

## Senior Corps Work Plan SAMPLE

<b>Work Plan Name:</b> Crisis Intervention – Sample 1 (RSVP)	<b>Work Plan ID:</b> STF04019
<b>Issue Area:</b> Human Needs	<b>Total # Stations:</b> 1
<b>Service Category:</b> Crisis Intervention	<b>Total # Volunteers:</b> 20
<p><b>Community Need:</b>            In San Marcos, California, approximately 26% of the population depends on seasonal agricultural work or variable service jobs for household incomes. According to the annual report published by the Community Services Council of San Marcos, 525 families and individuals requested temporary assistance in 2003 to help pay for rent or mortgages. The report indicates that the people who requested this assistance tended to be mostly working families experiencing an unexpected financial crisis through temporary loss of wages or health problems. They are the working poor who usually do not qualify for regular assistance such as AFDC, but are at risk of homelessness when a crisis occurs. The Community Services Council, with assistance from United Way funds, helps these families by providing temporary (one month) payment of rent or mortgage, financial skills classes, and individual budget counseling for up to six months after they receive this aid. The Community Services Council is able to provide more services and keep its overhead costs low because of the volunteers who commit their time.</p>	
<p><b>Service Activity:</b>            20 RSVP volunteers will serve for one year at the Community Services Council office in San Marcos. The volunteers will provide service to approximately 500 low-income families by responding to inquiries about the rental/mortgage assistance program, taking appointments, screening applicants to determine need and eligibility, and collecting documentation. Volunteers will also assist case managers with budget counseling and tracking client data.</p>	
<p><b>Anticipated Input:</b>            20 RSVP volunteers will provide 10 hours of services each for 46 weeks during the year, for a total of 9,200 hours of service. Initial orientation and training will be provided by the United Way of greater San Marcos County and the Community Services Council of San Marcos. Ongoing training and supervision, office space, equipment (desk, telephone, copier, etc.), and supplies will be provided by the Community Services Council.</p>	
<p><b>Anticipated Accomplishments/Outputs:</b> Families seeking help at the Community Services Council will receive assistance with the rigorous application process.</p>	
<p><b>Indicator:</b> Number of families whose documents (applications and verifying paperwork) are submitted</p>	
<p><b>Target:</b> 500 families will submit the correct documentation (completed applications and other verifying documents) to the Community Service Council over the program year.</p>	
<p><b>How Measured?</b> <i>Community Service Council Client Tracking Log</i></p>	

**Anticipated Intermediate Impact/Outcome:** Families who applied for funding will receive financial assistance.

**Indicator:** Percentage of applicants that (1) receive one-month's payment of rent or mortgage and (2) are enrolled in financial skills classes and budget counseling

**Target:** Seventy (70) percent of the families who applied for funds will receive emergency rent or mortgage assistance and be enrolled in the program's financial skills classes and budget counseling.

**How Measured?** *Community Service Council Client Tracking Log*

**Anticipated End Impact/Outcome:** Families who received financial assistance, financial skills classes, and counseling will remain in their homes/apartments for at least six months.

**Indicator:** Percentage of families that were able to remain in their homes (i.e. were not evicted from their homes) for six months after receiving rental/mortgage financial assistance

**Target:** Fifty (50) percent of families will have remained in their homes for at least six months after receiving emergency assistance (one-month rent/mortgage) from the Community Services Council.

**How Measured?** *Community Service Council Client Tracking Log*