

NWX-CNCS (US)

Moderator: Tamika Becton
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1:00 pm CT

Coordinator: Welcome and thank you for standing by. I'd like to inform all parties that the lines have been placed in a listen only mode until the question and answer segment of today's conference. Today's conference is also being recorded. If you have any objections you may disconnect at this time. I would now like to turn the meeting over to your host Ms. (Patti Stengel). Ma'am you may begin.

(Patti Stengel): Thank you very much. So as the operator said my name is (Patti Stengel). I'm a program officer here with Senior Corps at CNCS. The call today is for our RSVP 2015 competition. This technical assistance call is on the performance measure model or the work plan module in eGrants. Our plan today is to basically walk you through the module itself. We won't get into specific details about which service activities fit into which performance measure. There's an extensive set of instructions on the RSVP competition Web site and you should see it here on your screen.

This is www.nationalservice.gov/rsvpcompetition. This is where all of the information is that you'll need for this competition. If you scroll to the bottom here you'll see appendix B, national performance measure instructions. These are all of the details about the performance measure instructions and how your

volunteers you're proposing through your RSVP application need to fit within those instructions. I can show you what that looks like here. And you'll see on the pages towards the front there are specific grids that show you which service activities fit in with which output and objective and the specific outcomes available for each output. You'll also find on this page our frequently asked questions document which is updated periodically. You'll see it's most recently updated August 11 and you'll also see an archive of frequently asked questions from our previous RSVP competitions.

I'm going to go ahead and click on this and just show you how easy it is to search for specific information. This is a PDF document. You can just click on your computer control F and this find feature will pop up in the right hand corner. And I can - if I'm looking for specific information let's say about disaster measures it will highlight specific areas and I can just click next to go to specific questions that have to do with disaster and it will show me every time that word appears in the document. I can also enter something like a specific measure that I'm looking for. They're all numbered and lettered. So H9 is one of our performance measures and it will show me everywhere that that appears in the document as well. So that's one easy way to search.

Before we get started you'll want to have a couple of pieces of information in front of you. So as I mentioned already the appendix B, the performance measure instructions, is a very helpful tool for you. Also the notice of funding opportunity and grant application instructions are always very helpful and the eGrants visual instructions pretty much contain all of the information I'll be sharing with you today during this session.

If you scroll down a little further there is the RSVP performance measures worksheet. This is a helpful tool for you. It's not a required document. It's nothing you have to submit to us but it's something that might be of benefit to

you if you like things set out on paper before you actually input them into a system. So this is a way that you could kind of plan out how you're going to place your volunteers in the performance measures before you actually get started in the module itself. So it shows you what output instruments are available for each output, what service activity is available for each output and you could save it to your own computer and then when you go to do your actual work plans you would have an easy to reference document where you would have already typed in your need and you could just paste that information over into eGrants. It might simplify it for you. So like I said it's completely optional.

So additionally on this page is a link to eGrants itself which is where the work plan of performance measure module is found. You - this is the module that you use to enter your entire RSVP application. We're actually going to be working in our eGrants test environment today. So it looks just a little bit different but this is the Web site, the eGrants test environment. So the way I got to where I am I logged in with my username and password and then I see view my grant applications over here. I'm going back to an application that I started previously and many of you will probably encounter this. You probably won't do your entire application in one sitting. It'll probably be logging in and out periodically during the time you're working on your application.

So you would want to click on grantee edit of application, their current status and these are the ones that are currently in initial entry status. This is the one I started today. I see creation date August 14. So I'm just going to click to edit that. And it immediately takes me to the review section. And I'm going to click on work plan. And I click to enter the work plan module. And the first thing I see I've actually logged in now just a couple times. So I see the home page for the work plan module itself is the first thing I come to. It has screen

instructions over here on the left. I can scroll down and see more instructions. I can minimize those if I'd like and then I can click this button to bring it back or I can completely get rid of it if I'd like to have more space on the screen.

If I had already created some performance measures and logged out of the system and I'm coming back I would see what I had started so far here at the bottom. I haven't done anything yet so I'm going to click begin first. And on this screen you'll see I've moved over the objective tab. You essentially need to complete each of these tabs in order and you'll see the performance measure target and summary are grey right now and I can't click on them. That's because until I've completed the entire module the only way to move to the next tab is to click this next button in the lower right hand side. And the reason for that is eGrants module will kind of check to see that you've done everything on one tab before it allows you to move to the next one. And by clicking next it does a check to ensure that you have everything where you need it.

So on this section you'll see all the objectives that are available for work plan development. I can click on each of these headings and see the particular objectives that are available to me. So I see the six focus areas. Disaster services with the objectives of disaster assistance provided. Economic opportunity where I have options for employment, financial literacy and housing. And I think I'm going to make a work plan for housing. So I'm going to select that one. Education where the options are K to 12 success, school readiness and other education. And I'm going to go K to 12 success. Environmental stewardship where the option is at risk ecosystems.

And you'll see each of these sections has some help text. If I were to click there a pop up window opens up and give some additional information. Healthy futures where I have access to care, aging in place and obesity and

food. Veterans and military families where the option is veterans and military families served. Capacity building where the option is capacity building and leverage which we know is not a focus area but you can create work plans there. And then the other one that is not a specific focus area for us but you can create work plans. And other community priorities and the only objective option there is other.

So I've selected all of my options and just to review what I'm going to be creating work plans in we're going to do housing, K to 12 success, veterans and families served which, you'll notice this a lot as we go through the module, eGrants will shorten text to ensure that it all fits within our character limit. So the full title for this is actually veterans and military families served but it shortens it just a bit. And then other community priorities. And then once I do that I have to select my primary focus area and we know that my primary focus area is the one where I will be placing at least 25% of my unduplicated volunteers.

So for this I would like my primary focus area to be education for purposes of this training session today. And now I click next and it - you'll see it's moved me onto the performance measure tab. This tab also has some on screen instructions over here to the left. I'm just going to close those so we have a little more space to work on. From here I select which category I'd like to work on first and it gives me three options. If I had only selected one objective option within one focus area and selected that as my primary I would only have one thing in the drop down list here and it would be primary focus area. But because I selected some other focus areas, remember I selected veterans and military families and also an economic opportunity focus area. I have those options too and those would be under other focus areas. And then I have other community priorities which was the one where I can place up to 30% of my unduplicated volunteers.

To make it easy on myself I'm going to start with the primary focus area which I know is education. So I see my only objective I selected there was K to 12 success. Of course there are other options within education. If I had selected K to 12 success and school readiness I would see those choices here. But I only selected the one, so K to 12 success. And I'm going to enter my community need. And this is where having the application instructions handy to you will come in as a benefit because the grant application instructions tell me exactly what I need to enter for my community need. And you'll find this on pages 12, 13 and 14. Actually all the way to 15 it gives you specific information about the performance measures.

So in the description of the community need from page 12 of the grant application instructions I know that the need statement should explain the compelling need that will be addressed by the volunteers. When you develop your community need be sure to describe the need in enough detail to convey its importance in the community. Use of local statistics can be helpful to make your case. Describe the consequences of the need going unmet in the community. Describe why RSVP volunteers can be effective resources to meet the need. Describe a need in a way that is clear to people unfamiliar with your community and do not assume that other readers have an existing understanding.

And there is a character limit here. It's 2000 characters and that does include spaces and punctuation. So for this session today I'm just going to put test community need number one. And then I'm going to select my output options. And again you'll see these are a little bit shortened just to fit within. If you want to see the full text of all of these of course refer back to appendix B. So I'm going to select ED2 first and then you'll see initially these drop downs to select instrument and select outcomes were not available for me to click in. I

had to select that output first. You - the system kind of makes you do things in order.

So I'm going to select an instrument. I know what those options were from looking at the worksheet and I'm going to enter my instrument description. And I know from the grant application instructions that my instrument description needs to give the name of the instrument and briefly describe who will collect the data and from whom and when it will be collected. That's on page 14 of the grant application instructions. And then I can select an outcome. And I'm going to select ED5 and select my instruments again and enter my instrument description. And then you'll see that I need to scroll down within the specific section. And this is where I select my service activities.

I'm going to select tutoring faith based and tutoring public schools and then I also have to enter a description for those service activities. The information that - on how to do that is found on the grant application instructions page 13. It says the service activity description should explain what the RSVP volunteers are doing in a way that shows how they will achieve the outputs and outcomes. Say who the beneficiaries are and what the volunteers will be doing with the beneficiaries. Say how often volunteers will provide the service and for how long and say where the service will take place.

So I'm going to enter - excuse my spelling. And then I'm pretty sure I have all of the information I need here. So the next thing I'm going to do is click this add PM, add performance measure button at the bottom right. And then it lists my performance measure up here. What's interesting is if I hover over these outputs and outcome numbers it will give me the description of what that actually is, what I selected. And it shows that it's complete yes. I can also delete it if I decided to or go back and edit it here.

So I know I have some more information to enter. So I'm going to keep going through that here. And I know that I would like to also enter an additional measure for education. I would like to use ED4A. And it automatically gives me the outcomes that are available for that. I'm going to select ED6 this time. And then again selecting a service activity. And each time I check one of these service activity boxes it creates a work plan. And you're going to see what that means when I get to the end. So I have two outputs - essentially what you're doing is selecting the outputs. Two outputs selected for my education and focus area.

And now I'm going to move onto my other focus areas which we know we have housing. Do O5 there and O11 for my outcome. Select building homes as my service activity and then it's - it can get kind of confusing because there will eventually be two places you'll have to scroll. Select add PM and that one has gone to the top as well. So I'm going to move onto another focus area, my veterans and military families served. And you'll see here no outcome selected. That's because there is no option for an outcome. There are only outputs for veteran's work plans. And you'll also see that these lines are a little bit off.

So when I check the box to assist veterans with transportation the line drops down a little bit here on the right. So you'll just have to be aware of that as you're working within the veterans' performance measures. If you check the second box you'll want to be working in the second line for the description and continue on down in that manner. So I'll add performance measure and then do my other community priorities. There's only one objective and it's other. This is where I can place up to 30% of my unduplicated volunteers. The only option for an output here is grantee met their targets of good community priority activity yes or no. And there's no outcome choice. And again I have to

scroll down on the outside. There's only one service activity option. You can only create one other community priority work plan.

And actually I think I'm going to do one more now - and you'll see now that option is gone. I have no other additional choice to make another community priorities work plan. So see your other community priorities was the option and it's no longer in my drop down list. I'm going to make one more economic opportunity housing work plan just to show you that you do not always have to select an output or an outcome, excuse me. You do have to select an output every time. But here there are outcomes available. O11 is an option within housing but I don't want to select it for this particular time.

I do already have O5 selected up here but I know that I'm going to have another service activity which I have building homes here. I'm actually going to do assisting with housing search as another service activity there but I know I won't be able to measure the outcome for that particular activity for whatever reason. So I'm going to just do the output and I would have to create - essentially I'm creating two measures but with the same output.

So I'm reviewing at the top with this scroll down feature. Everything says it's complete. So I'm going to move onto the next tab which is the target tab. I can't click on it up here. I have to scroll down and select next. And it takes me to the target tab and I start with the volunteer calculator. I'm going to get rid of these screen instructions. And this is where it's really important to know what your minimum required number of volunteers is for the opportunity for which you're applying. I'm going to make this easy and say it's 100. Once I enter 100 in there obviously you're going to enter whatever is appropriate for your particular application while also meeting the requirement for meeting the minimum number for the opportunity.

Your application might come in well above that minimum. That's up to you but it needs to meet at least the minimum. So once I enter my total number here I'm going to hit enter and you'll see the volunteer calculator updated and it showed me I have to place 100 volunteers and I have to have 25 in my focus area - my primary focus area and I cannot have more than 30 in my community priorities. And it shows me each of the work plans that I now have. And remember when I selected various service activities within K to 12 success it creates a work plan for each of those. So when I selected tutoring public school and tutoring faith based school they're both under ED2. They're both with the ED5 outcome but I'm selecting two different targets and I have two outcome numbers and two places to select - to enter my unduplicated volunteers, my total volunteers and my number of stations.

So personally I think it's simpler to start with your unduplicated volunteers just to work through this - to work in this column first within the row just because that's how you need to place your volunteers to meet our performance measure requirements. But it's up to you how you work in this module. So I'm going to put 25 unduplicated volunteers, 50 total volunteers actually for this one and five stations. My output is, if I forget, I can hover over ED2. It's the number of students who completed the K to 12 education target. I think I'm going to have 100 students in my third year of my program. Remember you're projecting a target out for year three. My outcome is the number of students with improved academic performance in literacy and/or math.

I know I'm serving 100 students. I don't know that 100 of them will actually have improvements. So my target is probably somewhere in between 0 and 100. I'm going to place it at 50. And then you'll see that the calculator has already updated it. So as I place 25 volunteers, 25 of them in the focus area - the primary focus area and so I've met that requirement. I have no more left

that I have to place in the focus area. I will place more in the focus area but I've met the requirement.

So the next one I'm going to do my unduplicated volunteers for tutoring and faith based schools. I'm going to put ten there. I have ten total contributing. Everyone that's in this particular work plan is not serving in any other work plans. So I'm putting them all here. I'm counting them all as unduplicated here. And you'll see my calculator at the top continues to update based on what I've put in. Now moving onto community based mentoring. You might have to scroll up and down a couple of times here to be sure that you're putting things in the right category. And I have ten unduplicated there. Ten total. One station, 20 students and ten for my outcome.

So see it keeps updating. I have 25 left to place. My focus area for housing we have 25 volunteers there, 35 contributing total and two stations. I've actually inserted 200 people I think in this one, with 100 in the outcome. And then for my veterans and military families 20 total, 40 - or 20 serving, 40 total, five stations, 70 served. You'll see there's no outcome that looks like it. As we know there's no outcomes for veterans and I can't select - I can't click in that box. There's nothing I can complete there.

And then for other community priorities I see that I can place no more than 30 of my unduplicated volunteers there. I'm going to put five volunteers there but I actually have 70 total serving in there. Essentially those five aren't doing any other of my activities in my focus areas. So I can't count them anywhere else. So I'm going to count them here. It's up to you how you choose to count your volunteers as unduplicated in order to meet the requirements. So remember you can only count each volunteer in one work plan. And for this I remember that my output for this is 'grantee met their target for community priority activity yes or no.' We would have liked to have this be a yes or no box you

select but the module wouldn't allow that. So it has to be a number. And we want everyone to enter for other community priorities their output target should be one.

Then moving on to my final one which is housing I'm going to put five volunteers unduplicated there. That's how many I have actually left to place and five total. Think about being sure that your total volunteers contributing is not lower than your unduplicated volunteers. That wouldn't make much sense. You also can't put a zero for anything in the unduplicated or total volunteers column. So even though you might be counting all of your volunteers as unduplicated in other measures you would have to count at least one in a particular row as unduplicated. So you could - well you could be counting them in other ones. The module will force you to count at least one unduplicated volunteer in each work plan.

So I have all of my information entered. I could have placed 25 more in my community priorities but I was able to count them in other work plans so I kept it as that. I have at least the 25 in my primary focus area and I place all of my volunteers. I had none left to place. So I'm going to click review allocations. It says success all allocation rules satisfied. The other thing it's checking for here is to ensure that you meet the required outcome - or required number for outcomes. So that requirement is that at least 10% of your unduplicated volunteers have to be serving in work plans that result in outcomes.

So as we were selecting these outcomes and as we were placing these unduplicated volunteers if I had had less than 10% in these outcome based work plans this section would have told me that I need to double check that and go back. So I click next to move onto the summary tab. Oh excuse me actually on validate performance measures. That's where it will track that 10%

requirement. This is where I can get a great summary and a great picture of everything that I've entered so far. Let me get rid of those instructions so we can see.

These pie charts show how you've distributed all of your volunteers and you can hover over each part and it will show you what each section means. So this is unduplicated volunteers by objective. So I can see I have 20% in veterans and military families served and because we entered 100 of my total it's going to - the percentages are going to equal the numbers. So it's 20 volunteers. If my number, you know, we're not up to a clean percentage. This would be different. It would say 20% veterans and military families served whatever number of the unduplicated volunteers I put there, 30% in housing, 45% in K to 12 success and then 5% in other which is my other community priorities.

This is by category title. So we have other focus areas, primary focus area and my other community priorities. And then working or not working on outcomes. So that's that 10% requirement. I have 70% in outcomes. So I'm exceeding the requirement. If you wanted to you could see a PDF of all your performance measures by clicking here. This shows those same charts that were on the last screen. And then it also shows all of the text that you'd entered previously. You'll see period covering starting and ending as blank. That's because this corresponds to your grant application. It's - you're reporting on a semiannual and annual basis if you were selected for this opportunity.

And the goal you're intending to achieve in your third year. So these are really tied to the grant project dates. It's nothing you can edit. But you'll see I have test community need number one and I will see that community need repeated in the other work plans. That's because if you remember we entered the

community need and then we selected the output and the outcome but then multiple service activities. So that same community need will show up for all three service activities that we entered with that output and outcome. So you will have some repeating information in here. That's just how the module sets it up.

And then we see another version, an easier to read version, smaller, another PDF of all of the information for each particular performance measure. You could edit from there or edit targets or print just one measure at a time. If you select these edit buttons it will take you back through the performance measure or targets tab and you can edit there. So I click these. They'll open up and I can see each of the measures.

So from there you'll click validate and it will do that final check as I mentioned. And it says success. Everything is validated. Please exit the performance measure section and go back to the main application. And the way to do that is to click here at the top where it says back to eGrants application and that's how I would go back and work on the remainder of the application which moving onto the next section would be documents.

So operator now we'll go ahead and open the line for questions.

Coordinator: Thank you. At this time if you would like to ask a question please press star 1 on your telephone keypad. That is star 1 to ask a question. Please record your name at the prompt so I may introduce your question. One moment please. Our first question comes from (Colleen Baldwin). Your line is open.

(Colleen Baldwin): Hi. Thank you so much. I've really appreciated how you laid out these directions. When you were just in a couple of minutes you talked about going

to a particular reference that would show us how to do a written layout I believe it was of a work plan and I missed where you showed that.

(Patti Stengel): Yes. So that's on the competition Web site. It's www.nationalservice.gov/rsvpcompetition.

(Colleen Baldwin): Right.

(Patti Stengel): And I'm sharing it now. The URL you see now is much longer but the one I gave you will get you here as well. So if you - you can get to it a couple ways. There's resources for applicants. If you click there it will drop you further down in the screen or you can just scroll down. So it's under resources for applicants and it's the second one RSVP performance measures worksheet.

(Colleen Baldwin): Okay.

(Patti Stengel): It opens up as a Word document and you should be able to just edit it and save it to your desktop.

(Colleen Baldwin): I appreciate that. Thank you so much.

(Patti Stengel): Sure.

Coordinator: Our next question comes from (Pat Dowling). Your line is open.

(Pat Dowling): Thank you very much. Thanks for the very clear directions. A couple of questions. When I did the strengthening communities narrative I found there was a lot of overlap between talk about the community need for the priority areas, the focus areas under that narrative and the community need that I'm

putting in the performance measure. Is that a problem or am I misreading something?

(Patti Stengel): No I don't think you're misreading. So my advice to you would be to just be sure you go over both the selection criteria instructions and the grant application instructions. So...

(Pat Dowling): Right. Right. I did that.

(Patti Stengel): The selection - yes...

(Pat Dowling): It seems very similar that, you know, you're talking about similar things in both sections.

(Patti Stengel): Yes. It is a little bit repetitive but if I reading I remember question one of the selection criteria it says describe the community and demonstrate through both the narrative and work plans that the community needs identified in the primary focus area exist in the geographic service area. So in order to answer that entire question you'll have to describe the community and demonstrate through the narrative and the work plan...

(Pat Dowling): Right. Right.

(Patti Stengel): So in the community need section for the work plan and then the strengthening community narrative itself. So it - you're right. It is a little bit repetitive.

(Pat Dowling): Okay. That's okay. The other question on the service activities is there a character limit under that? I wasn't sure.

(Patti Stengel): There is. Yes...

(Pat Dowling): Okay. Do you know what it is?

(Patti Stengel): For community need...

(Pat Dowling): Not the community need because I know that but the service...

(Patti Stengel): Yes it's the same for all three.

(Pat Dowling): Oh it is.

(Patti Stengel): So community need, instrument description and service activity description are all 2000 characters.

(Pat Dowling): Okay.

(Patti Stengel): So it is a lot of information we ask you to enter in there but just try to do it to the best of your ability within the character limit.

(Pat Dowling): Yes that's what - that was my next question because under that service because the bar looks like it is very small...

(Patti Stengel): Yes.

(Pat Dowling): ...but the instructions have you wanting to put a lot of information in there. And so...

(Patti Stengel): Yes. And what's going to happen there so you're right. It looks very small especially with these service activities that's going in there.

(Pat Dowling): Right. Right.

(Patti Stengel): It looks like you might only be able to enter one sentence.

(Pat Dowling): Right...

(Patti Stengel): But 2000 characters is a lot more than one sentence.

(Pat Dowling): No it is. It is. I was just - I didn't know why the, you know, one was a good size box that you could scroll up and down...

(Patti Stengel): Yes.

(Pat Dowling): And the other one you can only see a tiny bit of it.

(Patti Stengel): We really just had a limited amount of the space on the screen is what it comes down to...

(Pat Dowling): Okay.

(Patti Stengel): So you can enter - even though it doesn't look like it you can enter up to 2000 characters in the service activity description. It'll just keep, you know, scrolling over to the right. I can type in here forever and it will save it up to 2000 characters.

(Pat Dowling): Okay.

(Patti Stengel): But in order to read it later I'm just going to have to scroll over.

(Pat Dowling): Right.

(Patti Stengel): It's not the most visually appealing set up...

(Pat Dowling): No.

(Patti Stengel): But it's kind of what we're left to work with...

(Pat Dowling): Yes but if you do it in a Word document first it's not awful.

(Patti Stengel): Yes. That's why that worksheet can be helpful. And then, you know, when you go to the summary screen that can also be just a different visual for you because you can click that - print that measure and it will show you the text that was under it.

(Pat Dowling): Do you think it would help to put like little sub headings under the things so the readers will see that you've answered all the parts that were the questions and instructions or not really? I don't know that will probably use up characters so.

(Patti Stengel): Right...

(Pat Dowling): Because I'm thinking, you know, that what do the volunteers do and how many beneficiaries, etcetera. Probably just write in and text.

(Patti Stengel): I leave that up to you. Whatever you can do within that character limit to meet the requirements...

(Pat Dowling): Yes. Okay. Okay thank you.

Coordinator: Our next question comes from (John Parsons). Your line is open.

(John Parsons): Yes. Under output target did I hear you say that that should be the total for three years? Or for example if I have 25 people I'm working with a year is the total 75?

(Patti Stengel): The total for all of these targets that you'll enter on the target screen it's - the number you enter here is what you expect to achieve in the third year of the grant. So, you know...

(John Parsons): Oh so it's not the total for three years then. It's the third year. So if I count on working for - at say 25 each year and the third year is 25 this - oh well let's say it's 20, 22 and 25, 25 is then the number correct?

(Patti Stengel): Right. So you're - it's a target you're going to be meeting over a one year period but you're not planning to meet it for - until year three.

(John Parsons): All right. Got you. Thank you.

Coordinator: Our next question comes from (Joyce) (unintelligible). Your line is open.

(Joyce): Hi. I have a question regarding the community priorities. Can you only have one community priority?

(Patti Stengel): Yes.

(Joyce): Okay.

(Patti Stengel): Well let me phrase it - well you can only have one community priority work plan. So you can only create the performance measure for community priority one time. Remember how I showed you this drop down removed that option...

(Joyce): Yes.

(Patti Stengel): ...once I created the one work plan? So you'll only have one work plan. This is to make it easier for all of you on reporting. I mean you're essentially rolling up all of your activities in other community priorities into one work plan.

(Joyce): Okay. So I could have different like - for instance one of ours is to - it might be to have volunteers at our historic sites here in Wilmington, North Carolina and one might be working, you know, in the healthcare. Can those go in there?

(Patti Stengel): Yes. You put it all in there.

(Joyce): All in there. Okay...

(Patti Stengel): And let me open it up again - that one so I can edit it. Oh maybe it makes me create it again. Just one more time. So it would make me complete this measure first because I'd edited it. So now let's see if we can edit the other one. Okay. So I only had the one service activity option. So I select that box and then in the description there to the best of your ability in meeting that performance measure instruction you would say, you know, serving at the museum, serving in healthcare. You try and list out everything that they're doing and also you know, incorporating that in the need and all the other parts of this particular work plan. But you're essentially taking all of your community priorities and filing it under one work plan.

(Joyce): Okay. Thank you.

(Patti Stengel): Yes.

Coordinator: Our next question comes from (Diane Glasgow). Your line is open.

(Diane Glasgow): Hi. Thank you. I have (unintelligible) question actually. One of them is point for volunteers over 10%.

(Patti Stengel): I'm sorry can you say it again? I can hardly hear you.

(Diane Glasgow): Oh okay.

(Patti Stengel): That's better.

(Diane Glasgow): Do you receive points if over 10% of people are placed in outcome focus areas. We were wondering is there any *detriment* to putting 100% of people in outcome and focus areas?

(Patti Stengel): That would come down to ask - for the selection criteria the percentage of volunteers in work plans that result in outcomes above the 10% requirement. So there's no reverse to that question as far as our selection criteria. We can't really say we'll give you an advantage or disadvantage. You might consider what that would mean for your program while you're running it though and what that would mean in terms of how you could be successful with meeting a higher percent for that requirement.

(Diane Glasgow): Okay but there's no maximum? Just the minimum.

(Patti Stengel): There's no maximum.

(Diane Glasgow): That - okay. The other question is we had entered some things and then deleted them in the performance measures but the priority numbers stayed the same. So like right now we don't have a measure one. It just shows two and three. Will that be a problem and is there a way to get around that?

(Patti Stengel): It shouldn't be a problem. I don't think there's a way around it either unless you were to just completely delete all of them and start over which you probably - it's probably more work than it's worth.

(Diane Glasgow): Okay.

(Patti Stengel): It's really just a labeling thing. It's nothing that should be - it shouldn't be confusing to anyone later on really. I think it's how the module works...

(Diane Glasgow): Okay. Okay. Super. And once you validate the - once you hit that validate button can you still go in and edit it after that?

(Patti Stengel): Yes. You just have to revalidate once you finish the edits.

(Diane Glasgow): Okay. Okay. We were afraid to hit that validate just in case. All right.

(Patti Stengel): No. It should be okay.

(Diane Glasgow): That's it. Oh and one more clarification. The one man before us had asked if the total number was just the number that you're aiming for in the three year. So I just want to clarify. Say the minimum is 170 volunteers. So the chart breaks down 170 or if you're one is 50, your two is 50 and your three is 70 does the chart only break down 70?

(Patti Stengel): So if the minimum number for the opportunity as it's listed in appendix A is 170 then your number of volunteers that you put in your target...

(Diane Glasgow): Yes. Yes.

(Patti Stengel): ...should be at least 170 and...

(Diane Glasgow): Okay that's what I thought. So the number for the entire three years...

(Patti Stengel): Yes. Well the 170 number is - it's not a cumulative number. It's what you expect to have in your program in the third year. So in the example you're giving you could - let's say you're a new program starting out. You're recruiting towards having 170 active volunteers.

(Diane Glasgow): Oh okay. Now...

(Patti Stengel): So in year one you might only have 100 and then in year two maybe you only get up to 125. You wouldn't in year two report 225. That's not how many you have active. Yes it's 125...

(Diane Glasgow): Oh okay. So you allow for...

(Patti Stengel): And then in year three you finally get up to 170. It's not - you wouldn't add 170 plus 125 plus 100. You would just be reporting on 170 because that's what you have currently in your program.

(Diane Glasgow): Okay got you. Thank you very much.

Coordinator: And our next question comes from (Valerie McElvie). Your line is open.

(Valerie McElvie): I have a couple questions. The first one is for the instrument that we're using for the tracking output we don't have the actual instrument in hand. So this is a projection instrument?

(Patti Stengel): There are actually a number of instruments that we have as examples and I'm going to show you where to find those. If you go to our knowledge network which is www.nationalservicerresources.gov you scroll to this final option on the home screen. You get to CNCS performance measures and then you can click on RSVP. And this - you can also go to www.nationalservicerresources.gov/NPM/RSVP. It's national performance measure NPM/RSVP. And then you can hover over these specific pieces of the performance measures. And if you click on a measure it will take you to some more details about that measure. And for some of them there are sample instruments that you can open.

(Valerie McElvie): And then we will be allowed to morph that to fit our program?

(Patti Stengel): Yes. Yes. So if - you're welcome to use any of the sample instruments that we have available.

(Valerie McElvie): Fantastic.

(Patti Stengel): You can also search for your own. It's up to you.

(Valerie McElvie): Okay.

(Patti Stengel): As long as those instruments measure what the instructions for the performance measures say that you need to measure that output or outcome.

(Valerie McElvie): Okay. My next question is I'm hearing mixed messages. I've called some other directors and listened to the webinar. Are we to send the roster or not, station roster?

(Patti Stengel): The station roster? No. The station roster - so if you follow the instructions in the grant application instructions the required documents chart is on pages 16 and 17. Everyone applying for this competition whether you're a current RSVP director, a current Senior Corps, you know, you have SCP, FGP or you've never heard of Senior Corps until a month ago. Everyone submits the same documents. Everyone follows this column on pages 16 and 17 that says new competitive.

(Valerie McElvie): Okay...

(Patti Stengel): And you'll see under roster of volunteer stations it says no don't send that. It says if awarded submit to CNCS state office by August 31 of the year. And that's a little bit confusing because our deadline is September 9.

(Valerie McElvie): Yes.

(Patti Stengel): That reference is to August 31 of next year if you were to get awarded.

(Valerie McElvie): Okay. Okay so even though it shows up on my form station roster I am not to send it?

(Patti Stengel): Correct.

(Valerie McElvie): Okay. Now my next question is...

(Patti Stengel): So that's not applicable.

(Valerie McElvie): Okay. Oh I just put in NA.

(Patti Stengel): Yes.

(Valerie McElvie): Okay. Now my next question is the number that shows up on the grant that I'm supposed to be responsible for the - I think 467 or something is that the number I use or do I forget that I already have a program going on and I have X amount of volunteers now?

(Patti Stengel): The requirement is to serve the - serve that minimum number that's listed in the opportunity. You can come in at above that. So if you're - if the opportunity you're applying for says 460 and you run a program that has 1000 volunteers in it and you know you want to keep all of them and you know that they're going to continue to serve with you and you're going to have no problem meeting that target in your third year once you've set it. Because even though the minimum required is 460 once you put in the numbers in this work plan module the targets you're telling us you're going to meet. So we're, you know, going to be following up on that. So consider what that means for your program as you run it and work towards the third year.

(Valerie McElvie): Okay. And lastly it says here I don't know what - it's on my page 15. Documents cannot be attached in eGrants. Now here again once - do I forget that I was already a program and send all of the documents as listed? And forget that you already have some on file?

(Patti Stengel): So everyone sends the same documents. So if you're currently a project and maybe last year you sent your IRS non-profit status or your organizational chart, all of those things, you still send them again. Everyone sends the same things. They send them to the same email address which is in the notice of

funding, 2015RSVPattachments@cns.gov. You're going to email everything to us. Don't send it to your state office. Don't send it to the FFMC. You're going to email it.

(Valerie McElvie): Okay so now on this paper it says - oh no. That answers that question. You're right. Okay. Thank you - let me check here. Thank you very much.

(Patti Stengel): Yes.

Coordinator: One moment for our next question.

(Patti Stengel): Okay.

Coordinator: Our next question comes from (Debra Odem). Your line is open.

(Debra Odem): Thank you. My question has to do with the other community priorities. What if you have more than 30%? Can you put them all in there in your first year and state how you are going to graduate them by the third year so that you are at 30%?

(Patti Stengel): The requirement is that in order to submit a grant for this - through the system you cannot have more than 30%. So those checks that I mentioned that the module does when the - you saw that red pop up on my screen. It said success, all requirements were met essentially. Having more than 30%...

(Debra Odem): So am I to be graduating them now before I submit this application?

(Patti Stengel): You should be graduating them from - between now and when you would start this project. So your start dates are April 1 or July 1 of 2015.

(Debra Odem): Correct.

(Patti Stengel): So there's a good amount of time in between those two.

(Debra Odem): But they are still in my current application that I - my third year that I need to be reporting on.

(Patti Stengel): Right. So when you...

(Debra Odem): Okay.

(Patti Stengel): ...are awarded this grant and it start - if you were selected and you started on April 1 of 2015 you would be expected to be working in these performance measures that are in the application you were awarded under...

(Debra Odem): Yes. Okay. I thought you could put the more than 30% but then by the end of the third year have it graduated down to the 30%. That's not true from what you're saying. Thank you.

(Patti Stengel): Right. Yes.

Coordinator: And I'm showing no further questions at this time.

(Patti Stengel): Okay. If you operator could just remind folks how to record their name to ask a question just in case they're wondering out there.

Coordinator: And we did have a couple of questions that came in.

(Patti Stengel): Okay.

Coordinator: First one comes from (Kathleen Stoby). Your line is open.

(Kathleen Stoby): Thank you and thank you for this wonderful presentation. It really helps a lot. A couple of questions here. They may be repetitive but I just want to make sure I understand it. The gentlemen who had asked the questions about reporting for the third year in terms of the output target just wanted to clarify he said in year one he had 20. In year two he had 22. In year three he had 25. So 25 would be the number that you report. Is that correct?

(Patti Stengel): Yes.

(Kathleen Stoby): Okay. And then there was a follow up question that referenced his question but my understanding was her question was related to the number of volunteers not the output target. So if your minimum number is 170 then you should be at least 170 that you have to report. It won't let you report less. I mean does it cross check it? Is it that sophisticated that it would cross check your minimum listed on the grant you're applying for or no?

(Patti Stengel): No. It does not cross check it.

(Kathleen Stoby): It's really a...

(Patti Stengel): So if you put...

(Kathleen Stoby): It's a moot point. It's a moot point so.

(Patti Stengel): Yes. If you're applying for an opportunity that has 500 volunteers this system will not know that.

(Kathleen Stoby): Okay and...

(Patti Stengel): That's a check that we'll do later on and we'll probably ask that of applicants during clarification. If they miss their target somehow or miss that minimum requirement we will probably clarify that.

(Kathleen Stoby): The other question to follow up on (Debra Odem's) really good question was those of us with existing RSVP grants who would have more than 30% because we have people in the mix that may need to be graduated what I'm understanding is we still need to report on them - their activities through March 31, 2015. So basically we have to start gearing up that after March 31, 2015 they will be graduated and would not be included in the new grant. Is that correct?

(Patti Stengel): So that's - you need to talk to your state office about how you want to be managing your current project.

(Kathleen Stoby): Right.

(Patti Stengel): So start getting it ready to be in the performance measures since our - I mean you're probably going to be graduating volunteers from now until the time you were potentially awarded through this competition. But if you were selected through this competition we would expect you to right from day one be working on the project as you've explained it in your application. So...

(Kathleen Stoby): Right. Right but the thing is you can't be graduating them now because you still are responsible for them in your current grant reporting. Right? Do you see what I'm saying? We still have a grant report to write at the end of our year three or wherever we are and we have to be responsible for the people who've been in our grant. Anyway basically they have to be there through the

end of March 31 because we have to report on them and then after April 1 we have to adhere to whatever we've submitted for the new grant. Is that correct?

(Patti Stengel): I would say if you have questions about graduating volunteers early you should talk to your state office now.

(Kathleen Stoby): Okay and...

(Patti Stengel): They might be able to have suggestions about amending your current application.

(Kathleen Stoby): Okay. And I'm really stuck on how to report on other community priorities given the limitations in the characters. I mean I'm imagining some of us may have several totally unrelated stations who we have to account for in there. So I assume you'll be understanding if it's fairly terse because we have character limits.

(Patti Stengel): Yes. Yes you'll just summarize that section to the best of your ability. The target number there as I said is a one.

(Kathleen Stoby): Right...

(Patti Stengel): So we're not looking for a lot of detail on that particular work plan if that helps you.

(Kathleen Stoby): So basically those of us who've been in the grant where we had to be able to capture the number our targets for all of these that really is no longer an issue in the new one for other community priorities. You're basically not counting how many things there are or not, you know.

(Patti Stengel): In some ways yes. For the other community priorities the reporting is really minimal but you're going to be reporting on everything else in this chart.

(Kathleen Stoby): Right. Right. I got it.

(Patti Stengel): So there is more reporting in other areas.

(Kathleen Stoby): And is there any boilerplate anywhere about community needs? I know for the executive summary they have a nice paragraph that you basically fill in the blank so that it meets, you know, it reflects your program. Is there any boilerplate or anything in the knowledge network that kind of puts out some language there to make it easy to create our community needs?

(Patti Stengel): There's no template unfortunately but page 12 of the grant application instructions gives pretty specific bullet points about what to include.

(Kathleen Stoby): Okay. So just follow the bouncing bullet points.

(Patti Stengel): Yes.

(Kathleen Stoby): Okay great. I think that's it. Thank you very much.

Coordinator: Our next question comes from (Laurie Whittington). Your line is open.

(Laurie Whittington): Hi. Thank you very much for this good presentation. I'm just still a bit confused on - in the target screen like your example for the tutoring. You have 25 unduplicated and then there's 50 total. I just need a little bit more explanation on that - where that total comes from...

(Patti Stengel): Yes. So the total is the total number of volunteers that are going to be in that particular work plan. And the unduplicated is where I'm only counting them one time. In the 2013, 2014 archive performance measure FAQs which are on our competition Web site right here, this document, there's a really great example where the person asking the question went through and said she named her volunteers and she put asterisks next to them as far as where should we count them as unduplicated. This is just how you're counting your volunteers in order to meet the requirements. So you might have a volunteer that's serving in every single service activity. I know you - you'll probably encounter that a lot with RSVP where one volunteer is doing many, many different things every week all the time.

But you're only counting them in unduplicated in one section, in one work plan. But then you still value their work. You still count them in the total column for every service activity they're in. And your output and outcome targets are based on your total number of volunteers that are in that service activity because everyone with this example, with tutoring all 50 of those volunteers are tutoring children. They're tutoring 100 kids. So but you're only counting them - you're only counting 25 as unduplicated. This is how you're counting them within the work plans.

(Laurie Whittington): Okay so like when we go and record the hours and we record the total hours of the total volunteers not just all the unduplicated ones. Like when we report.

(Patti Stengel): When you report on the new performance measure module there's not a section for reporting hours. If you haven't entered it in this target screen you won't report on it on the PPR. You'll report hours on the progress report supplement but as a total for your program. It won't be by work plan.

(Laurie Whittington): Oh okay. Okay. I hadn't seen that.

(Patti Stengel): So we still value the hours. We'll still want to hear about the hours but it's just reported in a different way now.

(Laurie Whittington): Okay. Okay. We were talking about the documents and on that financial management survey I know it's separate from the list that's on eGrants. But is that done online? I can't seem to get it to check the boxes. Or do I need to print it out and fill it out and scan it back in?

(Patti Stengel): Yes unfortunately there's an FAQ that someone asked about that. Let's look it up right now. I'm going to hit control F.

(Laurie Whittington): Okay and then look up.

(Patti Stengel): And then enter financial...

(Laurie Whittington): That's very helpful. I didn't know I could do that. That will be - help a lot. Okay.

(Patti Stengel): Yes. Yes you just hit control F and this find feature will pop up in the right hand corner. You can enter any term that you're looking for.

(Laurie Whittington): Oh that is nice...

(Patti Stengel): And here's the question that you're asking. So you can place an X beside it unfortunately but you can't actually place an X in the box...

(Laurie Whittington): Okay.

(Patti Stengel): Or you can print it out and mark it by hand and scan it.

(Laurie Whittington): Okay and then that way it would have like an original signature on it too.

(Patti Stengel): Yes.

(Laurie Whittington): If we print - actually print it out. Okay. Thank you so much.

(Patti Stengel): Yes. Yes.

Coordinator: Our next question comes from (Cara Anniker). Your line is open.

(Cara Anniker): Hello.

(Patti Stengel): Hello.

(Cara Anniker): Oh hi. My question has been answered. Thank you.

(Patti Stengel): Thanks.

Coordinator: Okay once again if you would like to ask a question please press star 1 on your telephone keypad. Our next question comes from (Pat Dowling). Your line is open.

(Pat Dowling): I had another question about the financial management survey. I work for a county government office and I showed the fiscal people this and they said most of it really pertained to a non-profit organization. Is there - and there were a lot of questions they said really wouldn't be applicable to a large county government. Is that a problem or because there were some things they would just leave blank because it wouldn't be applicable.

(Patti Stengel): Yes so I would suggest that they just, you know, mark a note in that section they're leaving blank and explaining the reason for that.

(Pat Dowling): Okay.

(Patti Stengel): It still has to be submitted by every applicant. So to the best of your ability that it fits your organization if you could complete it that would be helpful.

(Pat Dowling): Okay. Thank you.

Coordinator: And I'm showing no further questions at this time.

(Patti Stengel): Okay. So some quick reminders. Our next technical assistance call is a repeat of one that we've already done. So it's a repeat of entering your application into eGrants. So it's essentially all these other parts of eGrants that we didn't go through today in order to input your application in the system. So we'll go through these other sections. And that's on August 26. There's a replay of the last one that we did on that topic. So if you listen to that you'll get the same information as well. We'll have a recording of this particular session as well as the transcript up on our Web site for the competition early next week likely. Applications are due September 9. We are at just a little over three weeks before that due date. So please don't hesitate. The earlier you get started the easier it will be on you. eGrants can get tricky and you don't want to leave anything until the last minute.

Applications are due by 5:00 pm Eastern Standard Time on September 9. If you run into any issues with the work plan module in eGrants or any other technical issues with eGrants the National Service hotline is available and can help you work through technical issues in eGrants. Their phone number is

800-942-2677. They are available Monday through Friday 9:00 am to 8:00 pm Eastern Time. You can also submit questions through a link that's in the (NOFO) to them but it's - it can sometimes be easier if you can just talk through your issues with them. They can help you. They know how the module is supposed to work and what errors you might be encountering.

If you run into any other questions that have to do with the competition you can always email them to 2015RSVP@cns.gov and they will be answered through our FAQ document which you will see here which is updated periodically. Have any other questions come in?

Coordinator: Yes. We do have a question from (Brenda Reeds). Your line is open.

(Patti Stengel): Hello?

Coordinator: (Brenda Reeds) your line is open. Sorry we lost her. One moment for our next question. Our next question comes from (Jean Brewer). Your line is open.

(Jean Brewer): Yes I notice on the screen that you have - there's a place in eGrants to enter the volunteer roster but on my screen when I open it up and I know this doesn't have anything to do with performance measures but when I open eGrants in mine it doesn't have station roster on it. That's not on there.

(Patti Stengel): Yes. It will at some point. That's why you don't need to submit the station roster at this time.

(Jean Brewer): Oh okay.

(Patti Stengel): There's actually a session on the virtual conference which is still available. The virtual conference platform is still available. You can listen to any session

on demand. You can link to that through our knowledge network www.nationalserviceresources.gov. The station roster is a new part of eGrants that will be submitted through future applications. It does not apply for this competition.

(Jean Brewer): Okay.

(Patti Stengel): That's why we're saying don't submit your station roster because there's a new way of submitting it. And for applicants for this competition you have enough to worry about right now. Don't worry about submitting your station roster. If you're awarded your state office would follow up with you and have you submit it through eGrants through the new system.

(Jean Brewer): Okay. Thank you.

Coordinator: Thank you. I'm showing no further questions at this time. As a reminder if you would like to ask a question please press star 1.

(Patti Stengel): All right well if there are no further questions just a reminder again September 9 is our due date. Please don't hesitate. Also please don't hesitate in sending in your grant application attachments to that email address 2015RSVPAttachments@cns.gov and that email address is in the notice of funding which is on our competition Web site. If you think of any questions later you can always email them to 2015RSVP@cns.gov. (Calvin) are there any final questions?

Coordinator: I do have one question. One moment. (Kathleen Stoby) your line is open.

(Kathleen Stoby): Hi there. I had one last question, not specifically about what you're talking about today but it has to do with the FAQs which are actually very helpful

generally. But there was one where I had asked the question about where to place something and they said questions will not be answered that ask for guidance on which specific performance measure to select for specific activity. It appears that in the older FAQs for the first two years they did answer this. What made - what's the decision to not do this anymore? Too much work?

(Patti Stengel): Well essentially we - if we get to a level of answering every service activity it gets to a point of nearly giving one on one technical assistance to an applicant. There's - the performance measure instructions combined with the, you know, other resources that we have really do get deep into what particular service activities are allowed. The worksheet shows all of the service activity options that are available. So essentially if you - from reading appendix B and looking at the service activity options for each output and outcome if you cannot make your proposed activity fit it's probably one that doesn't work and should be in other community priority. So it keeps us from having to constantly say if it doesn't fit, then other community priority, because that's the essential answer. And you (unintelligible)...

(Kathleen Stoby): Okay but you had in the past because I had asked about certain areas that apparently had been answered in the past and the FAQ team kindly, you know, provided that for me. So my understanding was originally I guess you were doing this and decided not to.

(Patti Stengel): In earlier years we got into a little bit of a deeper dive but it didn't seem to be - no one was getting any extra benefit from that I guess I would say. It was creating more work than was needed and wasn't very helpful to the applicants in the end because all the resources are here already.

(Kathleen Stoby): Okay. All right great. Thanks a lot.

Coordinator: And I'm showing no further questions.

(Patti Stengel): Okay well thanks everyone for joining us today. We appreciate it and I hope you just continue to work on your applications. Thanks very much. Have a good day.

END