact, a study conducted by the Florida State Department of Education identified - besides higher graduations rates and overall grade improvement - additional consistent benefits of mentoring and tutoring programs, which include 1) 46% of tutored students are less likely to begin using illegal drugs; 2) 27% are less likely to begin using alcohol; 3) 52% are less likely to skip school; 4) 37% are less likely to skip a class; 5) all tutored and mentored students display a high degree of confidence in their school work performance; 6) one-third are less likely to engage in violent behavior; and, 7) all tutored and mentored students report "getting along better with their families".

Unfortunately, there is, at the present time, a tremendous shortage of available volunteer mentors and tutors in the county, creating a huge backlog of students needing this type of extensive assistance and waiting for their opportunity to achieve these results personally through one-on-one attention by skilled and compassionate volunteers.

With the current drop out rate of more than 8% in grades 9-12 in Pasco County - representing more than 2,000 students - the longer that these young people have to wait for help and individual nurturing, the more likely they are to become part of this sad and frightening statistic.

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The Pasco County School Board estimates that they could currently place 300 new volunteers to provide tutoring and mentoring services to at-risk students. The Head Start and Early Head Start Program in Pasco County reports that it is currently in need of 200 volunteers to assist with in-class and nurturing activities. A survey of faith-based schools and youth development programs reveals that nearly 400 volunteer tutors and mentors are currently required to address the needs of the at-risk youth that they serve.

These current needs combined represent more than 900 volunteer mentoring and tutoring spots that are vacant at present, and that could be filled quickly, efficiently, and efficaciously by willing and available RSVP volunteers.

The tutoring and mentoring activities proposed in this application - matching at-risk students with volunteers in a one to two hour session of guidance and instruction per week - will directly address the outputs and outcomes for educational engagement established in the National Performance Measures, resulting in marked improvement in social and emotional development, literacy skills, academic engagement, and classroom attendance.

With more than 37 years of experience in conducting tutoring and mentoring volunteer programs through RSVP of Pinellas County, Pinellas Opportunity Council, Inc. already has the instruments, collection procedures, and data storage and analysis capacities to ensure that all relative information pertaining to measurable outputs and outcomes are effectively and efficiently gathered, recorded, and reported.

According to the U.S. Department of Veteran Affairs, there are currently more than 80,000 veterans and their families residing in Pasco County, one of the largest concentrations in the state of Florida, and that this extensive and significant population are constantly in need of medical, transportation, housing, support, and companionship services.

Pinellas Opportunity Council, Inc. has long placed volunteers that serve this important population in Pinellas County - primarily at the regional Bill Young Veterans Administration Healthcare Systems facility in Bay Pines, Florida - and this application reflects the scope of this on-going need in Pasco County by developing three separate workplans that directly address the needs of veterans and their

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families.

Recruitment and Development

The Retired and Senior Volunteer Program of Pinellas County is constantly reviewing and evaluating itself - and its large diverse selection of available work sites and opportunities - in order to ensure the greatest impact upon the effective addressing of human need; the highest possible quality of work sites and experiences; and to guarantee that the opportunities available are as varied, challenging, nurturing, intellectually and emotionally stimulating, engaging, and as impactful as is possible.

Pinellas Opportunity Council, Inc. will utilize this same successful and effective model in developing and implementing the Retired and Senior Volunteer Program in Pasco County.

RSVP staff will schedule visits to all volunteer venues on a regular basis - ideally monthly - in order to constantly monitor the available work experiences and their impact upon community need; and to ensure that on-going opportunities and facilities exist for safe and effective volunteer training, education, development, growth, and the expansion of social interaction and awareness.

A quarterly newsletter will be produced for all RSVP volunteers which will highlight new service opportunities; educational and skill enhancing instructional sessions; and special and seasonal events which bring new chances for service, skills development, and personal growth.

Opportunities will also exist through the newsletter and the agency website for program participant feedback, constantly seeking suggestions from volunteers for the further enhancement, improvement, and expansion of wither their particular work station, or the RSVP program as a whole.

Pinellas Opportunity Council will reach out to former RSVP volunteers, in order to encourage them to, once again, become a part of the program in Pasco County. POC will also, as is already the case, utilize local media and numerous social networking and volunteer recruitment sites to inform and educate the public-at-large regarding the reinitiation of the program in Pasco County, its on-going volunteer needs, and the on-going community goals and impact of the program.

POC currently maintains an up-to-date and effective presence on several recruitment websites, including VolunteerMatch, 1-800 Volunteer.org, HandsOn Suncoast, Patch.com; Facebook, I Can

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Help Now, and 2-1-1 Tampa Bay Cares. The listing on these sites will be expanded to reflect volunteer opportunities and needs in Pasco County.

RSVP of Pasco County will also strive to reach every segment of the diverse population of the county by focusing recruitment efforts particularly in ethnic and economically-disadvantaged neighborhoods (through presentations in schools, faith communities, community centers, etc.), looking to specifically recruit and enroll volunteers from the large African American and Hispanic communities.

RSVP staff will also seek out new potential eligible volunteers through regular community-based informational presentations; senior center site visits; community health and informational fair participation; civic and veterans organizations presentations; and active weekly media advertising.

The program will remain in constant contact with its active volunteers through comment cards; e-mails; newsletter communications; telephone calls; and site visits - maintaining open and honest communications, which, as has been demonstrated in Pinellas County, lead to high levels of volunteer satisfaction and retention.

As is also the case in Pinellas County, Pinellas Opportunity Council, Inc. will plan to conduct an annual "Volunteer Recognition Luncheon", in order to appropriately recognize, honor, and thank all active volunteers for their stellar and consistent service. Smaller, "Volunteer Station" centered recognition events will also be conducted throughout the year.

Individual and extraordinary accomplishments and achievements of RSVP volunteers will also be regularly highlighted in the program newsletter, and through other intra-agency communications.

Regular RSVP staff meetings and in-service trainings will be conducted for program staff monthly, giving opportunity for on-going knowledge building and skill training.

Quarterly orientation sessions will be conducted for all new RSVP volunteers, in order to give a detailed overview of the program, and to present the wide range of volunteer opportunities and experiences available through the program. Regular visits to the "Volunteer Stations" will also provide the opportunity to communicate with the volunteer coordinators and to provide information,

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instruction, guidance, and assistance to those directly supervising RSVP volunteers.

To further offer on-going learning and growth opportunities, RSVP will also develop and implement a quarterly schedule of trainings conducted directly by the program that are all available to all RSVP volunteers in critical and diverse areas such as personal wellness, disaster preparedness, CPR and First Aid procedures, personal finance, estate preparation, end of life planning, computer skills, continuing education opportunities, and new skill development.

At present, the Director of the RSVP program in Pinellas County - who will also oversee operations in Pasco County - is in his fourth term as President of the "Volunteer Directors' Association" (VDA), which offers monthly skill-related training and seminars to the volunteer management community in the Tampa Bay area, and which will be regularly promoted among the "Volunteer Coordinators" in all of RSVP's "Volunteer Stations" throughout Pasco County.

With this application, Pinellas Opportunity Council, Inc. proposes to recruit, train, and place 291 volunteers in 120 community-based work settings, generating a combined total of 35,000 hours of volunteer service annually over the three year course of the funding period. The goal of 35,000 for year one of the three year contract will be realized over the four quarters of the program year, as follows:

First Quarter - July - September 2015: 8,750; Second Quarter - October - December 2015: 8,750;
Third Quarter - January - March 2016: 8,750; Fourth Quarter - April - June 2016: 8,750.

Program Management

The Retired and Senior Volunteer Program of Pasco County will be managed and operated by three full-time staff: the Program Director; a Service Coordinator; and a Program Specialist.

The Program Director holds a Master in Business Administration in Human Resource Management degree and has more than 40 years in not-for-profit and volunteer management experience; and has directed the RSVP program in Pinellas County for seven years.

The Volunteer Specialist has been with the RSVP program in Pinellas County for thirty one years and is highly knowledgeable and dedicated - and strongly motivated - ensuring that the quality and

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standards of the program remain high, strong, and effective.

A full-time Service Coordinator will be hired to directly administer the program in Pasco County and will be housed in administrative offices located in the city of New Port Richey in Pasco County.

Program guidelines and expectations will be established with all "Volunteer Stations" through the use of a formal "Memorandum of Understanding" (MOU). Through initial interviews and screening of potential work stations, the agency's mission and purpose will be reviewed - clearly identifying the needs addressed by the agency (making sure that they are relevant and of high priority in the county) - and appropriate volunteer matches and referrals will be made, and consistently and constantly monitored.

Program guidelines and expectations will be established with all participating volunteers through the use of an extensive "Volunteer Handbook", which is reviewed and revised annually by the "Planning and Evaluation Committee" of the Advisory Council of the RSVP Advisory Council. A separate and independent Advisory Council will be established in Pasco County to oversee the program there, and will assume the annual responsibility of reviewing and revising program materials.

Volunteer feedback will be constantly cultivated and requested to ensure that the program - and the particular work placements - are consistently meeting the volunteer's expectations and personal needs.

Monthly reports will be required from all work stations, delineating consumer demographics; progress made towards individually established agency service goals; the total number of RSVP volunteers serving in need-focused capacities; and the total number of volunteer hours given for the month in that service.

Progress will also be monitored and measured quarterly and annually through the use of interim and final reports; coordinator interviews; volunteer verbal reports; and end of the year formal "Volunteer Station" site visit evaluations and program reviews conducted by members of the RSVP Advisory Council "Planning and Evaluation Committee" and POC's Board of Directors "Evaluation and Planning Committee".

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The volunteer reporting software currently utilized by the RSVP program in Pinellas County - "Volunteer Reporter" - provides an extensive data base that has been developed to effectively and efficiently manage and store all pertinent statistical and performance information, with the capability of sorting and developing individual reports depending upon need and scope.

Through this technology, the program has become skilled and proficient in the storage, sorting, and application of all needed program related data. This ability is invaluable in the need to obtain, organize, and interpret data in meaningful, helpful, and productive ways.

The sponsoring agency - Pinellas Opportunity Council, Inc. - maintains separate fiscal and human resources departments that will manage all of the program's financial and personnel management requirements and needs in strict accordance with all universally accepted financial and management practices and standards.

Specially designated volunteers, along with members of the Advisory Council, will be used, in part, to help identify, cultivate, and obtain local and regional sources of funding and in-kind donation support in order to fulfill the program's established obligations for the financial health and continuance of the program.

The "Fundraising and Development Committee" of the Advisory Council will be tasked with the development of a formal and annual strategic plan and a monthly schedule of specific fundraising projects, in order to ensure the program's ability to maintain optimum levels of service and programming; to extensively broaden the program's in-kind giving base; and to meet its local funding needs and federal funding match requirements into the future.

Organizational Capability

Established in 1968, Pinellas Opportunity Council, Inc. (POC) - the local sponsor of the RSVP program and the official Community Action Agency (CAA) for Pinellas County - aggressively pursues its mission to "alleviate poverty and promote self-sufficiency for all persons", with the goal of building individual and family stability; increasing the capacity of individuals and families to become self-sufficient; and contributing to the revitalization of local communities.

POC addresses these goals through the following program and service offerings:

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EMERGENCY SERVICES - providing limited financial assistance and case management services to help area households alleviate utility, fuel, rent, mortgage, food, clothing, and other material shortages;

FAMILY DEVELOPMENT - assisting economically-disadvantaged individuals move toward self-sufficiency by offering case management services; life skills training; financial literacy classes; youth development and employment services; and instruction in job search and self-employment skills.

INDIVIDUAL DEVELOPMENT ACCOUNTS - matching savings of program participants, enabling them to make major asset investments (e.g., home purchases, tuition payments, and small business start-ups);

CHORE SERVICES - providing assistance with heavy household cleaning, repair, and yard work to assist older citizens maintain suitable home environments, and avoid or delay unnecessary institutionalization;

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP) - recruiting and placing volunteers - 55 years of age and above - in public and not-for-profit community-based organizations to help address and meet identified critical community needs.

In 2013, POC served more than 40,000 individuals. Of this number:

3,500 children improved nutritional, medical, dental, and developmental health;

4,500 children improved school readiness skills;

2,000 parents improved parenting skills;

37 families obtained child and/or dependent care;

500 youth participated in summer job programs and social development activities;

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30 families obtained needed health care;

300 youth improved social, academic, and athletic skills;

120 participants improved life and job-readiness skills;

28 individuals completed a post-secondary educational program;

250 youth were enrolled in before and after school character-development programs;

80 individuals obtained access to transportation;

400 individuals opened or maintained personal savings accounts;

500 households received "Earned Income Tax Credit" (EITC) or other tax benefits;

180 families moved from temporary to safe and affordable permanent housing;

2,800 individuals improved family functioning skills;

8,000 individuals avoided eviction or foreclosures through the receipt of emergency financial household assistance;

160 unemployed participants obtained employment;

55 individuals increased employment income;

120 individuals maintained employment;

60 new employment opportunities were created;

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158 individuals obtained training or certification credentials;

14 families acquired businesses;

4 families purchased a home;

25 participants increased individual development account savings;

8 individuals made major business/education/home IDA investments;

2,500 families reduced/eliminated emergency material needs;

4,000 individuals received referrals to other community-based agencies and organizations for assistance;

150 households received telephone lifeline and/or energy discounts;

800 elder citizens maintained independent living status;

200 low-income individuals participated in neighborhood decision-making bodies;

3,200 low-income volunteers provided direct service to others in need in agency operated or sponsored programs;

450 inter-agency partnerships were developed or maintained to expand opportunities for low-income individuals;

1,056 seniors remained active and productive through volunteer service placements in area human service organizations and "People-Helping" agencies.

140,000 total volunteer hours were given in support of community and agency operated and sponsored programs, translating to more than \$ 3.1 million in in-kind labor donations to area not-for-

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profit agencies and "People-Helping" organizations;

With more than 45 years of providing comprehensive, quality, and effective human services to the people of Pinellas County, Pinellas Opportunity Council, Inc. has more than demonstrated its strong ability and capacity to efficiently and efficaciously offers services such as the Retired and Senior Volunteer Program to the Pasco County Community and to its people in need.

Pinellas Opportunity Council, Inc. has sponsored the RSVP program in Pinellas County for more than 37 years. Under this sponsorship, the program has consistently grown in the number of active volunteers and the number of participating "Volunteer Stations" from one year to the next, and has consistently reached and surpassed all annually established goals and objectives for the program, continually demonstrating itsa significant impact upon addressing and meeting the most crucial and critical needs of the community.

The RSVP program of Pinellas County is under the director of Gregg E. Rose, who holds a Master of Business Administration in Human Resources Management degree and has over 40 years of not-for-profit and volunteer management experience. Mr. Rose has directed the RSVP program in Pinellas County for seven years, and would assume the leadership of the program in Pasco County, as well.

The Program Specialist, Sandra Devaughn, has been with the RSVP program in Pinellas County for 30 years and demonstrates an extensive knowledge and understanding of RSVP goals, objectives, regulations, and guidelines.

Pinellas Opportunity Council, Inc. maintains extensive and comprehensive financial and accounting, personnel management, and general program operation policies and procedures. Two of the three finance department staff possess degrees in accounting/business administration, with all demonstrating strong and long-term experience and expertise in not-for-profit accounting, business administration, and general record keeping.

The agency undergoes an annual "A-133" audit conducted by an independent Certified Public Accounting firm. The results of these annual audits have consistently documented POC's sound financial practices and unwavering compliance with fiscal, internal control, administrative, and

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programmatic requirements of all federal, state, local, and private funding sources.

Pinellas Opportunity Council, Inc. has received, administered, and successfully managed federal grant and contract funds since its inception in 1968.

Since 1977, POC has successfully sponsored RSVP in Pinellas County, and has demonstrated particular skill in operating and managing volunteer programs. For 25 years, POC has also operated the CHORE in-home service program in Pinellas County, which works with area seniors to help them remain independent and in their own homes through the provision of housekeeping and property maintenance services. In 2013, the CHORE program enabled 800 area seniors to remain independent and in their own homes.

All of POC's programs are designed with a focus upon addressing specific identified needs of the community - whether it's poverty, illiteracy, deficient childhood development, undeveloped parenting skills, financial needs and mismanagement, or the lack of life, employment, or social skills - thus making it well versed and experienced in developing, implementing, and evaluating programs that have clear and measurable objectives, and that have the greatest empirical impact upon the targeted group and the community-at-large.

With an annual operating budget of \$ 1.6 million, Pinellas Opportunity Council, Inc. also possesses the on-going fiscal resources and abilities to ensure that any facility, equipment, supply, or other material needs of the RSVP program can be quickly and adequately met.

POC has also developed an extensive and comprehensive set of personnel, policy, and operating guidelines and procedures to ensure that all general business and program functions are performed with the greatest possible efficiency, and to the highest standards of legal, moral, and ethical conduct.

The agency has several mechanisms for the on-going assessment, evaluation, and continued quality improvement of all of its programs and services, in order to constantly ensure that they remain at the highest level of quality and effectiveness as is possible. Annually, each program is internally audited and evaluated by a director from another of POC's programs.

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The POC Board of Directors also conducts an independent and extensive evaluation once a year of all agency programs; and the RSVP Advisory Council also conducts a thorough and comprehensive annual review of RSVP. These reviews include site visits to all placement venues, and program evaluations of all "Volunteer Stations" through the use of a service satisfaction Survey completed by all "Volunteer Station Coordinators".

This system of program evaluation and assessment will also be utilized in connection with the proposed Retired and Senior Volunteer Program in Pasco County.

In addition to these "internal" program reviews, the agency is monitored and audited throughout the year by numerous funders, contractors, licensing bodies, and governmental entities, further ensuring that on-going operations are of the highest quality and well within all industry and funding standards.

Throughout its long history, Pinellas Opportunity Council, Inc. has never received a negative finding from any of these evaluative bodies.

Other

N/A

PNS Amendment (if applicable)

N/A