

CITY of ALBUQUERQUE

TWENTY-FIRST COUNCIL

COUNCIL BILL NO. R-15-229 ENACTMENT NO. _____

SPONSORED BY: Dan Lewis, by request

1 RESOLUTION
2 APPROVING AND AUTHORIZING THE ACCEPTANCE OF GRANT FUNDS
3 BASED ON THE ATTACHED NOTICE OF GRANT AWARD FOR A RETIRED AND
4 SENIOR VOLUNTEER PROGRAM FROM THE CORPORATION FOR NATIONAL
5 AND COMMUNITY SERVICE AND THE NEW MEXICO AGING AND LONG TERM
6 SERVICES DEPARTMENT AND PROVIDING FOR AN APPROPRIATION TO THE
7 DEPARTMENT OF SENIOR AFFAIRS RETIRED AND SENIOR VOLUNTEER
8 PROGRAM IN FISCAL YEAR 2016.

9 WHEREAS, the 2010 census figures show that there are 207,179 persons
10 age 50 years and over living in Bernalillo County which represents 18% of the
11 County's population; and

12 WHEREAS, the Albuquerque Department of Senior Affairs has developed a
13 coordinated delivery system of services that meets the needs of senior
14 citizens within the City of Albuquerque and Bernalillo County; and

15 WHEREAS, the Retired and Senior Volunteer Program provides a variety of
16 opportunities for persons aged fifty-five (55) and over to participate more fully
17 in the life of their communities through significant volunteer service; and

18 WHEREAS, the Corporation for National and Community Service has
19 allocated funds of \$44,223 for April 1, 2015 – March 30, 2016 and the New
20 Mexico Aging and Long-Term Services Department has allocated funds in the
21 amount of \$52,020 for July 1, 2015 – June 30, 2016 to the Department of Senior
22 Affairs to meet the needs of the Retired and Senior Volunteer Program; and

23 WHEREAS, the City of Albuquerque is desirous of applying for these funds
24 and contribute matching funds of \$142,677 City funds, which consists of
25 \$18,465 for indirect costs and \$124,212 City cash match; and

26 WHEREAS, the total cost of the project is \$238,920.

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[-Bracketed/Strikethrough Material-] - Deletion

1 BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF
2 ALBUQUERQUE:

3 Section 1: The Mayor is authorized to take all necessary and appropriate
4 steps to enter into a grant agreement with the Corporation for National and
5 Community Service and the New Mexico Aging and Long Term Services
6 Department for the Retired Senior Volunteer Program in the amount of \$96,243
7 consisting of \$44,223 of Federal funds, and \$52,020 of State of New Mexico
8 funds.

9 Section 2: Funds in the amount \$238,920 consisting of \$44,223 from the
10 Corporation for National and Community Service, \$52,020 from the New
11 Mexico Aging and Long Term Services Department and \$142,677 of City
12 matching funds from the Transfer to Operating Grants Fund Program in the
13 General Fund (110) are hereby appropriated to the Department of Senior
14 Affairs in the Operating Grants Fund (265) for the Retired Senior Volunteer
15 Program for fiscal year 2016.

16 Section 3: Of the \$142,677 from the Transfer to Operating Grants Program
17 in the General Fund (110), \$18,465 is for indirect overhead.

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[-Bracketed/Strikethrough Material-] - Deletion




Mayor Richard J. Berry

CITY OF ALBUQUERQUE
Albuquerque, New Mexico
Office of the Mayor

Interoffice Memorandum

May 27, 2015

TO: Rey Garduño, President, City Council


FROM: Richard J. Berry, Mayor 

SUBJECT: Resolution Authorizing a Grant for the Retired Senior Volunteer Program

Attached is a resolution authorizing the filing and appropriation of a grant from the Corporation for National and Community Service and the New Mexico Aging and Long-Term Services Department for \$238,920 (\$44,223 in Federal funds, \$52,020 State funds and \$142,677 in City matching funds) for the Department of Senior Affairs for the Retired Senior Volunteer Program. This grant is continuing a long standing program with the Department. The Retired Senior Volunteer Program recruits seniors aged 55 and older to be part of a volunteer network of nearly 500,000 volunteers across the country that help local and national organizations.

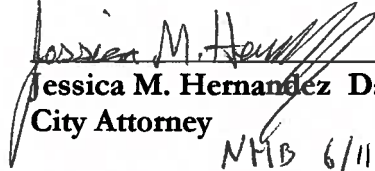
Title/ Subject of Legislation: Resolution Authorizing a Grant for the Retired Senior Volunteer Program

Approved:



Robert J. Perry Date
Chief Administrative Officer 6/22/15

Approved as to Legal Form:



Jessica M. Hernandez Date
City Attorney 6/15/15
NHFB 6/11/15

Recommended:



Jonja Armijo-Brasher Date
Director, Department of Senior Affairs 6/3/15

Cover Analysis

1. What is it?

The resolution authorizes the Mayor to execute a grant agreement with the Corporation for National and Community Services and the New Mexico Aging and Long Term Services Department for the Retired Senior Volunteer Program.

2. What will this piece of legislation do?

This legislation will provide funding that continues the programming of the Retired Senior Volunteer Program.

3. Why is this project needed?

This program provides seniors aged 55 and older the opportunity to be part of a volunteer network of nearly 500,000 volunteers across the country. Volunteers are partnered with local and national organizations and contribute much needed man power that enables the organizations to function.

4. How much will it cost and what is the funding source?

Funding for this grant is from the Corporation for National and Community Service for \$44,223, New Mexico Aging and Long Term Services Department \$52,020 and City match of \$142,677 of which \$18,465 is for indirect overhead.

5. Is there a revenue source associated with this contract? If so, what level of income is projected?

No.

FISCAL IMPACT ANALYSIS

APPROVING AND AUTHORIZING THE ACCEPTANCE OF GRANT FUNDS BASED ON THE ATTACHED NOTICE OF GRANT AWARD FOR A RETIRED AND SENIOR VOLUNTEER PROGRAM FROM THE CORPORATION FOR NATIONAL AND COMMUNITY SERVICE AND THE NEW MEXICO AGING AND LONG TERM SERVICES DEPARTMENT AND PROVIDING FOR AN APPROPRIATION TO THE DEPARTMENT OF SENIOR AFFAIRS RETIRED AND SENIOR VOLUNTEER PROGRAM IN FISCAL YEAR 2016.

TITLE:

R: O:
FUND: 265
DEPT: DSA

- No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

		Fiscal Years			
		2016	2017	2018	Total
Base Salary/Wages		110,567			110,567
Fringe Benefits at Medical	30.51%	33,734	-	-	33,734
		30,723			30,723
Subtotal Personnel		175,024	-	-	175,024
Operating Expenses		45,431	-		45,431
Property			-	-	-
Indirect Costs	16.70%	18,465	-	-	18,465
Total Expenses		\$ 238,920	\$ -	\$ -	\$ 238,920
<input type="checkbox"/> Estimated revenues not affected					
<input checked="" type="checkbox"/> Estimated revenue impact					
Amount of Grant		96,243	-	-	89,328
City Cash Match		124,212			131,127
City Inkind Match					
City IDOH		18,465	-	-	18,465
Total Revenue		\$ 238,920	\$ -	\$ -	\$ 238,920

These estimates do not include any adjustment for inflation.

* Range if not easily quantifiable.

Number of Positions created

COMMENTS: This grant supports three FTE. The Federal and State grant applications are submitted at different time frames. After the Federal application was submitted, the State increased their allocation. At the time of submittal the IDOH rate was not updated. This FIA captures the total cost of the grant.

COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:

PREPARED BY:

APPROVED:

FISCAL ANALYST

DIRECTOR

REVIEWED BY:

EXECUTIVE BUDGET ANALYST

BUDGET OFFICER

CITY ECONOMIST

Joselynne Brasher
4/3/15
(date)

NMB 6/11/15

uncol 6/4/2015

Duane E Romo 6-5-15
Jacques Blair

PROPOSED BUDGET FORM

GRANTEE: City of Albuquerque RSVP 714 7th Street SW Albuquerque, NM 87102 PHONE: 505-764-1616	PROPOSED BUDGET FOR THE PERIOD: FROM: July 1, 2015 TO: June 30, 2016			
BUDGET CATEGORY	TOTAL	FEDERAL	STATE	LOCAL
VOLUNTEER SUPPORT EXPENSES:				
Personnel	110,567	20,000	20,000	70,567
Fringe Benefits	64,457	3,802	14,004	46,651
Staff LOCAL Travel	2,000	0	0	2,000
Staff LONG DISTANCE Travel	1,000	1,000	0	0
Equipment	0	0	0	0
Supplies	1,963	1,000	500	463
Contractual Service	0	0	0	0
Other: Communications	2,000	0	1,000	1,000
Printing	0	0	0	0
Space and Utilities	0	0	0	0
Other Allowable Costs	0	0	0	0
Indirect Costs	18,466 24,104	0	0	24,104
Subtotal	18,466 200,452 206,091	25,802	35,504	144,785
VOLUNTEER EXPENSES:				
Personnel: Stipends	0	0	0	0
Fringe Benefits:				
Meals	0	0	0	0
Physicals	0	0	0	0
Uniforms	0	0	0	0
Insurance	2,965	2,965	0	0
Travel	27,980	11,049	13,500	3,431
Equipment	0	0	0	0
Supplies	0	0	0	0
Contractual Service	0	0	0	0
Other: Recognition	7,523	4,407	3,016	100
Other Allowable Costs	0	0	0	0
Subtotal	38,468	18,421	16,516	3,531
GRAND TOTALS	238,458 244,559	44,223	52,020	148,316
PERCENT OF TOTAL COST	100%	18%	21%	61%
COMPUTATION OF PROPOSED BUDGET				
1. Estimated Total Cost	\$244,559	8. Federal/State Shares will be Comprised of: a. Grant unearned in previous project year(s)..... Federal: State: b. Carry Over..... Federal: State: c. Proposed State Budget Total..... Federal: State: \$52,020		
2. Non-federal/state share of net cost.....	\$148,316			
3. Federal share of net cost	\$44,223			
4. State Share of Net Cost	\$52,020			

18,466
139,146

142,677

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE

Modified Standard Form 424 (Rev.02/07 to conform to the Corporation's eGrants System)

1. TYPE OF SUBMISSION:

Application Non-Construction

2.a. DATE SUBMITTED TO CORPORATION
FOR NATIONAL AND COMMUNITY
SERVICE (CNCS):
01/23/15

3. DATE RECEIVED BY STATE:

STATE APPLICATION IDENTIFIER:

14SR153461

2.b. APPLICATION ID:
15SR169988

4. DATE RECEIVED BY FEDERAL AGENCY:
01/23/15

FEDERAL IDENTIFIER:

14SRWNNM001

5. APPLICATION INFORMATION

6.a. LEGAL NAME: City of Albuquerque

6.b. FUNDING NUMBER: 610126690

6.c. ADDRESS (give street address, city, state, zip code and county):

Department Of Senior Affairs
714 7th St SW
Albuquerque NM 87102 - 3814
County: Bernalillo

7. NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER
PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give
area codes):

NAME: Robert E. Sandoval

TELEPHONE NUMBER: (505) 764-1616

FAX NUMBER: (505) 764-1619

INTERNET E-MAIL ADDRESS: resandoval@cabq.gov

8. EMPLOYER IDENTIFICATION NUMBER (EIN):
856000102

7. TYPE OF APPLICANT:

7a. Local Government - Municipal

7b.

9. TYPE OF APPLICATION (Check appropriate box).

NEW NEW/PREVIOUS GRANTEE
 CONTINUATION AMENDMENT

10. If Amendment, enter appropriate letter(s) in box(es):

A. AUGMENTATION B. BUDGET REVISION

C. NO COST EXTENSION D. OTHER (specify below):

9. NAME OF FEDERAL AGENCY:

Corporation for National and Community Service

10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002

10b. TITLE: Retired and Senior Volunteer Program

11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT:

Metropolitan RSVP

12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc):

City of Albuquerque, Bernalillo County, New Mexico.

11.b. CNCS PROGRAM INITIATIVE (IF ANY):

13. PROPOSED PROJECT: START DATE: 04/01/15 END DATE: 03/31/16

14. CONGRESSIONAL DISTRICT OF: a.Applicant NM01 b.Program NM01

15. ESTIMATED FUNDING: Year #: 2

a. FEDERAL	\$ 44,223.00
b. APPLICANT	\$ 198,316.00
c. STATE	\$ 50,000.00
d. LOCAL	\$ 148,316.00
e. OTHER	\$ 0.00
f. PROGRAM INCOME	\$ 0.00
g. TOTAL	\$ 242,539.00

16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE
ORDER 12372 PROCESS?

YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE
TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR
REVIEW ON:

DATE:

NO. PROGRAM IS NOT COVERED BY E.O. 12372

17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?

YES if "Yes," attach an explanation. NO

18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN
FULLY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE
IS AWARDED.

19.a. TYPED NAME OF AUTHORIZED REPRESENTATIVE:
Anthony R. Romero

b. TITLE:

c. TELEPHONE NUMBER:
(505) 764-6406

d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:

e. DATE SIGNED:
01/23/15

Narratives

Executive Summary

The legal applicant is the City of Albuquerque (COA) Department of Senior Affairs (DSA). Bernalillo County (BC) offers seniors 50+ services and opportunities that enhance their quality of life while offering a continuum of services and programs for active to frail adults. Programs promote both healthy aging and independent living that meet the individual needs of seniors in the Albuquerque/Bernalillo County area. COA DSA operates senior centers, multigenerational centers, sports/fitness centers, meal sites, home services, Information & Assistance services, and a central kitchen. The vision of the DSA is to be the community leader, who in partnership with others involves seniors in creating and sustaining a community where there is a growing spirit of interdependence that enhances everyone's quality of life. The mission of DSA is to be a community leader, who in partnership with others, involves seniors and people of all ages in creating a community that enhances everyone's quality of life by providing opportunities to achieve their potential, share their wisdom, maintain their independence, and live with dignity.

RSVP will provide an estimated 800 volunteers to the Albuquerque and Bernalillo County metropolitan area to support approximately 60 volunteer stations. Some of their activities will include conducting outreach and assisting with enrollment of new participants at congregate meal sites; working at senior centers to provide classes and activities for older adults to increase social ties and social support; providing transportation to homebound older adults and individuals with disabilities to medical appointments, trips to the pharmacy and the grocery store; delivering hot meals to homebound older adults and individuals with disabilities; tutoring kindergarten students one hour a week during the school year.

The primary focus area of this project is Healthy Futures. At the end of the three year grant, RSVP will provide 2,000 individuals with support services and referrals to alleviate long-term hunger, and will have reported that they have increased food security. The RSVP will report 5,000 older adults who have increased social ties/perceived social support. Approximately 200 older adults and individuals with disabilities will receive a home delivered meal or transportation that allows them to live independently. The CNCS federal investment amount of \$44,223 will be supplemented by \$47,377 from the New Mexico Aging and Long-Term Services Department and \$125,883 from the City of Albuquerque Department of Senior Affairs.

Strengthening Communities

Narratives

Describe the community and demonstrate that the community need(s) identified in the Primary Focus Area exist in geographic service area. Albuquerque is the largest city in New Mexico (NM) and is ranked the 32nd largest city in the United States. The City is the home of the University of New Mexico, Kirkland Air Force Base, and Sandia National Laboratories. It is the county seat of Bernalillo County and is in the center of the state, straddling the Rio Grande River. The medium income for a household is \$38,272 and the average income for a family is \$46,979. The per capita income is \$20,884.

Albuquerque's population including Bernalillo County, as of the 2010 Census, is 662,564 (12% are 65+). Approximately 13.5% live below the poverty level and Social Security is the major source of income for 89% of older adults. Albuquerque and Bernalillo County have 1/3 of NM's 60+ population. The racial makeup of the city is 70% White, 3.2% African American, 4.5% Native American, 2.6% Asian, 0.11% Pacific Islander, 15.03% from other races, and 4.6% Multiracial. 46.7% are Hispanics or Latinos and there is a strong Hispanic and family culture that exists within the community; most families live in or near the residence where they were raised.

Describe how the service activities in the Primary Focus Area lead to National Performance measure outcomes. According to the annual Map the Meal Gap 2013 study, New Mexico ranks number two in the nation when it comes to food insecurity. Seniors are among the most physically vulnerable in our community. Unique nutritional needs and medical conditions begin to surface when an individual ages. Hunger and food insecurity compromise their health through an inability to maintain their special dietary needs. In addition, an increasing number of seniors on fixed incomes are now raising their grandchildren. Two generations of vulnerable individuals now face hunger together. In New Mexico, 39% of seniors utilize senior nutritional sites, DSA Home-Delivered meals, Meals on Wheels, and senior brown bag programs.

More than 46% of seniors report having to choose between paying for food and utilities, and 37% report choosing between food and medical care; 42% of households with seniors have applied for SNAP (food stamp benefits), but only 20% are eligible to receive benefits and still need help with food; 50% of households with seniors report having low or very low food security. Hunger and the lack of access to nutritious foods compromise their health. Hunger deteriorates their mental and physical well-being. Chronic illnesses worsen with hunger and leave seniors at risk for increased long-term

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care and hospitalization. Thousands of New Mexico's seniors are faced with terrible choices every day. Many live on fixed incomes that do not cover their expenses. Seniors may have outlived their retirement and savings or are primarily dependent on Social Security or disability income. All are at risk of hunger as they struggle to pay for their rent, utilities, medical care, medicines and purchase food. The 2010 Hunger Study revealed that more than 29,025 seniors seek emergency food from Roadrunner Food Bank compared to the 11,000 we served annually just eight years ago.

The DSA continues to partner with Comfort Keepers to promote the annual STOP SENIOR HUNGER initiative. Approximately 3,000 pounds of food was collected to disseminate to approximately 300 individuals who receive a variety of services from the Department of Senior Affairs. In addition, several cooking demonstrations were conducted at various senior centers by members of the University of New Mexico's Nutrition Club. RSVP volunteers were critical to the success of this initiative.

Senior centers offer independence and encourage healthy, older adults to stay active with exercise programs, educational and social activities to include computer literacy, health management, musical concerts, lectures, theater, pottery, arts and crafts, sports and fitness classes, education, driving, coordinating classes, mobilizing volunteer and other services to assist staff at front desk etc.,. Nearly 70% of all people age 70 and over have some degree of isolation and need more socialization with their peers. Senior centers are designed to meet individual needs to challenge their mind and body and involve seniors in the community to help keep seniors living independently. In Albuquerque, and other localities where "aging in place" has become a key strategy, the efforts are paying off. Far fewer seniors over the age of 85 are in nursing homes today -- 40% less than in 1985. And seniors of all ages are living longer, healthier lives. According to the National Council on Aging, the national average age of senior center users is 75; 70% are women, and half of them live alone. Most participants visit once, twice or three times per week for an average of 3.3 hours per visit. Compared with their peers, senior center participants have higher levels of health, social interaction, and life satisfaction.

The purpose of the senior center is to provide programs and activities in the community that are accessible every day to seniors. This accessibility helps to keep them active as they age. By keeping seniors active, both mentally and physically, seniors stay stronger which helps to support independent living. This is especially important to those who are aging in place in their own homes. Visiting a

Narratives

senior center and joining in with its activities will provide additional benefits, such as socialization and friendships. These benefits cannot be realized, and are often times a challenge when you stay at home. Senior centers provide seniors with social interaction and stimulation, and the chance to get involved in the community while decreasing the feeling of isolation. Being retired can be lonely if you simply stay home and are not active. Senior centers can provide contact with others by offering its participants a variety of clubs and activities in which they can actively participate. This stimulation helps a senior to stay active and remain independent.

Many elderly are no longer able to drive due to poor health, decreased vision, and related declines in driving performance. Many seniors cannot afford to pay for needed transport for medical appointments/trips to the pharmacy, or to go to the grocery store. Catholic Charities Center for Community Involvement transportation service, with the assistance of RSVP volunteers, will help Albuquerque/Bernalillo County seniors overcome the transportation barrier. This will allow them the opportunity to focus on their health and remain independent.

Describe how the service activities in the Primary Focus Area lead to National Performance Measure outputs of outcomes. RSVP volunteers will serve as senior center volunteers supporting day to day activities at each center. Volunteer roles include: coordinating classes and activities, serving as educators, promoting health management, mobilizing other volunteers, driving seniors on trips, and assisting staff at the front desk. This will help older adults have increased social ties/perceived social support.

RSVP volunteers will serve as: Congregate meal site volunteers conducting outreach and assisting with enrollment of new participants. This will help individuals receive support, services, education and/or referrals to alleviate long-term hunger.

RSVP volunteers at Catholic Charities Center for Community Involvement will provide elderly and disabled individuals with transportation to medical appointments, the pharmacy, or the grocery store five days a week. Services will be targeted to the elderly and disabled without transportation who cannot afford to pay for such services. Referrals will come from families, health and social service agencies, as well as the DSA Information & Assistance program. This service will allow older adults and individuals with disabilities to live independently.

Narratives

RSVP volunteers at Meals on Wheels will provide elderly and disabled individuals with social contact each day when meals are delivered. Sometimes volunteers are the only people those that are receiving a meal will see during the day. Not only do the volunteers provide friendship and compassion but are also able to check on the well-being of those served. This service will allow older adults and individuals with disabilities to remain in their homes, assisting them to age in place and will help to avoid pre-institutionalization.

Your plan and infrastructure to support data collection and ensure National Performance Measures outcomes and outputs are measured, collected, and managed. The Volunteer Reporter database is utilized by program staff to obtain data such as volunteer hours, interests, station focus areas, outcomes and outputs etc. In addition, the RSVP utilizes the Harmony for Aging database and participant surveys. The City of Albuquerque Department of Senior Affairs tracks progress of goals through the monthly Goals & Progress Reports. The Annual Customer Satisfaction Survey is also used to identify strengths and improvement opportunities for the program. Responses from the survey can result in program changes that aim to continually improve the RSVP. RSVP requires that every station has a formal Agreement (Memorandum of Understanding) that outlines the role of the RSVP and volunteer station. The station is also required to have Volunteer Assignment Descriptions that outline who, where, when, and how volunteers are placed at a volunteer station. The RSVP staff will have communication and conduct reviews with Site Supervisors through site visits, phone calls, and electronic correspondence.

Describe any activity in service to veterans and/or military Families as part of service in the Primary Focus Area, Other Focus Area or Capacity Building. The program has 16 volunteers at the local Veterans Administration hospital. The volunteers support staff at the hospital with patient escort services. Volunteers also work at the information desks to provide the public with a valuable service, assist with the mobile library book check out to make patient's hospital stays more enjoyable, serve as friendly visitors providing companionship to patients who otherwise might be alone, serve as day surgery information assistants.

Recruitment and Development

Your plan infrastructure to create high quality volunteer assignments with opportunities such as sharing their experiences, abilities, and skills to improve their communities and themselves through

Narratives

service in their communities. The City of Albuquerque Department of Senior Affairs (DSA) provides a continuum of care especially designed to meet the needs of seniors. Programs involve seniors by challenging the mind and body. DSA also helps to keep frail seniors living independently in their homes as long as possible. RSVP provides volunteers with on-going presentations, station visits, outreach tables, and houses RSVP at the Palo Duro Senior Center. This center is centrally located and is near public transportation. The RSVP will occupy a new space at the Highland Senior Center in the near future. RSVP volunteers are incorporated into outcome-based programming to meet the community needs and the primary focus area of Healthy Futures. All new volunteers receive a welcome call and are oriented to an array of volunteer opportunities that meet the Department of Senior Affairs RSVP Primary Focus area of Healthy Futures. In addition, volunteers are informed of the benefits that are provided to them as an RSVP volunteer. RSVP volunteers use their skills and also develop new skills and leadership potential through multiple volunteer opportunities, trainings (in-service and on-site), new member orientation and serving as representatives on the program's Advisory Council. These skills also enhance the quality of life for the volunteers by helping them to remain physically and mentally active and independent. Volunteers receive the benefit of increased socialization while enhancing their knowledge, value, and usefulness in the community. All RSVP volunteers are eligible for mileage reimbursement and/or a free bus pass that can assist to alleviate some of the financial stress due to travel expenses.

Your plan and infrastructure to ensure RSVP volunteers receive training needed to be highly effective means to addressing identified community need(s) in both the Primary Focus Area and in Other Focus Areas or Capacity Building. The Department of Senior Affairs has access to several facilities to provide training to new and existing volunteers. Training to volunteers includes: new volunteer orientation to inform the volunteer of the policies and procedures for RSVP. The volunteer will be trained by the station in which they are assigned in the proper way of addressing and reporting on the community needs of the station. The station manager will communicate with the RSVP staff if the volunteer requires more training. The RSVP Advisory Council is provided with an annual Retreat and training opportunities.

The Demographics of the community served and plans to recruit a volunteer pool reflective of the community served. The Albuquerque population including Bernalillo County, as of the 2010 Census, is 662,564 (12% is 65+). Approximately 13.5% live below the poverty level and Social Security is the

Narratives

major source of income for 89% of older adults. Albuquerque/Bernalillo County has 1/3 of NM's 60+ population. The racial makeup of the city is 70% White, 3.2% African American, 4.5% Native American, 2.6% Asian, 0.11% Pacific Islander, 15.03% from other races, & 4.6% Multiracial. 46.7% are Hispanics or Latinos. RSVP plans to recruit individuals from diverse races, ethnicities, sexual orientations, or degrees of English language proficiency by doing community presentations, partnerships with community agencies, and outreach through department functions, information and referral through DSA, networking, media articles and "word of mouth." Flyers and brochures are distributed throughout the community on a regular basis and are also used for presentation purposes. The RSVP also has a link on the City of Albuquerque webpage. In addition, volunteer opportunities are advertised each month in local publications, such as the Prime Time Monthly. Many RSVP volunteers have been in the local program for over 10 years. The RSVP Director is bilingual; this allows him to communicate with the volunteers who speak only Spanish.

Your plan and infrastructure to retain and recognize the RSVP volunteers. The City of Albuquerque/Bernalillo County, under the umbrella of the Department of Senior Affairs (DSA) has sponsored RSVP since 1976. DSA offers seniors services and opportunities to enhance our community's quality of life. The retention of the RSVP volunteers happens through continued recognition and appreciation, such as the annual Years of Service Pinning Ceremony. The RSVP volunteers are given encouragement, emotional support, clear descriptions of volunteer assignments and a great deal of verbal support for the jobs they are doing. If they become ill, the RSVP can give them the necessary information and resources to point them in the direction to get well. In addition, they are required to participate through in-service training to aid them in being better volunteers. The RSVP volunteers are recognized throughout the year in many ways. Some of the more significant recognitions include: DSA ANNUAL VOLUNTEER RECOGNITION -- a sit down breakfast held in May at a local hotel honoring all senior volunteers in the Department; The RSVP Advisory Council sponsors the HENRIETTA J. SMITH AWARDS to honor outstanding volunteers in the community; YEARS OF SERVICE PINNING CEREMONY -- sit down lunch that provides entertainment and service pin gifts to volunteers; CARDS -- frequently sent to the volunteers to include birthdays, get well wishes, sympathy notes, and thank you notes; OFF-SITE EVENTS -- Opportunity to attend the NM Conference on Aging, Senior Day at the NM State Legislature, and random acts of kindness. In addition, breakfast is provided at all in-service trainings.

Program Management

Narratives

Your plan and infrastructure to ensure management of volunteer stations in compliance with RSVP program regulations, such as preventing or identifying prohibited activities. RSVP manages volunteer stations by utilizing many tools to ensure compliance with RSVP program regulations. These tools include 1) A formal Agreement that outlines the role of the RSVP and volunteer host site. 2) Volunteer Assignment Descriptions - outlines who, where, when, and how volunteers are placed at a volunteer station. 3) Annual Volunteer Site Survey conducted by the Advisory Council which includes participant testimonials. 4) Site Visits include a) Initial program orientation/application via a "Welcome Call" which includes an overview of RSVP and a preliminary assessment of volunteer interest. b) Communication and reviews with Site Supervisors through site visits and phone calls. c) Volunteer will receive random phone calls to ask what duties they are performing at their assigned stations.

Your plan and infrastructure to develop and/or oversee volunteer stations to ensure that volunteers are performing their assigned service activity. The RSVP manager will conduct a site visit to meet with the station manager twice a year to ensure volunteers are performing their assigned service activities. The site visit will be scheduled during the time that RSVP volunteers are volunteering. The RSVP manager will meet with the volunteers to receive their feedback regarding their assignment and if they are in need of any support or assistance from the Department of Senior Affairs. In addition, volunteers submit timesheets on a monthly basis. The timesheets will allow the RSVP to monitor the hours that volunteers are working at each site.

Your plan and infrastructure to meet changing community needs to include minimizing disruption to current volunteers as applicable and/or graduating stations as necessary. The RSVP will not remove any volunteers from a station that does not meet the Primary Focus Area, Community Priorities, or Other Focus Areas. When the volunteer makes the decision to terminate their volunteer role with the RSVP, that role will not be replaced. When a station does not meet the Focus Area of the sponsor and no longer has RSVP volunteers, they will be recognized for their contribution to the program and will be encouraged to identify other volunteer opportunities that meet the Focus Area. If the station is unable to identify another opportunity, they will be removed from as a volunteer station. The RSVP manager will meet with volunteer station managers at sites that do not address CNCS Focus Areas to inform them that RSVP will leave the current volunteers in place but will not recruit additional volunteers or replacements. The process of ensuring that each site addresses the CNCS Focus Areas

Narratives

will allow volunteers to experience a quality volunteer assignment.

Your organization track record in the Primary Focus Area, to include, if applicable, measuring performance in the Primary Focus Area. The Department of Senior Affairs (DSA) offers seniors services and opportunities to enhance our community's quality of life. DSA provides a continuum of care especially designed to meet the needs of the seniors. Programs involve seniors by challenging the mind and body. DSA operates seventeen meal sites, the Department of Senior Affairs' network of meal sites are for seniors aged 60+ and are located throughout Albuquerque and Bernalillo County area. The performance in the Primary Focus Area will be measured by using the volunteer reporter to track volunteer assignments and jobs. The output will be measures by the Harmony for Aging database and participant surveys results.

Your plan and infrastructure to ensure the project is in compliance with the RSVP federal regulation to include establishing an RSVP Advisory Council, ensuring RSVP volunteers are placed in stations that have signed the required MOU, and ensuring all volunteers are eligible to serve in RSVP. Each prospective volunteer is required to complete an application for the RSVP. To ensure volunteers are eligible to serve in the RSVP, volunteers are required to show a current driver's license or photo ID to the volunteer station manager or a staff member of the RSVP. DSA requires that all new volunteers pass a background check. In addition, the Albuquerque RSVP has an established Advisory Council that is active in fundraising and supports the volunteers and the volunteer stations. The RSVP will recruit and place volunteers at a station that has signed the formal Agreement that serves as the MOU.

Organizational Capability

Your plan and infrastructure to provide sound programmatic and fiscal oversight (both financial and in-kind) and day to day operational support to ensure compliance with RSVP program requirements (statutes, regulations, and applicable OMB circulars) and to ensure accountability and efficient and effective use of available resources. The City of Albuquerque (COA), Department of Senior Affairs (DSA) has served as the "Sponsoring Agency" and "Grants Administrator" for the Corporation for National and Community Service (CNCS), Senior Corps Programs (RSVP, FGP and SCP) for 30+ years. This arrangement has provided sound programmatic and fiscal oversight and day to day operational support to ensure compliance with RSVP program requirements. In addition, this plan has ensured the accountability and efficient and effective use of available resources. The COA DSA is

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confident that this plan can continue to exist while providing meaningful volunteer opportunities for older adults.

Clearly Define Staff Positions, Identification of current staff assigned to the project and how these positions will ensure the accomplishment of the program objectives. Robert Sandoval, Project Director/Senior Affairs Program Supervisor, has over 24 years of experience working with seniors and has been an employee of DSA since 1992. He served as manager of the Home Services Program for 12 years and has more than two decades of experience working with volunteers and the COA DSA. Two support staff assist with the success of the RSVP: Currently, the Office Assistant position is vacant due to the retirement of Yolanda Gradi (the recruitment process is in progress). Josie Samudio is the Intake/Screening Specialist for the RSVP. The Office Assistant assists with volunteer placement, a variety of clerical functions including reporting hours into the Volunteer Reporter, monitors timesheets, and maintains volunteer files. In addition, the Office Assistant works with the Advisory Council and assists with volunteer recognition events. Josie assists with the recruitment/placement of new volunteers, maintenance of volunteer files, background screenings, station monitoring, and conducts presentations. Jorja Armijo-Brasher, Director, oversees the volunteer programs, senior centers, multigenerational centers, case management & social services, information & assistance (I&A), health & fitness, home repair, home delivered meals, transportation, and fiscal. She also oversees the management of the Area Agency on Aging (AAA) & the Community Development Block Grant (CDBG). Joy Klotz, Division Manager, oversees the senior corps volunteer program management. She has over 40 years of experience in social work. Karen Lopez, Fiscal Manager, has an MBA in Accounting and has managed grants for 15 years; she has worked in the fiscal area for more than 17 years. She oversees a team who assist with the submission of required financial reports and audits.

Demonstrates organizational capacity to: 1) Develop and implement internal policies and operating procedures to provide governance and manage risk, such as accounting, personnel management, and purchasing. 2) Manage capital assets such as facilities, equipment, and supplies. DSA is a city entity and follows the City Charter, Administrative Instructions, Personnel Rules & Regulations, and the Department's own Policies & Procedures. The City produces a yearly CAFR and is guided by Governmental Accounting Standards Board (GASB). The accounting and project management of DSA capital assets are managed within the City by DSA and the Department of Municipal

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Development.

Demonstrates organizational infrastructure in the area of robust financial management capacity and systems and past experience in managing federal grants. As the umbrella agency to senior services in our community, DSA is the recipient of AAA and CDBG programs. DSA has successfully managed the three CNCS volunteer programs for over three decades. As a result, thousands of seniors have experienced the rich benefits gained by volunteering. DSA has received satisfactory audits with all funding entities and is the premiere service provider of senior services, resources, and referrals. DSA offers a variety of social services (I&A, Care Coordination, Home Services, & Volunteer Programs), nutrition/transportation programs (Congregate Meal Sites, Home Delivered Meals, & Transportation), numerous recreation opportunities (senior centers, multigenerational centers, & fitness centers), and administration and fiscal support. DSA is governed by City Goals & Objectives, as well as strategic planning. Performance measures are tracked through identified departmental goals. DSA utilizes long-term strategic goal planning and utilizes the survey of community needs for Continuous Quality Improvement. DSA recently received national accreditation of senior centers through the National Council on Aging and continues to strive to improve through outcome-based programming.

Other

Clarification Items

1. Please describe who the attendees of Senior Day at the NM State Legislature would be. That is, would they be RSVP volunteers? Describe in detail the activities of attendees at Senior Day at the NM State Legislature. Please note that lobbying activities would not be allowable as RSVP activities and cannot be organized by RSVP project staff.

Response to Clarification Item #1: Members of the RSVP Advisory Council (AC) attend Senior Day at the NM State Legislature. There have been rare occasions when RSVP volunteers have attended this event. The RSVP AC typically attends the opening ceremony for the day as general participants, sits in legislative sessions, and interacts with other groups within the aging network. If an RSVP volunteer accompanies the AC, their time is not recorded as volunteer service time. Although the RSVP project staff does not organize the visit, a senior center provides a van for transportation to Santa Fe, NM. The funding for the van/transportation is provided by the City of Albuquerque's general fund; no RSVP monies are involved in providing this service.

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\$50 was budgeted in Other Volunteer Support costs for a Criminal Background Check for a new office assistant. The check will consist of a NSOPR, State check, and FBI fingerprint check.

PNS Amendment (if applicable)

N/A

Performance Measures

Primary Focus Area: Healthy Futures

% of Unduplicated Volunteers in Work Plans that result in Outcomes: 69%

% of Unduplicated in the Primary Focus Area: 79%

Performance Measure: 1.1 Educating

Community Need to be Addressed:

According to the annual Map the Meal Gap 2013 study, New Mexico ranks #2 in the nation in food insecurity. Seniors are among the most physically vulnerable in our community. Unique nutritional needs & medical conditions begin to surface when an individual ages. Hunger & food insecurity compromise their health through an inability to maintain their special dietary needs. In addition, an increasing number of seniors on fixed incomes are now raising their grandchildren. Two generations of vulnerable individuals now face hunger together. In NM, 39% of seniors utilize senior nutritional sites, DSA Home-Delivered meals, Meals on Wheels, & senior brown bag programs.

More than 46% of seniors report having to choose between paying for food & utilities, and 37% report choosing between food and medical care; 42% of households with seniors have applied for SNAP benefits, but only 20% are eligible to receive benefits & still need help with food; 50% of households with seniors report having low or very low food security. Thousands of New Mexico's seniors are faced with terrible choices every day. Many live on fixed incomes that do not cover their expenses. Seniors may have outlived their retirement & savings or are primarily dependent on Social Security or disability income. All are at risk of hunger as they struggle to pay for their rent, utilities, medical care, medicines & purchase food. The 2010 Hunger Study revealed that more than 29,025 seniors seek emergency food from Roadrunner Food Bank compared to the 11,000 we served annually just eight years ago. Hunger and the lack of access to nutritious foods compromise their health. Hunger deteriorates their mental and physical well-being. Chronic illnesses worsen with hunger and leave seniors at risk for increased long-term care and hospitalization.

Focus Area: Healthy Futures

Objective: Obesity and Food

Number of
Volunteer
Stations: 13

Anticipated
Unduplicated
Volunteers: 112

Anticipated
Volunteer
Contributions: 112

Service Activity: Educating

Service Activity Description: RSVP volunteers will serve as congregate meal site volunteers, conducting outreach and assisting with the enrollment of new participants. Meal site participants will also receive nutrition education and improve their socialization opportunities.

Anticipated Output: (PRIORITY) H11: Number of individuals getting support, education and/or referrals for hunger

Target: 2000 How Measured: Client Tracking Database

Instrument Description The Department of Senior Affairs/RSVP utilizes the Harmony for Aging database. A report will be completed at the end of each month by each station and submitted to the Program Data Analyst.

Anticipated Outcome: (PRIORITY) H12: Number of individuals that reported increased food security

Target: 500 How Measured: Survey

Instrument Description A survey will be given to participants by the volunteer station manager at the end of the program year.

Performance Measure: 2.1 Developing/Maintaining Community Gardens

Community Need to be Addressed:

A group of senior gardeners oversee the "El Camino Real Permaculture Garden." Many of the gardeners are lifelong Albuquerque

Performance Measure: 2.1 Developing/Maintaining Community Gardens

residents, single individuals, families or new residents to the Albuquerque area. Whether they are new or seasoned gardeners, they all have the opportunity to learn how to grow varied plants and vegetables, how to conserve water and most importantly learn from one another; some of the best gardening secrets and traditions for successful gardening are in the New Mexico high desert climate. Members of this group will be invited to attend informational/educational discussions regarding healthy eating and nutrition. These discussions will be the priority of this work plan.

Another thing that grows in the garden is a true sense of community and what it means to be neighbors. The garden brings people together for an improved quality of life by creating opportunities for recreation, social interaction, exercise, and education. This project serves as an example to other senior centers to develop a community garden and a gardening club. Participants will grow their own fresh fruits and vegetables. They will be encouraged to take the food home with them to share with their families and neighbors.

Focus Area: Healthy Futures

Objective: Obesity and Food

Number of
Volunteer Stations: 1

Anticipated
Unduplicated
Volunteers: 5

Anticipated
Volunteer
Contributions: 5

Service Activity: Developing/Maintaining Community Gardens

Service Activity
Description: Maintain the community gardens planter boxes, irrigation drip system, help with the planting upkeep and harvesting of garden. Volunteers will also assist with maintenance of structures and pathways in the community garden. In addition, short informational/educational talks will be held on an individual and/or group setting.

Anticipated
Output: (PRIORITY) H11: Number of individuals getting support, education and/or referrals for hunger

Target: 20 How Measured: Attendance Log

Instrument Description The Station Coordinator will have all visitors and volunteers sign an attendance log each day that they indicates whether the individual is a volunteer or participant. Individuals (volunteers or participants) will only be counted once so that duplicates do not occur.

Anticipated
Outcome: —No outcome selected—

Target: How Measured:

Instrument Description

Performance Measure: 3.1 Companionship

Community Need to be Addressed:

Senior Centers offer independence & encourage healthy, older adults to stay active with exercise programs, educational & social activities to include computer literacy, health management, musical concerts, lectures, theater, pottery, mobilizing volunteers & other services to assist staff. Nearly 70% of all people age 70 and over have some degree of isolation & need more socialization with their peers. Senior Centers are designed to meet individual needs to challenge their mind & body and to encourage seniors in the community to live independently. The idea of "aging in place" has become a key strategy to ensure the quality of life for seniors. Far fewer seniors over the age of 85 are in nursing homes today — 40% less than in 1985. Seniors of all ages are living

Performance Measure: 3.1 Companionship

longer, healthier lives. According to the National Council on Aging, the national average age of senior center users is 75; 70% are women, and half of them live alone. Most participants visit between one and three times per week for an average of 3.3 hours per visit. Compared with their peers, Senior Center participants have higher levels of health, social interaction, & life satisfaction.

The purpose of Senior Centers is to provide programs & activities in the community that are accessible every day to seniors. This accessibility helps to keep them active as they age. By keeping seniors active, both mentally & physically, seniors stay stronger which helps to support independent living. Visiting a Senior Center and becoming an active member will provide additional benefits, such as socialization & friendships. These benefits cannot be realized & are often times a challenge when you stay at home. Senior Centers provide seniors with social interaction & stimulation, and the chance to get involved in the community while decreasing the feeling of isolation. Participation in a Senior Center helps seniors to stay active and remain independent.

Focus Area: Healthy Futures

Objective: Aging in Place

Number of
Volunteer
Stations: 8

Anticipated
Unduplicated
Volunteers: 440

Anticipated
Volunteer
Contributions: 440

Service Activity: Companionship

Service Activity
Description: RSVP volunteers will serve as senior center volunteers supporting daily activities at the center. Volunteer roles include: coordinating classes and activities, serving as educators, promoting health management, mobilizing other volunteers, driving seniors on trips, and assisting staff at front desk. This will help older adults experience increased social ties/perceived social support.

Anticipated
Output: (PRIORITY) H8: Number of individuals receiving independent living services

Target: 10000 How Measured: Client Tracking Database

Instrument Description The Department of Senior Affairs/RSVP utilizes the Harmony for Aging database. A report will be completed at the end of each month by each station and submitted to the Program Data Analyst.

Anticipated
Outcome: (PRIORITY) H9: Number of individuals with increased social support.

Target: 2500 How Measured: Survey

Instrument Description A survey will be given to participants by the volunteer station manager at the end of the program year.

Performance Measure: 4.1 Food Delivery

Community Need to be Addressed:

According to the annual Map the Meal Gap 2013 study, New Mexico ranks number two in the nation when it comes to food insecurity. Seniors are among the most physically vulnerable in our community. Unique nutritional needs and medical conditions begin to surface when an individual ages. Hunger and food insecurity compromise their health through an inability to maintain their special dietary needs. In addition, an increasing number of seniors on fixed incomes are now raising their grandchildren. Two generations of vulnerable individuals now face hunger together. In New Mexico, 39% of seniors utilize senior nutritional sites, DSA Home-Delivered meals, Meals on Wheels, and senior brown bag programs.

Performance Measure: 4.1 Food Delivery

Nearly 70% of all people age 70 and over experience some degree of isolation and would benefit from more socialization. In Albuquerque, and other localities where "aging in place" has become a key strategy, the efforts are demonstrating positive results. Far fewer seniors over the age of 85 are in nursing homes today — 40% less than in 1985.

Focus Area: Healthy Futures

Objective: Aging in Place

Number of
Volunteer
Stations:

1

Anticipated
Unduplicated
Volunteers: 22

Anticipated
Volunteer
Contributions: 22

Service Activity: Food Delivery

Service Activity
Description:

RSVP volunteers at Meals on Wheels will provide elderly and disabled individuals with social contact each day when meals are delivered. Many times, volunteers are the only people those that are receiving a meal will see during the day. Not only do the volunteers provide friendship and compassion, they are also able to check on the well-being of those served.

Anticipated
Output: (PRIORITY) H8: Number of individuals receiving independent living services

Target: 100 How Measured: Activity Logs

Instrument Description An activity log will be used. The station manager will collect the data from the individuals that are receiving meals; individuals will be counted, not the number of meals.

Anticipated
Outcome: —No outcome selected—

Target: How Measured:

Instrument Description

Performance Measure: 5.1 Transportation

Community Need to be Addressed:

According to the 2010 US Census, 12% (79,508) of Albuquerque/Bernalillo County residents are 65 years of age or older. Approximately 13.5% live below the poverty level and Social Security is the major source of income for 89% of older adults in the metropolitan area.

Albuquerque/Bernalillo County has 1/3 of New Mexico's 60 + population. Many elderly are no longer able to drive due to poor health, decreased vision, and related declines in driving performance. Many seniors cannot afford to pay for needed transportation to medical appointments, trips to the pharmacy, or the grocery store. Catholic Charities Center for Community Involvement Transportation Service, with the assistance of RSVP volunteers, will help Albuquerque/Bernalillo County seniors overcome the transportation barrier. This will allow them the opportunity to focus on their health and remain independent.

Focus Area: Healthy Futures

Objective: Aging in Place

Number of
Volunteer
Stations:

1

Performance Measure: 5.1 Transportation

Anticipated 19
Unduplicated
Volunteers:

Anticipated 19
Volunteer
Contributions:
Service Activity: Transportation

Service Activity
Description: RSVP volunteers at Catholic Charities Center for Community Involvement will provide elderly and disabled individuals with transportation for medical appointments, trips to the pharmacy, and the grocery store. Services will be targeted to the elderly and disabled individuals who do not have adequate transportation and/or cannot afford to pay for such services. Referrals will come from individuals, families, and health/social service agencies.

Anticipated Output: (PRIORITY) H8: Number of individuals receiving independent living services

Target: 100 How Measured: Activity Logs

Instrument Description An activity log will be used. The station manager will collect the data from the individuals that are receiving transportation services.

Anticipated Outcome: —No outcome selected—
Target: How Measured:

Instrument Description

Performance Measure: 6.1 Training

Community Need to be Addressed:

The Department of Senior Affairs, Sports and Fitness Program is designed to keep older adults active and healthy. The program offers an extensive variety of programs from gentle exercise to strength training class, sporting competitions, recreational activities and health and fitness opportunities. According to the U.S. Department of Health and Human Services, just two and a half hours of physical activity each week can decrease the risk of developing chronic illnesses and even improve mental health.

Older adults who are inactive lose ground in four areas that are important for staying healthy and independent: endurance, strength, balance, and flexibility. Research suggests that an individual can maintain or at least partially restore these four areas through exercise. Physical activity improves fitness and reduces the risk for injury.

Focus Area: Healthy Futures

Objective: Access to Care

Number of
Volunteer
Stations: 1

Anticipated
Unduplicated
Volunteers: 35

Anticipated
Volunteer
Contributions: 35

Service Activity: Training

Performance Measure: 6.1 Training

Service Activity

Description: RSVP volunteers will serve as senior center volunteers supporting daily activities at the center. Volunteer roles include: assist in preparing and implementing fitness exercise routines, prepare facility for fitness classes, instruct participants on safe and proper form in using weight room equipment.

Anticipated Output: H4: Number of clients participating in health education programs.

Target: 1000 **How Measured:** Other

Instrument Description The Department of Senior Affairs/RSVP utilizes the Harmony for Aging database. A report will be completed at the end of each month by each station and submitted to the Program Data Analyst.

Anticipated Outcome: —No outcome selected—

Target: **How Measured:**

Instrument Description

Performance Measure: 7.1 Other community-based activity that serves VETs

Community Need to be Addressed:

In the last 30 years, public health programs have played an increasingly important role in ensuring access to health services. New Mexico's healthcare system has several components. These include: emergency medical services; primary care; medical specialties; dentistry; and long-term care. Due to the limited number of health professionals and staff, there is an increasing need for patient assistance programs to help hospitals and terminally ill patients receiving Hospice services.

Focus Area: Veterans and Military Families

Objective: Veterans & Families Served

Number of Volunteer Stations: 1

Anticipated Unduplicated Volunteers: 13

Anticipated Volunteer Contributions: 16

Service Activity: Other community-based activity that serves VETs

Service Activity Description:

Anticipated Output: (PRIORITY) V 1: Number of veterans receiving CNCS-supported assistance

Target: 150 **How Measured:** Activity Log

Instrument Description An activity log will be used. The station manager will collect the data from the RSVP volunteers to show how many veterans are receiving service.

Anticipated Outcome: —No outcome selected—

Target: **How Measured:**

Instrument Description

Performance Measure: 9.1 Other

Community Need to be Addressed:

Local community organizations need assistance to better serve their clients. Museums, Albuquerque Bio Park, Rio Grande Nature Center and the City of Albuquerque Open Space require volunteers to provide clerical support and docents to guide tours. Public Libraries need assistance with general clerical support. The Albuquerque Convention and Visitors Bureau utilize volunteers at its information booths. Volunteers assist at local hospitals to provide patient escort services, work at the information desks, staff the mobile library book check out to make patient's hospital stays more enjoyable, serve as friendly visitors who provide companionship to patients who are alone, function as day surgery information assistants and work in the gift shops. RSVP charity needlework volunteers make blankets, knit lap robes, hats, bibs, hand and foot warmers etc., that are given to veterans, hospital patients, homeless shelters and US Armed Forces members serving overseas. Volunteers also work at local animal rescue shelters and many other non-profit organizations in the community.

Focus Area: Other Community Priorities

Objective: Other

Number of
Volunteer
Stations: 55

Anticipated
Unduplicated
Volunteers: 154

Anticipated
Volunteer
Contributions: 30

Service Activity: Other

Service Activity
Description: RSVP volunteers will serve in local government and non-profits addressing multiple community issues and needs.

Anticipated
Output: OT1: SC1Grantee met their target for community priority activity. (Yes/No)

Target: 1 How Measured: Other

Instrument Description The Volunteer Reporter database and station surveys will be utilized to collect data.

Anticipated
Outcome: —No outcome selected—
Target: How Measured:

Instrument Description