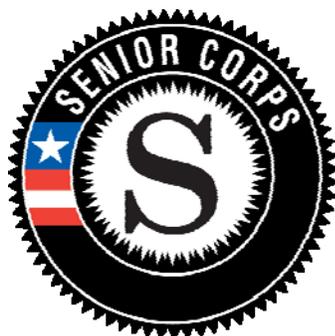




Senior Corps Operations Handbooks

Fiscal Year 2010 Annual Supplement



October 23, 2009

**SENIOR CORPS OPERATIONS HANDBOOKS
FY 2010 ANNUAL SUPPLEMENT**

Preface

This is the first edition of new Annual Supplements to the RSVP, SCP, and FGP Operations Handbooks. These Annual Supplements are designed to provide you, as a Senior Corps grantee, important current information on key topics such as the implementation of the Serve America Act amendments, the Corporation's Strategic Plan, technical assistance resources, program operations, and reporting.

Hyperlinks are indicated in this document by underlining and blue font.

As always, please contact your Corporation Program Officer with any questions.

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Section 1: Strategic Plan, Strategic Initiatives, and Related Resources

In FY 2010, the Corporation enters its final year under the [Corporation's Strategic Plan: 2006 – 2010](#). During FY 2010, the Corporation's Board of Directors will be leading the development of a new 5-Year Strategic Plan for 2011-2015, building on Edward M. Kennedy Serve America Act, signed into law on April 21, 2009.

In the meantime, the current plan's Strategic Initiatives continue as the programmatic framework for Senior Corps in FY 2010.

Project reporting demonstrates that Senior Corps projects continue to respond enthusiastically to the Corporation's Strategic Initiatives in developing placements to serve their communities. While there is no expectation that grantees participate in each and every initiative, the Corporation encourages you to find opportunities to participate in at least one of the initiatives.

- **Strategic Initiatives Resource:** [The Resource Center](#) contains a [Corporation Initiatives](#) section with links to a wide range of materials to help you plan, develop, and implement programs related to each Strategic Initiative. You can access these resources on line and, in many cases, through a toll free telephone line. Full details on accessing national training and technical assistance (T/TA) resources and information, including a complete listing of the Corporation's technical assistance providers with their websites and telephone numbers is available at the [Training and Technical Assistance FAQ](#).



STRATEGIC INITIATIVE: Harnessing Baby Boomers' Experience and Independent Living

VolunteerMatch – VolunteerMatch provides the search engine for volunteers age 55 and over at the Get Involved! campaign website. This search tool provides volunteers instant access to specific Senior Corps volunteer opportunities by enabling the user to search for Foster Grandparent, RSVP and/or Senior Companion opportunities only. The search engine can be accessed at www.getinvolved.gov, www.volunteer.gov, or www.volunteermatch.org. Senior Corps projects have “Community Leader Memberships” in VolunteerMatch, which provide additional recruitment tools and options to maximize the impact of their volunteer postings. In addition, Community Leader postings automatically show up first on any search results list, further highlighting the availability of the volunteer opportunity. All Senior Corps projects have accounts with VolunteerMatch. VolunteerMatch postings also feed the www.Serve.gov website, discussed below in connection with the United We Serve Initiative.

VolunteerMatch's guidebook, ***Boomer Volunteer Engagement: Collaborate Today, Thrive Tomorrow***, provides a step-by-step practical guide for engaging Boomers as volunteers who can help build organizational capacity. This book, developed for nonprofits and published in 2008, contains downloadable PDF worksheets, including organizational assessments, work

plans, and progress report templates. These documents can be accessed at no charge at www.volunteermatch.org/nonprofits/boomerbook.

The Resource Center – The Resource Center’s main page for resources related to the boomer initiative is <http://www.nationalserviceresources.org/initiative-boomers>. Some of particular interest are discussed below.

- **Temple University’s Intergenerational Center**. To assist your project in attracting the Baby Boomer population, the Corporation’s T/TA provider for mobilizing baby boomers in service has developed web-based and print materials and training on topics such as outreach to boomers; developing attractive placements; assessing individual interests; and making successful matches. A series of webinars on topics from marketing and recruiting to creating attractive volunteer opportunities will be continued in 2010. For dates and topics visit http://templecil.org/all_webinars. Temple’s on-line course called “Capturing Experience: How People 50+ Can Help Your Organization” designed to help organizations learn how to make more effective use of baby boomers, also is a key resource.
- **Studies.** Keeping Baby Boomers Volunteering: A Research Brief on Volunteer Retention and Turnover focuses on factors related to retaining Boomer volunteers from one year to the next, since nearly one-third of boomers choose not to continue volunteering for a second year. VolunteerMatch’s Great Expectations: Boomers and the Future of Volunteering, is a look at the first wave of boomers who are just now entering their 60’s and their views on volunteering.
- **New Resources for Independent Living for Seniors.** In support of independent living services that fall under the boomer initiative, the following resources developed under Senior Corps-funded contracts will be available in 2010.
 - **Independent Living Training Curriculum.** This is a standardized and easy-to-use training curriculum that can be used to enhance the services delivered to independent living clients by Senior Companions and RSVP volunteers. The curriculum, including trainer and participant materials, is available at <http://nationalserviceresources.org/indep-living-training-curriculum>. In FY 2010, through a new contract with JBS International, Aguirre Division, the Corporation will be developing resources designed to assist grantees to effectively use the new curriculum.
 - **Medicaid Waiver Guide.** *Medicaid Home and Community-Based Waivers: A Guide for Senior Companion and Foster Grandparent Programs* is available at <http://nationalserviceresources.org/medicaid-guide>.



STRATEGIC INITIATIVE: Ensuring a Brighter Future for All of America's Youth

Senior Corps continues to seek increased placement of Foster Grandparents and RSVP volunteers in roles where they can assist children of prisoners, children in foster care, and adjudicated youth – some of America's youth who most need the kind of caring support an older volunteer can offer.

- **Children of Prisoners.** For many years Senior Corps has been encouraging RSVP and FGP sponsors to support and engage in mentoring of children whose parents are in prison. Key partners in this effort continue to be local [Big Brothers Big Sisters](#) organizations, [Amachi](#) affiliates, local [Angel Tree](#) mentoring programs, and other community and faith-based organizations that provide mentoring services to children of prisoners. RSVP and FGP grantees may also explore partnerships with grantees funded under the [HHS Family and Youth Services Bureau Mentoring Children of Prisoners Program](#) and mentoring organizations receiving assistance from AmeriCorps members. Further information on this topic is available in the toolkit: "[Mentoring Children of Incarcerated Parents: A Toolkit for Senior Corps Directors.](#)"
- **Children in Foster Care.** The Corporation is carrying out pilot projects in Michigan, Washington, Massachusetts, and Florida, where AmeriCorps*VISTA members are participating in developing and implementing mentoring programs for youth aging out of foster care. These programs offer an opportunity for FGP and RSVP volunteers in those states to serve in cross-stream efforts to provide support and guidance in life skills, educational opportunities, and civic engagement to some of our nation's neediest young people. For more information on these projects, contact the respective State Program Directors.

The LEARNS Project's special report entitled [Without a Net: Helping Youth Aging Out of Foster Care](#) provides more information about these young people and offers appropriate and effective strategies that can help you and your volunteers make a difference in their lives.

The LEARNS Project also published the toolkit titled [Mentoring Children in Foster Care: Considerations and Partnership Strategies for Senior Corps Directors](#), which covers such topics as:

- The Needs of Foster Youth and How Senior Corps Can Help
- Identifying Potential Partners
- Assessing the Station's Fit With Senior Corps
- Coordinating Roles and Responsibilities
- Placing Senior Corps Volunteers as Mentors to Foster Youth.

Further information on children in foster care remains available at the [Pew Commission on Foster Care](#) including the Commission's final report issued in May 2004: [Fostering the Future: Safety, Permanence and Well-Being for Children in Foster Care](#). Although Pew Commission on Children in Foster Care concluded its

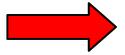
work and ceased updating its website in 2006, its resource materials will remain available for reference through at least December 2009.

- **Adjudicated Youth:** Youth who have been incarcerated, without appropriate treatment, connections, and support systems, are more likely to re-offend and get re-arrested. Numerous studies point to recidivism rates of 50 percent to 75 percent. Young people involved with the juvenile justice system often lack healthy relationships with adults, an important component in making a successful transition to adulthood. Such young people are typically disengaged from school and tend not to participate in constructive social activities, further limiting the possibilities for positive contact with adults. Some of these youth might find a caring adult mentor, but more traditional programs often struggle to recruit mentors for older youth, and few organizations even attempt to find mentors for youth involved in the criminal justice system. Resources related to these youth and the Corporation's youth initiative in general are listed at www.nationalserviceresources.org/initiative-america-youth. T/TA resources, including materials specifically designed for Senior Corps projects and volunteer stations on mentoring, tutoring, and out-of-school time activities, are available at www.nationalserviceresources.org/learns/learns.
- **January is National Mentoring Month:** The [Harvard Mentoring Project](http://www.harvardmentoringproject.org) and [MENTOR](http://www.mentor.org) continue to sponsor National Mentoring Month each January. State Offices should encourage FGP and RSVP grantees with mentoring activities to celebrate and participate and use the month to recruit additional volunteers to serve as mentors. More information and resource materials are available at www.nationalmentoringmonth.org.

Key Federal Resource: As the current official U.S. government Web site on youth programs, www.FindYouthInfo.gov, provides interactive resources to help create and maintain effective programs for youth. At this website:

- [Programs and Strategies](#) provides comprehensive resources to develop and improve the capacity and effectiveness of community efforts, including links to a collaborative database of Federally-evaluated youth-focused programs that have been successful in communities, Federal resources on youth and step-by-step guides on conducting community assessments and forming partnerships. You can filter results by various categories, including positive youth development, employment, underage drinking and teen pregnancy prevention.
- [Facts](#) has the latest data and statistics that can be integrated into presentations, brochures, proposals, research, and other materials.
- [Funding](#) is a direct connection to Grants.gov and other federal funding sources.
- [Maps](#) brings together Federal data and GIS technology to help users create a personalized map of a community's federal and local youth resources. Enhance maps with Census demographics illustrating the concentration of youth in a community, and create an account in the Community Resource Inventory to add and save additional resources.

- [News](#) has up to date youth-related information from the Federal government. Sign up for FindYouthInfo.gov's RSS Feeds to get notified when a news release is added to the site.



STRATEGIC INITIATIVE: Mobilizing More Volunteers

United We Serve – The President and First Lady launched *United We Serve* in partnership with the Corporation for National and Community Service in June 2009 to expand the impact of existing organizations by engaging new volunteers in their work and to encourage volunteers to develop their own "do-it-yourself" projects with family, friends, and neighbors. The *United We Serve* initiative has developed a website – [Serve.gov](#) – featuring over 250,000 service opportunities, collected thousands of stories of service from people from all walks of life, highlighted examples of impact-oriented service activities across the country, and developed exciting new partnerships. *United We Serve* began as an initial 81 days of service in the summer of 2009 but will grow into a sustained, collaborative and focused effort to promote service as a way of life for all Americans. Check [Serve.gov](#) frequently for additional information.

9/11 National Day of Service and Remembrance. The tragic events of September 11, 2001 inspired Americans to come together in a remarkable spirit of unity and compassion. It was a stark reminder that our fate as individuals is inherently tied to the fate of our nation. In April 2009, President Obama signed the Serve America Act with strong bipartisan support. The Act officially designates September 11 as a National Day of Service and Remembrance. This designation is the culmination of years of work on behalf of the 9/11 community, including family members and support groups, who came together to create this observance in 2002 as a way for the nation to forever remember the lives of those lost and injured, and pay tribute to the many who rose in service following the attacks and continue to do so today as members of our Armed Forces. On September 11, 2009, Americans joined together in service activities organized by a broad and diverse group of national nonprofits, their local affiliates, small service organizations and individuals across all fifty states. The day was led by the Corporation for National and Community Service, State Service Commissions, [MyGoodDeed](#), [ServiceNation](#), and other nonprofit and community organizations across the country. Guidance for field participation in the 2010 National Day of Service and Remembrance will be forthcoming.

Volunteering in America 2009 Report and Tools. The Volunteering in America 2009 report released July 2009, is the most comprehensive set of data on volunteering in the U.S. ever assembled, with state and city rankings and profiles of volunteering trends and demographics for every state and 162 large and middle-sized cities at an interactive website www.VolunteeringInAmerica.gov.

In connection with the *Volunteering in America* report, the Corporation developed new tools and resources for strengthening volunteer management that are available at the Corporation's Resource Center website at www.nationalserviceresources.org/via. These include tailored information on:

- [Volunteer Self-Organizing](#) – Resources to help individuals plan and manage projects to bring about positive community change
- [Recruitment](#) - Strategies to recruit new volunteers, including target populations such as Boomers and students
- [Retention](#) – Tips for retaining volunteers and plugging “the leaky bucket”
- [Human Capital Strategies](#) – Innovative techniques for nonprofits during these difficult economic times, including the use of pro bono services, other skilled volunteers, and volunteer leaders
- [Cost-Effective Volunteering](#) - Practical tips for maximizing resources during an economic downturn
- [Voluntourism](#) – Resources for understanding the growing trend of combining service and vacations

King Day of Service: Participation in the Martin Luther King, Jr. Day of Service has grown every year since Congress passed legislation in 1994 urging Americans to honor Dr. King by engaging in service on his holiday. Last year, Americans took part in 13,000 projects from coast to coast -- building homes, delivering meals, refurbishing schools, reading to children, signing up as mentors, and much more.

Six national organizations that were selected in FY 2008 for three-year King Day of Service grants are continuing their grant activities in FY 2010, as listed below:

- The **Points of Light Institute** received \$150,000 to fund sub-grant projects focused on increasing support for youth in disadvantaged circumstances by combining with their Hands on Schools, Neighboring Initiative, Kids Care Clubs, and Earned Income Tax Credit sites.
- The **North Carolina Campus Compact** received \$100,000 to engage students in project planning, connect them with local communities, and expand the King Day of Service by enhancing the students’ sense of responsibility, citizenship, leadership, and awareness, while reinvigorating higher education’s concern for improving the quality of life.
- **Youth Service America** received \$100,000 to engage up to 15 lead agencies in YSA’s Semester of Service, which is designed to engage 25,000 students between the ages of 5 and 25 to serve at least 70 hours during the school semester. These lead agencies will also be invited to participate in YSA’s Global Youth Service Day training institute to prepare for Semester of Service activities.
- **Service for Peace** received \$97,500 to mobilize volunteers from new populations and organizations that have not previously served on the King Holiday. To accomplish this, they have established a “40 Days of Peace” program that will leverage the involvement of new partners.
- **Campus Kitchen** received \$77,500 to bring college students and the community together to address issues surrounding hunger by engaging youth in leading hunger relief programs to share on-campus kitchen space, recover unused food from campus cafeterias, and deliver meals to low-income neighborhoods.

- The **National Alliance of Faith and Justice** received \$75,000 to fund sub-grantees that support efforts to engage youth in service by giving them the opportunity to apply the teachings of non-violent social change to issues in the communities and schools.

Opportunities for RSVP Volunteers to Recruit and Manage More Volunteers. Given its programming flexibility, RSVP has tremendous potential for making a dramatic contribution to increasing the number of community volunteers of all ages and helping the Corporation reach its target of 4 million community volunteers recruited and managed annually by 2010. If each of the 741 RSVP projects could place just 10 RSVP volunteers in volunteer recruitment assignments and each volunteer recruiter were successful in mobilizing 30 new volunteers this would add up to a total of 223,300 new volunteers. That would be a five-fold increase over the Corporation's FY 2009 target of 44,000 community volunteers recruited by RSVP volunteers [[FY 2009 Congressional Budget Justification](#), p. 51].

Beside recruitment support, many agencies also need help in managing volunteers to ensure their service is productive and personally satisfying. While they may value and need volunteers, they may lack skills and funding for volunteer management. At the same time, many RSVP volunteers, especially boomers, seek challenging high-impact assignments and leadership roles. RSVP volunteers can expand volunteer station capacity to utilize volunteers effectively by serving as schedulers, organizing and providing orientations, preparing volunteer handbooks, coordinating short-term service projects, and other volunteer management assignments.

Corporate Volunteerism and the "A Billion + Change" Campaign. The President's Council on Service and Civic Participation, together with several key private and government partners, convened **The Summit on Corporate Volunteerism** in February 2008. Bringing together more than 150 top corporate, government, and nonprofit leaders, the Summit helped to:

- Create a new definition for pro bono service that directly addresses nonprofit groups' most pressing needs, including:
 - financial management
 - technology
 - organizational development
 - communications and marketing
 - human resource management
 - fundraising assistance
- Identify the benefits to companies of providing pro bono services, and expand the pro bono ethic among the corporate community
- Share best practices in providing pro bono services

Participants at the Summit also kicked off the "**A Billion + Change" Campaign**" (in its initial phase called "**The Pro Bono Challenge**"), a three-year campaign to leverage \$1 billion in skilled volunteering and pro bono services from the corporate community. As of September 8, 2008, more than 23 companies have become "Pro Bono Champions,"

collectively pledging to provide more than \$406 million in professional services to help nonprofits address critical social needs. For more information, including related research and technical assistance and technical assistance on pro bono and skills-based volunteering, visit www.abillionandchange.org/

Other Resources. The Resource Center’s main page on resources for Mobilizing More Volunteers, includes links to many excellent training and technical assistance resources, publications, lending library resources, and effective practices. Visit: www.nationalserviceresources.org/initiative-mobilizing.

STRATEGIC INITIATIVE: Engaging Students in their Communities

“SaYES” (Seniors Assisting Youth Engaged in Service) continues as a joint initiative of Learn and Serve America and Senior Corps created in response to the President’s call for AmeriCorps members and Senior Corps volunteers to support student service activities and service-learning programs around the country. SaYES is designed to:

- Bring much-needed help to local service-learning and youth service programs by increasing the number of seniors (age 55 and older) volunteering in schools and community-based organizations to assist with carrying out quality service-learning and youth service activities.
- Strengthen the existing support network for service-learning and youth service by establishing a system for the on-going recruitment and placement of senior volunteers to assist in these activities.
- Identify and establish partnerships with new networks and organizations to promote service and service-learning volunteer opportunities to seniors willing to serve.
- Compile and share widely best practices for recruiting and preparing senior volunteers to assist in carrying out service-learning and youth service activities.

For more on SaYES and engaging seniors in service-learning, visit <http://www.seanetonline.org/sayes.html>. For six specific examples of SaYES activities visit the Effective Practices Collection at The Resource Center and enter “SaYES” as the search term. For a variety of other resources related to engaging students in their communities see The Resource Center’s webpage listing at: <http://nationalserviceresources.org/initiative-students>

Key Resources. For visit the Resource Center’s [Service-Learning page](#) for links to a wide range of resources on planning and conducting projects that engage students in service-learning activities.

STRATEGIC INITIATIVE: Supporting Disaster Preparedness and Response

The Corporation’s work in disaster preparedness and response dates back many years, and many local Senior Corps projects have been involved in such activities as:

- Helping Senior Companion clients develop personal emergency plans
- Caring for children affected by floods
- Staffing volunteer reception centers

- Staffing emergency shelters and kitchens
- Serving on local emergency preparedness committees
- Identifying special needs populations for the purpose of emergency response planning

Resources: The key Corporation technical assistance resources for disaster-related activities are available at <http://www.nationalserviceresources.org/service-activities/disaster-preparedness-and-response>. These include videos, effective practices, on-line courses, and many other materials dealing with such topics as:

- [Flood Fighting with Sandbags](#)
- [Disaster Response and Recovery Resources](#)
- [Managing Spontaneous Volunteers in Times of Disaster: The Synergy of Structure and Good Intentions](#)
- [Preventing a Disaster Within the Disaster: The Effective Use and Management of Unaffiliated Volunteers](#)
- [Defining volunteers' roles in preparation for disaster response](#)
- [Working with local emergency management organizations to coordinate disaster-related activities](#)
- [Understanding the role of staff during disaster deployment and recovery](#)
- [Starting a CERT program in your community](#)

Corporation Disaster Response Cooperative Agreements. If your organization has a strong disaster response capacity, you are eligible for and encouraged to apply for a disaster response cooperative agreement. This agreement provides a legal mechanism for the Corporation to reimburse your organization for expenses related to disaster deployment if and when you are authorized by the Corporation to participate in disaster response deployments with FEMA or another agency. Full information on this program is available at http://www.nationalservice.gov/pdf/06_0921_cncs_drca_guidance.pdf.

Section 2: Marketing and Recognizing Senior Corps Service

New marketing materials in English and Spanish are available for order. These materials include program-specific posters, brochures, and site signs, as well as a video with an individual segment for RSVP, FGP, and SCP. Each Senior Corps grantee and State Office has received copies of all materials. Each State Office also now has tabletop displays available to loan to Senior Corps project directors for community events. Grantees and State Offices can order additional Senior Corps materials by going to www.GetInvolved.gov and looking under Marketing Resources. There you will find a brief description of each of the marketing materials and a link to the online ordering system. The same site has brochure templates in Word that can be downloaded and customized, as well as web banners, program logos, and a gallery of photos.

In 2010, the Corporation will add additional new resources and opportunities to raise awareness about the accomplishments of Senior Corps programs and volunteers ages 55+.

- **Television and Radio PSAs:** New PSAs in 2010 will raise the visibility of Senior Corps volunteers and invite participation by new volunteers. A DVD containing the PSAs and a new 2009 program video will be provided to all grantees and state staff in 2010.
- **Senior Corps Week:** In FY 2010, the Corporation will work grantees to implement a “Senior Corps Week”. More information will be forthcoming. Preliminary goals include:
 - Thanking those who currently serve
 - Thanking community partners such as volunteer stations and local funders
 - Elevating the awareness of and contributions by volunteers ages 55 and over
- **Stories of Service Blog:** Senior Corps grantees should be encouraged to post success stories to the blog available at http://www.serve.gov/stories_all.asp.
- . Their stories may be nationally highlighted by the Corporation.
- **Awards:** We will continue the tradition of paying tribute to outstanding participants in Senior Corps and other programs supported by the Corporation.
- **Senior Corps State Profiles:** Based on reports submitted by State Offices, Senior Corps prepares State Profiles that include one or two profiles of exemplary individual RSVP, FGP, or SCP volunteers.
- **“Stories of Service”:** Visitors to www.seniorcorps.gov and www.getinvolved.gov find stories of individual Senior Corps volunteers.

Section 3: National Service Collaborations

A. Faith-Based and Other Community Organizations

Senior Corps continues to value highly our long association with faith-based and other community organizations who serve as sponsors and volunteer stations.

Resource: For guidance on working with faith-based and other community organizations, a key resource remains the Office of General Counsel’s [Faith-Based Organizations FAQ](http://www.seniorcorps.gov/for_organizations/funding/gc_guidance.asp), posted at http://www.seniorcorps.gov/for_organizations/funding/gc_guidance.asp.

B. Partnering with Other National Service Programs

The Corporation's Strategic Initiatives provide a framework for Corporation programs to work toward common goals in local communities, complementing and reinforcing each other's contributions. The Corporation encourages you to partner on the Strategic Initiatives and other local goals with other national service programs, including: AmeriCorps NCCC, AmeriCorps VISTA, Service-Learning grantees, State Commissions and their subgrantees, and AmeriCorps National Direct grantees.

C. AACC Plus 50 Initiative

The American Association of Community Colleges (AACC), a membership advocacy organization for community colleges, supports and promotes these colleges through policy initiatives, innovative programs, research and information and strategic outreach to business and industry and the national news media.

The AACC Plus 50 Initiative is a 3.5 year effort that began in 2008 to identify a pilot group of two-year institutions that will create or expand campus programs to engage the 50+ population in learning; training/re-training programs; and/or volunteer, civic, and service activities. The initiative is funded by a grant to AACC from the Atlantic Philanthropies. AACC has provided sub-grants to member colleges selected through a competitive grant process to 10 demonstration colleges and to 5 mentor colleges that have well-defined programs to serve the 50+ population. These programs have identifiable recruitment and outreach activities to engage the 50+ population. They also have two objectives during the 3-year period: 1) to expand or refine their existing programs, 2) to provide program guidance and support to and collaborate with 2 AACC designated Demonstration Colleges. Mentor Colleges will identify a Plus 50 team comprising a program director and a program associate who will implement Plus 50 activities at their own college and serve as liaison to the Demonstration Colleges. A plan for sustainability after the 3-year grant period is required.

Appended to this document is a list of participating colleges indicating which Senior Corps projects are co-located with participating community colleges. For more information on Plus 50 click [here](#).

Some suggestions for mutually supportive activities with these and other colleges that have Baby Boomer-oriented programs include:

- Assignment of RSVP volunteers to support Plus 50 and related activities at colleges.
- Senior Corps volunteers serving in the field with college service-learning and other community service activities.
- RSVP directing or helping to lead workshops at community colleges for nonprofits on recruiting the 50+ adult.
- Engaging the skills of community college professionals for RSVP activities.

Section 4: Data Integrity, Reporting, and Measuring Results

A. Ensuring Data Integrity in eGrants.

eGrants is the Corporation’s official system of record for grant awards and core data about grants and grantees. eGrants is used for agency metrics, external reporting, and management data. Data accuracy and timeliness are extremely important.

As you prepare your grant applications, budgets, amendments, Progress Reports, PPVA reports, please make every effort to ensure submissions are on time, accurate, and fully complete. If you have questions or concerns about how to complete a report, contact the Corporation State Office for assistance. Field staff have been asked to closely review your submissions and when they find discrepancies or incomplete submissions, to work with you to correct them before they accept the application or report.

With your help we can increase data integrity in eGrants and minimize the time and energy spent correcting data issues. As always, contact your Corporation State Office if you have questions about what is required, timelines, or anything else having to do with reporting.

B. Performance Measurement Requirements

Specific information about the Performance Measurement requirements of your grant is included in the [Senior Corps Grant Application](#). Additional information about meeting these requirements and links to technical assistance resources are included in Chapter 3, “Programming for Impact and Performance Measurement,” in the RSVP, SCP, and FGP Operations Handbooks and in [Senior Corps Toolkit: Performance Measurement Initiative](#).

An additional new resource, called “[Program Builder](#),” became available in 2009. Developed for Senior Corps and AmeriCorps by Project STAR, Program Builder is an online, interactive tool to help AmeriCorps and Senior Corps programs develop performance measures by choosing from a series of drop-down menus, creating the work plan, saving the Word document, customizing it, and – when ready – copying and pasting into eGrants.

In FY 2010, Senior Corps will begin exploring with grantees options for implementing standard national performance measures for FGP and SCP. In the meantime, as described below, SCP and FGP projects, as well as RSVP projects that have volunteers performing similar activities, can make use of a number of optional standardized work plans.

Accounting for All Enrolled Volunteers in Work Plans

The Corporation allows work plans to include varying degrees of detail, depending on whether the volunteer activities are included in outcome/impact –based work plans or other work plans.

However, *in every RSVP, FGP, and SCP project, all enrolled volunteers must be accounted for in work plans.*

“Non-Impact” Work Plans and Grantee Reporting

There are no required text fields in eGrants associated with “Non-Impact” work plans. You may use the narrative section to comment, but it is not required.

- **Optional Standard Work Plans and Performance Measurement Tools for Senior Companion, Foster Grandparent, and RSVP Projects**

SCP: In 2006, a working group was formed comprising a State Program Director and several Senior Companion project directors. With the assistance of Project Star, the group developed the following set of **optional** work plans and performance measurement tools available at The Resource Center to track and capture outcomes:

- [In Home Care Service Activity](#)
- [Companionship / Outreach Service Activity](#)
- [Respite Care Service Activity](#)

Use of these tools, available online at

<http://www.nationalserviceresources.org/star/sc-workplan-optional>, can streamline the efforts of Senior Companion projects, as all of the materials and indicators are pre-validated and reliable. RSVP projects can also adapt these materials for volunteers engaged in similar activities.

FGP: In the summer of 2007, a similar process began, where a State Program Director facilitated a working group of FGP project directors to develop the following optional work plans and performance measure tools for the Foster Grandparent Program. These materials were reviewed by the NAFGPD and are now available in final form at <http://nationalserviceresources.org/star/sc-option-foster>.

- [Preschool Activity](#)
- [Head Start Activity](#)
- [Elementary School Literacy Activity](#)
- [Mentoring Activity](#)

RSVP projects with volunteers engaged in similar activities may also adapt these materials for their purposes.

C. Optional Work Plans and Instruments for Measuring Benefits to Senior Corps Volunteers

Senior Corps projects not only address critical community needs; they also benefit the volunteers themselves. The packets listed below were developed over the past year by a working group of RSVP, Senior Companion, and Foster Grandparent program directors, Senior Corps staff, and Project STAR in order to provide Senior Corps project directors with materials to assist with measuring the benefits of volunteering. Included in each packet is a sample work plan, survey, and instructions for administering the survey and summarizing the data.

These work plans are not required and cannot be substituted for the required impact and non-impact work plans. However, you can use feedback collected from volunteers to improve your project by identifying strengths and areas for improvement in volunteer recruitment, training, placement, and retention. In addition, positive feedback

from volunteers can also be used to build stakeholder support for projects. Because these work plans are not part of regular work plan requirements, each of the four work plans identifies only one outcome.

- [Increase in Knowledge Outcome](#)
- [Volunteer Satisfaction Outcome](#)
- [Mental Health Outcome](#)
- [Physical Health Outcome](#)

D. Project Profile and Volunteer Activity (PPVA) National Data Collection

Information about Senior Corps projects and volunteer information will be collected in early FY 2010 using the annual Project Profile and Volunteer Activity (PPVA) national data collection and survey incorporated in eGrants as the Progress Report Data Supplement. The PPVA opened in eGrants on October 16, 2009, and submissions are due November 30, 2009.

Submissions from individual projects are aggregated to present national and regional snapshots of project activities, clients served, sponsor and volunteer station profiles, volunteer demographics and trends, and other aspects of project operations. State Offices are responsible for reviewing your PPVA submissions for accuracy and completeness.

E. Progress Reporting: Annual Performance Reporting/Semi-Annual Volunteer Service Hours Reporting

Beginning later in fiscal year 2010, you will receive more details concerning a planned change in progress reporting designed to reduce your reporting burden. The Performance Measures and Narratives components of Senior Corps grantee Progress Reports will be submitted only annually. However, Foster Grandparent and Senior Companion grantees will continue to report semi-annually the service hours and other information included on the Demographics screen in eGrants. Notices of Grant Awards will specify the new reporting frequency.

F. Annual Assessment of Project Operations

Senior Corps program regulations, in [45 CFR 2551.23\(j\)](#), [2552.23\(j\)](#), and [2553.23\(j\)](#), specify that grantees “annually assess the accomplishments and impact of the project on the identified needs and problems of the client population in the community” (or, in the case of RSVP, “of the community”). This assessment is often carried out with the involvement of members of the local community, including members of the project’s community participation group. It can make use of the ongoing data collection and reporting by the project for the previous year. There is no specified format or process; you can design a process that suits your local circumstances. You may find it helpful to make this annual assessment part of a broader review of all aspects of project operations, as described in Chapter 13 of the RSVP, FGP, and SCP Operations Handbooks (available at Senior Corp’s [Tools, Training and Information](#) website).

G. Optional Grantee Evaluations by Outside Evaluators

In addition to or as part of the required annual assessment referenced in Section 2, above, you may find it helpful to have your project evaluated by outside evaluators. In the past, sponsors have sometimes been able to partner with local organizations, such as the United Way, local colleges and universities, or research groups, to conduct low-cost evaluation studies. If you do have an external evaluation conducted, the Corporation

would be interested in learning the results, which you can summarize in the Organizational Capacity section of the grant application.

H. Customer Satisfaction Survey for 2010

Through this online survey, you have the opportunity to provide feedback on the quality of customer service that you receive from the Corporation. A third party firm, the CFI Group USA, LLC, conducts the Customer Satisfaction Survey. The results are a source of data for national reporting and provide vital feedback to the Corporation about successes and areas for improvement. For the 2008 survey, reported in FY 2009, the overall satisfaction score of Senior Corps grantees with services provided by the Corporation was up 1 point to 73 – four points above the Federal average of 69 points. Data collection for 2009 is scheduled to begin late September 2009, with results anticipated by the 3rd quarter of FY 2010.

Section 5: Training in FY 2010

A. Designated Grantee Training Event in FY 2010 - National Conference on Volunteering and Service

The **2010 National Conference on Volunteering and Service (NCVS)**, convening in New York City on June 28-30, 2010, is the official training event for Senior Corps grantees in FY 2010.

B. Budgeting for Training

- (a) All federally funded Senior Corps grantees may budget for one or two staff – the Project Director and the sponsor’s Executive Director or designee – to attend the NCVS in New York City.
- (b) Budget constraints prohibit the Corporation from providing supplemental grant augmentations to support the conference. You should estimate \$1,200 to \$1,500 per person to attend the NCVS and show these funds in the long-distance travel line item of your budget.
- (c) In lieu of attending the National Conference, grantees may identify and attend a different training event directly related to accomplishing the goals of the Senior Corps grant. This training must be approved by the Corporation State Office.

C. Conference Logistics

We will provide details concerning the conference venue, hotels, etc., as they become available.

D. RSVP Grant Recompetition Workshop at the 2010 National Conference

The Corporation will offer a workshop focused on RSVP re-competition during the National Conference. The session will be available in multiple workshop time blocks and is recommended for all RSVP grantee staff attending the conference. Online training materials will be available for RSVP grantees unable to attend.

E. New Project Director Training Pre-Conference

In 2010, as in recent past years, New Project Director Training will be offered as a pre-conference event at the National Conference. The New Project Director Training is specifically designed to help new project directors learn and understand key aspects of their roles, as directors of their projects and as staff of a federal grantee. In 2010, all new Senior Corps project directors, defined as those who started on their jobs after June 1, 2009, should make attending the National Conference, including the pre-con New Project Director Training, their highest training priority. Notify the Corporation State Office if you are a new project director and will be unable to attend this event.

F. National Conference Materials

At the 2008 and 2009 National Conferences on Volunteering and Service, a wide range of workshops, forums, and other sessions were presented.

2009 Conference: Presentations and other materials from many of the sessions are posted at <http://www.volunteeringandservice.org/learn/2009-conference.cfm>.

2008 Conference: The extensive Senior Corps-specific resources from this conference have been posted at <http://nationalserviceresources.org/sc-conference-2008>.

Section 6: RSVP Recompetition

The Serve America Act requires a recompetition process for existing RSVP grants to begin in 2013. Existing grantees must be provided an assessment and review in advance of the re-competition that addresses performance, compliance, adequacy of response to local needs, and collaboration with other organizations serving the needs of seniors. The assessment requires peer and community input. The law also requires that training and technical assistance be provided to existing grantees in preparation for the recompetition.

A working group of Corporation staff has developed an initial approach to implementing the requirements of the legislation. Going forward, there will be additional consultations with RSVP sponsors and project directors to help shape the approach to the assessment and technical assistance process, including:

- Obtaining input for the continuing development of an [RSVP Online Resource Guide](#), required by the Act.
- Developing an approach for community stakeholders to be represented in the assessment process.

Section 7: RSVP New Grants and Programs of National Significance (PNS) Competitions

The President's 2010 budget requested \$2.7 million in new funds for 9,000 new RSVP volunteers to serve in new and existing projects. The funds will support an estimated 20 new RSVP projects with approximately 6,100 volunteers and an estimated 40 grant augmentations, adding approximately 3,050 new RSVP volunteers.

The Application Guidelines will include specific programmatic opportunities. We anticipate that RSVP volunteers will focus on high-impact areas of priority, including leveraging additional volunteers, assisting frail seniors, and helping community organizations to deliver key services in a cost effective and efficient manner. The Corporation will specify that 20 percent of all new volunteers must be placed in assignments to recruit and coordinate community volunteers, thus expanding the capacity of local non-profits to greater meet their missions.

One-third of the RSVP increase, or approximately \$916,000, will be set aside for grants for Programs of National Significance (PNS), as defined in the Domestic Volunteer Service Act and amended by the Serve America Act. While the largest share of these funds will be competed among existing RSVP grantees, the Serve America Act specifies that "to the maximum extent practicable" at least 25 percent of the PNS funds" are to be awarded either to applicants that have no Corporation funding or applicants from locations where there are no Senior Corps projects. However, if less than 25 percent of the applicants for PNS funding do not meet these criteria, the Corporation can increase the percentage of funds going to existing grantees. For FY 2010, 25 percent of the PNS funds amounts to \$229,000.

The Corporation plans to run simultaneous competitions for new and existing grantees, beginning in late January 2010.

The competitions will have the same due dates and will be reviewed on parallel tracks by panels consisting of Corporation and outside reviewers.

Section 8: Federal Financial Report (FFR) and Program Income

In Fiscal Year 2009, the Corporation implemented two changes with respect to RSVP, Foster Grandparent and Senior Companion Program grants.

- A new government-wide Federal Financial Report (FFR); and
- Two new Terms and Conditions in the Notice of Grant Award (NGA).

A. New Federal Financial Report (FFR)

The Office of Management and Budget (OMB) mandated that all Federal agencies begin using a new Federal Financial Report (FFR) in 2009. When fully implemented, the new FFR will combine data that Corporation grantees report on two separate forms: the

Federal Cash Transaction Report to HHS (FCTR, also known as the “272”) and the Financial Status Report to Corporation (FSR, also known as the “269”).

Unlike the former Financial Status Report (FSR), the new FFR includes data fields specifically to report program income. Recognizing that the overarching purpose of Senior Corps programs is to address critical human and community needs by mobilizing and cultivating volunteers, we anticipate program income will be limited.

To anticipate questions concerning the FFR and the new program income reporting data element, the Corporation posted “Federal Financial Report (FFR) and Program Income Highlights, October 1, 2008” for staff and grantees to access at http://www.seniorcorps.gov/pdf/08_0930_sc_ffr.pdf. A more comprehensive set of questions and answers concerning program income is also available at the Resource Center’s Financial Management page: <http://www.nationalservicerresources.org/program-management/financial-management>.

When program income is in excess of the required non-Federal share, the grantee should contact the Corporation State Office to request a budget amendment to add a new budget activity. In the majority of cases, we anticipate that the budget amendment will be approved and that new activity costs will be added as a line item in the overall budget against grantee share, thereby increasing the total grantee share by an amount equal to the increase in the total budget. The amount of Federal funds awarded would not change. There may also be cases where the Corporation will reduce the Federal share of the grant to reflect the amount of program income.

B. New NGA Terms and Conditions

Two new Terms and Conditions, as follow, were added to all RSVP, Foster Grandparent, and Senior Companion program Notices of Grant Award (NGA) as of FY 2009:

Program Income Term and Condition

NGA Language

“Program income is to be used to further the purposes of the grant program for which the award was made. Program income from all sources must be reported and documented. Program income is revenue earned as a direct result of the grant-funded program activities during the award period and must be retained by the Grantee and used to finance the grant’s non-Corporation share. Program income earned in excess of the amount needed to finance the Grantee share must follow the appropriate administrative requirements of 45 CFR 2541 or 45 CFR 2543, and cost principles of 2 CFR 205, 2 CFR 225, 2 CFR 230 (formerly OMB circulars A-87, A-122 and A-21) 0148 CFR Part 31 and be deducted from total claimed costs, or, with approval from the Corporation through a budget amendment, be used to enhance the program (additive process). Grantees that earn excess income must specify the amount of the excess in the comment box on the financial report.”

Trafficking of Persons Term and Condition

All Federal agencies providing Federal assistance are required to include this Term and Condition as part of the grant. Trafficking of persons is strictly prohibited. The full provision will be included in the NGA.

Background information

While the program income provisions are existing grant requirements, the Corporation has not previously provided specific instructions regarding the implications of program income to grant budgets.

The Corporation will attempt to give Senior Corps grantees the broadest possible options of accounting for program income.

Attachment

American Association of Community Colleges (AACC) “Plus 50” Awardees and Geographically Co-Located RSVP Projects

State	City	AACC Awardee	Description	RSVP Project
California	Cucamonga	Chaffey Community College	Will start a new program for baby boomer volunteers to mentor and tutor under-prepared students	Community Senior Services, Pomona Valley RSVP, La Verne Sandee Hayden, Project Director rsvphayen@linkline.com VNA & Hospice of Southern CA, RSVP West Valley-San Bernardino, Claremont Patricia Henny, Project Director phenny@vnasocal.org
Florida	Gainesville	Santa Fe Community College	Will train baby boomer nurses to become instructors for nursing education programs and mentors for younger nurses	Alachua Co Board of County Commissioners, RSVP of Alachua County, Gainesville Rebecca Falmlen, Project Director rmf@alachuacounty.us
	Ocala	Central Florida Community College	Will develop course offerings that will lead to new employment opportunities for plus 50 students, including online business classes, individual and corporate tax preparation courses, medical transcription, and intergenerational computer courses	Central FL Community College, RSVP of Marion County, Ocala Patricia Booth, Project Director boothd@cf.edu
Illinois	Joliet	Joliet Junior College	Will offer workforce skills certificate programs to students over the age of 50 for new careers in high-growth jobs in healthcare and education	Catholic Charities Diocese of Joliet, RSVP of Joliet Area, Joliet Kristin Ruda, Project Director kruda@cc-doj.org
Massachusetts	West Barnstable	Cape Cod Community College	Will expand their current programs and develop a talent bank that matches plus 50 students with civic and service opportunities	Elder Services, Cape & Islands RSVP, South Dennis Susan Schneider, Project Director susan.schneider@escci.org
Minnesota	White Bear Lake	Century College	Will: <ul style="list-style-type: none"> • Help baby boomers retiring from professional and supervisory positions apply their leadership skills as community volunteers. • Help plus 50 professionals who've been downsized out of their current jobs with skill development courses in healthcare and 	University of Minnesota, Office of Sponsored Projects, RSVP of the Red River Valley, Minneapolis Deanna Patenaude, Project Director dpatenau@umn.edu Volunteers of America RSVP, Minneapolis Kelly O'Brien, Project Director, kobrien@voamn.org

			technology that enable them to re-enter the workforce.	
Missouri	St. Louis	St. Louis Community College	Will establish and pilot workshops on four campuses that will help plus 50 students unsure about how to make this next phase of their lives – will offer travel study tours, art classes and many other topics, offered in a format for non-degree seeking students, will enable baby boomers to re-connect with interests they may have set aside decades before while raising children and working	Cardinal Ritter Senior Services, RSVP of St. Louis, William Goldsmith, Project Director wgoldsmith@ccstl.org Lessie Bates Davis Neighborhood House, RSVP of St Clair Co & East St. Louis, E. St. Louis, IL Geretta Bonner, Project Director gbonner@lessiebatesdavis.org
North Carolina	Raleigh	Wake Technical Community College	Will centralize coursework and activities offered by three separate divisions under one organizational umbrella and offer afternoon college classes at convenient times to plus 50 students	City of Raleigh, RSVP Raleigh Elizabeth Needham, Project Director, elizabeth.needham@ci.raleigh.nc.us
Pennsylvania	Nanticoke	Luzerne County Community College	Will provide courses and services that encourage new job skills development and entrepreneurship for plus 50 students wanting to start a new business venture.	Luzerne/Wyoming Co, Bureau For Aging, Luzerne/Wyoming Counties RSVP Wilkes-Barre Anne Rappaport, Project Director arappaport@aging.luzernewyoming.org
South Dakota	Rapid City	Western Dakota Technical Institute	Will develop and pilot a national training model for baby boomers who want to become seasonal rangers and interpretive guides at national parks.	City of Rapid City, Black Hills RSVP Angelique Weeks, Project Director angie.weeks@rcgov.org
Texas	Dallas	Richland College	Will assess learning needs for baby boomers, develop life-enhancing curricula for plus 50 students seeking to re-define their lives and offer opportunities to retrain experienced workers.	Senior Citizens of Greater Dallas, Dallas RSVP Josi Beck, Project Director, jbeck@TheSeniorSource.org
Virginia	Arlington	Northern Virginia Community College	Will expand educational offerings targeting baby boomers and reach out to senior facilities with programs on retirement, personal finance, entrepreneurship, technology literacy and good health	The Campagna Center, Inc., Alexandria RSVP, Alexandria Jeannine Purdy, jpurdy@campagnacenter.org Loudoun Co Aging Svcs AAA, Loudoun County RSVP, Leesburg Debra Bressler, Project Director debra.bressler@loudoun.gov (28 miles) Vol Action Ctr Prince William Area,

Washington	Lakewood	Clover Park Technical College	Will offer an environmental science program alongside a volunteer on-site project for baby boomers including restoring wetlands, forests and an oak savannah	<p>Inc., Prince William Area RSVP, Manassas Diane Sundholm, Project Director dsundholm@volunteerprincewilliam.org (22 miles) American Red Cross Mount Rainier Chapter, Tacoma Pierce County RSVP, Tacoma Alison Leiman, Project Director aleiman@seattleyymca.org</p> <p>United Way of Pierce County, Pierce County RSVP, Tacoma Shawn Parkhurst, Project Director PeteG@uwpc.org YMCA of the Inland Northwest, RSVP of Spokane County, Spokane Clint Kruiswyk, Project Director ckruiswyk@ymcaspokane.org</p>
	Spokane	Community College of Spokane	Will help plus 50 workers upgrade or gain new skills and receive re-training to fill regional job vacancies and use distance learning so that plus 50 students located farther from campus can participate.	
	Vancouver	Clark College	Will:	<p>Human Services Council, RSVP Clark County, Vancouver Bobbi Casanova, Project Director bobbic@hsc-wa.org</p>
			<ul style="list-style-type: none"> • Redesign its small business development curriculum to offer second careers through business ownership at a wine and cooking school for wine hobbyists and food enthusiasts. • Develop a joint program with the Area Agency on Aging to train in-home caregivers. 	