



**Senior Corps** 2.0  
Experience for the Future

**RSVP**



# **RSVP in Disaster Services, Economic Opportunity, Environmental Stewardship, Veterans and Military Families, and Capacity Building**



Corporation for  
**NATIONAL &  
COMMUNITY  
SERVICE**

RSVP



# RSVP Focus Area

## Disaster Services





## Disaster Services Focus Area

Grants will help individuals and communities prepare, respond, recover, and mitigate disasters and increase community resiliency.

Grant activities will:

- increase the preparedness of individuals,
- increase individuals readiness to respond,
- help individuals recover from disasters, and
- help individuals mitigate disasters.





## Exercise

An RSVP project would like to include a work plan within the focus area of Disaster Services. The project has 30 volunteers with Red Cross that perform preparedness activities.





## Strategic Plan Objective 3: Disaster Services National Performance Measures

Output	Outcomes
D1 Number of individuals that received CNCS-supported services in disaster preparedness.	None
D2 Number of individuals that received CNCS-supported services in disaster response.	None
D3 Number of individuals that received CNCS-supported services in disaster recovery.	None
D4 Number of individuals that received CNCS-supported services in disaster mitigation.	None
D6 Number of RSVP volunteers service hours in Disaster Service activities.	None





## Activity: Does it fit?

### Current Work Plan

**Service Category:** Disaster Preparedness **Stations:** 3 **Volunteers:**30 **Clients:** 1500

**Community Need:** According to [www.ready.gov](http://www.ready.gov), “Knowing what to do before, during and after an emergency is a critical part of being prepared and may make all the difference when seconds count.”

**Service Activity:** RSVP volunteers provide training on disaster preparedness to community groups, distribute disaster preparedness kits and recruit volunteers to be trained to serve in the case of a disaster.

**Output:** 1500 community residents receive information on disaster preparedness strategies.

**Outcome:** 60% of surveyed participating community residents report implementing disaster preparedness strategies.

NOTE: THE COMMUNITY NEED STATEMENT IS SHORTENED FOR THIS EXERCISE.





## CNCS-Supported Services: Does it fit?

<b>Measure D1</b>	Number of individuals that received CNCS-supported services in disaster preparedness.
<b>Definition of Key Terms</b>	<b>CNCS-supported services:</b> Could be a variety of different kinds of supports to help the individuals have a higher quality of life, but cannot only be referrals to federal services without supplementary assistance. The assistance may be delivered by phone, e-mail, or in person. It may be delivered individually or as a group.





## Disaster Preparedness: Does it fit?

<b>Measure D1</b>	Number of individuals that received CNCS-supported services in disaster preparedness.
<b>Definition of Key Terms</b>	<b>Preparedness:</b> Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident.





## Making it Work

After reviewing the definitions, does this work plan align?

Measure D1: Number of individuals that received CNCS-supported services in disaster preparedness.

Output: 1500 community residents receive information on disaster preparedness strategies.





## Resources

- RSVP Competition NOFO Appendix B
- Focus Area Forum





# RSVP Focus Area

## Economic Opportunity





## **Economic Opportunity Focus Area**

Grants will provide support and/or facilitate access to services and resources that contribute to the improved economic well-being and security of economically disadvantaged people. Grant activities will help economically disadvantaged people to:

- have improved access to services and benefits aimed at contributing to their enhanced financial literacy;
- transition into or remain in safe, healthy, affordable housing; and
- have improved employability leading to increased success in becoming employed.





## Exercise

An RSVP project would like to identify Economic Opportunity as their Primary Focus Area. Using the RSVP performance measure instructions, let's review two work plans and determine if they are a fit.





## Strategic Plan Objective 2 Economic Opportunity: Housing Services

Output	Outcome
<b>O5 Number of economically disadvantaged individuals, including homeless individuals, <u>receiving housing services.</u></b>	O11 Number of economically disadvantaged individuals, including homeless individuals, transitioned into safe, healthy, affordable housing.
O2 Number of economically disadvantaged individuals receiving job training and other skill development services	O10 Number of economically disadvantaged individuals placed in jobs
O1 Number of economically disadvantaged individuals receiving financial literacy services.	None





## Activity: Does it fit?

### Current Work Plan

**Service Category:** Other Human Needs **Stations:** 1 **Volunteers:**15 **Clients:** 80

**Community Need:** According to the local community action agency 1,500 households have requested weatherization assistance. The agency only has resources to provide assistance to 150 homes.

**Output:** 80 additional low income, disabled or elderly households receive help with weatherization tasks in their home.

**Outcome:** 90% of clients report reduced energy bills.





## Does it fit Economic Opportunity?

<b>Measure O5</b>	Number of economically disadvantaged individuals, including homeless individuals, receiving housing services.
<b>Definition of Key Terms</b>	<p><b>Economically disadvantaged:</b> Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.</p> <p><b>Housing services:</b> Helps qualifying individuals find appropriate housing, find the resources to support use of appropriate housing, and assists individuals in accessing the appropriate housing. May or may not result in an actual placement. <b><u>May also include hands-on housing development and repair activities.</u></b></p> <p><b>Housing development</b> adds to the housing stock by building a new unit or substantially rehabilitating a unit that was either uninhabitable or soon would have become so. Involves replacing major systems such as the roof, the plumbing, the wiring, the foundation, or elevating the unit as required by a flood plain standard. <b><u>Housing repair is a more modest level of physical work on the unit, such as weatherizing, painting, replacing appliances and removing safety hazards.</u></b> Service requires an engagement with the individual in person, by phone, or through a web-interface. Pamphlets, brochures, or web-based information that does not involve a human interaction is not sufficient.</p>





## What changes does the program need to make to meet the definition requirements?

- Specify the population being served. If the stations are serving individuals that qualify as economically disadvantaged individuals, focus the RSVP volunteer's efforts on serving specifically this population.
- Volunteers serving only individuals that do not qualify as economically disadvantaged cannot be counted under Economic Opportunity.
- If all individuals served are seniors, this may qualify as an independent living work plan under Healthy Futures.





## **Making it Work**

### **Does it qualify as housing services?**

From definition of key terms, “May also include hands-on development and repair activities. Housing repair is a more modest level of physical work on the unit such as weatherizing, painting, replacing appliances and removing safety hazards.”

This program could count this station under the measure of increasing economic opportunity.

New Output: 80 economically disadvantaged individuals will receive housing services.





## Does the Outcome fit?

**Current Outcome:** 90% of clients will report reduced energy bills.

**Economic Opportunity Outcome O11:** Number of economically disadvantaged individuals, including homeless individuals, transitioned into safe, healthy, affordable housing.

This work plan could **not** be used as an “outcome” work plan because the project is not transitioning people into housing.





## Strategic Plan Objective 2 Economic Opportunity: Financial Literacy

Output	Outcome
O5 Number of economically disadvantaged individuals, including homeless individuals, receiving housing services.	O11 Number of economically disadvantaged individuals, including homeless individuals, transitioned into safe, healthy, affordable housing.
O2 Number of economically disadvantaged individuals receiving job training and other skill development services.	O10 Number of economically disadvantaged individuals placed in jobs
<b>O1 Number of economically disadvantaged individuals receiving <u>financial literacy services.</u></b>	None





## **Activity: Does it fit?**

Current Work Plan

**Service Category:** Other Human Needs **Stations:** 1 **Volunteers:**15 **Clients:** 375

**Community Need:** Low-income families need assistance with completing their taxes. RSVP volunteers become IRS-certified volunteers and provide free basic income tax return preparation to qualified individuals in local communities and inform taxpayers about special tax credits for which they may qualify.

**Output:** 375 low-income households will receive Volunteer Income Tax Assistance (VITA) tax assistance from RSVP volunteers.

**Outcome:** 90% of clients increase their knowledge of tax credits, impact of tax laws, and/or increase confidence to file on their own.





## Does it fit Economic Opportunity?

<b>Measure O1</b>	Number of economically disadvantaged individuals receiving financial literacy services.
<b>Definition of Key Terms</b>	<p><b>Economically disadvantaged:</b> Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.</p> <p><b>Individuals:</b> May be a single individual or may represent a family; may be of any age considered an “adult” in the state where services are provided</p> <p><b>Financial literacy services:</b> Includes “financial literacy education with regard to credit management, financial institutions including banks and credit unions, and utilization of savings plans” (2009 Serve America Act).</p>





## What changes does the program need to make to meet the definition requirements?

- The work plan specifies low-income individuals. The program could change it to say economically disadvantaged individuals.
- The program should ensure they can demonstrate the population being served does meet the requirements outlined in the definition.
- The definition of “individuals” may include a family.





## Does it align with Financial Literacy?

**Financial literacy services:** Includes “financial literacy education with regard to credit management, financial institutions including banks and credit unions, and utilization of savings plans” (2009 Serve America Act).

Note: The term “**includes**” at the beginning of the definition indicates that financial literacy services are not limited to those specific examples.





## Aligning with Financial Literacy

The project aims to increase the clients' knowledge of tax credits, tax law and increase comfort levels in filing tax returns on their own.

This work plan fits the definition of financial literacy services.





## **Making it Work**

With the changes noted previously, the program could use this as a performance measure under Economic Opportunity.

### **New Output**

**Output: 375 economically disadvantaged** individuals receive financial literacy services.





## Resources

- RSVP Competition NOFO Appendix B
- Focus Area Forum





# RSVP Focus Area

## Environmental Stewardship





## **Environmental Stewardship Focus Area**

Grants will provide direct services that contribute to increased energy and water efficiency, renewable energy use, or improving at-risk ecosystems, and support increased citizen behavioral change leading to increased efficiency, renewable energy use, and ecosystem improvements particularly for economically disadvantaged households and economically disadvantaged communities.





## Exercise

An RSVP project would like to include a work plan with the Environment Focus Area. The project has 25 volunteers working on river clean up.





## Strategic Plan Objective 2: Environmental Stewardship

Output	Outcome
EN4 Number of acres of national parks, state parks, city parks, county parks, or other public and tribal lands that are improved.	None
<b>EN5 Number of miles of trails or waterways (owned/maintained by national, state, county, city or tribal governments) that are improved and/or created.</b>	None
EN6 Number of tons of materials collected and recycled.	None





## Activity: Does it fit?

### Current Work Plan

**Service Category:** Other Environment **Stations:** 1 **Volunteers:**25 **Clients:** 150

**Community Need:** Debris litters the river which serves as a water supply for numerous communities down stream. Pollution and debris also impact the quality of water for recreation.

**Service Activity:** Volunteers will serve with the River Watchers to organize and participate in a river clean-up project.

**Output:** 6 tons of debris and metal and 300 tires are removed from approximately 10 miles of river.

**Outcome:** 80% of surveyed White River stakeholders report improved condition of the river.





## Does it fit Environmental Stewardship?

<b>Measure EN5</b>	Number of miles of trails or waterways (owned/maintained by national, state, county, city or tribal governments) that are improved, and/or created.
<b>Definition of Key Terms</b>	<p><b>Waterways:</b> Includes rivers, lakes and other bodies of water used for swimming, boating, fishing, or other forms of water-based recreation.</p> <p><b>Improved:</b> Restored to reduce human impact, removed invasive species, established native plants, built riparian buffers, cleared of natural debris (such as fallen trees/limbs) and unnatural debris (such as hazardous fuel and waste). Improvements must go beyond basic trash removal.</p>





## **Making it Work**

After reviewing the definitions, does this work plan align?

**Current Output:** 6 tons of debris and metal and 300 tires are removed from approximately 10 miles of river.

**Measure EN5:** Number of miles of trails or waterways (owned/maintained by national, state, county, city or tribal governments) that are improved, and/or created.





## Resources

- RSVP Competition NOFO Appendix B
- Focus Area Forum





# **RSVP Focus Area**

## **Veterans & Military Families**





## **Veterans & Military Families Focus Area**

**Grants will positively impact the quality of life of veterans and improve military family strength.**

Grant activities will increase:

- the number of veterans and military service members and their families served by CNCS-supported programs and
- the number of veterans and military family members engaged in service provision through CNCS-supported programs.





## Exercise

An RSVP project would like to include a work plan in the Veterans and Military Families Focus Area. Using the RSVP performance measure instructions, let's review a work plan and determine if it is a fit.





## Strategic Plan Objective 1 Veterans & Military Families

Output	Outcome
<b>V1. Number of veterans that received CNCS-supported assistance.</b>	None
V8. Number of veterans' family members that received CNCS-supported assistance.	None
V7. Number of family members of active-duty military that received CNCS-supported assistance.	None
V9. Number of military service members that received CNCS-supported assistance.	None
V3. Number of veterans assisted in pursuing educational opportunities.	None





## Activity: Does it fit?

### Current Work Plan

**Service Category:** Other Human Needs **Stations:** 3 **Volunteers:**30 **Clients:** 1500

**Community Need:** The unemployment rate among local veterans is higher than the state and national average.

**Output:** 400 Veterans receive training and assistance to obtain employment.

**Outcome:** Veterans served report less anxiety and more knowledge of a successful job search.





## Does it fit?

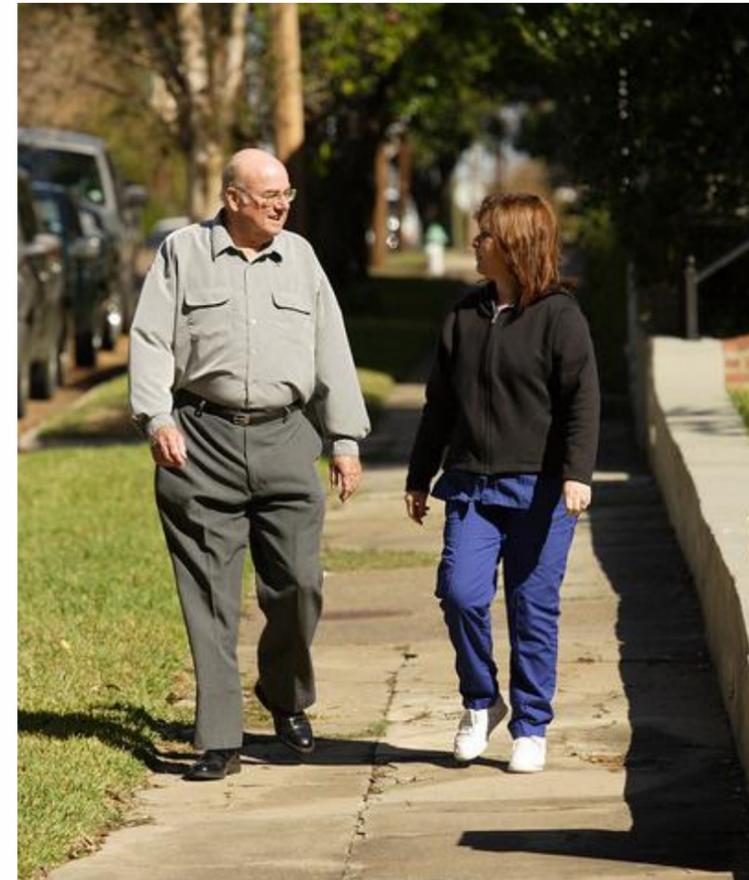
<b>Measure V1</b>	Number of veterans that received CNCS-supported assistance.
<b>Definition of Key Terms</b>	<p><b>Veteran:</b> “a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable.” section 101 of title 38,23 United States Code, <a href="http://veterans.house.gov/sites/republicans.veterans.house.gov/files/documents/Title%2038-SCRAPrint3.pdf">http://veterans.house.gov/sites/republicans.veterans.house.gov/files/documents/Title%2038-SCRAPrint3.pdf</a></p> <p><b>CNCS-supported assistance:</b> could be a variety of different supports to help the veterans have a higher quality of life, but cannot simply be referrals to federal services without supplementary assistance. The assistance may be delivered by phone, e-mail, or in person. It may be delivered individually or as a group.</p>





## Does this work plan meet the definition requirements?

- The population served is veterans.
- The employment workshops being provided fit the definition of CNCS Supported Assistance
- The activity aligns with the CNCS Focus area of Veterans & Military Families





## Where else can I count it?

The program would also like to use this performance measure as an Outcome measure. What Focus Area would enable them to do so?

- Education
- Healthy Futures
- Economic Opportunity
- Capacity Building





## Strategic Plan Objective 2 Complementary Measures

Output	Outcome (Optional)
Economic Opportunity	
O1: Number of economically disadvantaged individuals receiving financial literacy services.	No outcome options.
O2: Number of economically disadvantaged individuals receiving job training and other skill development services.	O10: Number of economically disadvantaged individuals placed in jobs.





## Where else can I count it?

### Economic Opportunity

To use the outcome for economic opportunity, the program changes the output and outcome.

*Original Output:* 400 Veterans receive training and assistance to obtain employment.

*Original Outcome:* Veterans served report less anxiety and more knowledge of a successful job search.

**Output O3:** 400 economically disadvantaged individuals receive job training and other skill development services.

**Outcome (O10):** 75 economically disadvantaged individuals are placed in jobs.





## Data Tracking

<b>Measure O10</b>	Number of economically disadvantaged individuals placed in jobs.
<b>Definition of Key Terms</b>	Economically disadvantaged individuals: Individuals counted for O3 Placed in jobs: individual is hired in a new job as a result of job placement services provided; individual may have been previously working in a different job or previously unemployed.
<b>How to Calculate Measure/ Collect Data</b>	Count of individuals receiving services in O3 who are hired into a new job. Count each individual only once even if the individual receives placement in more than one job.
	Suggested method is a copy of acceptance letter from employer or copy of first pay stub.





## Activity: Does it fit?

### Current Work Plan

**Service Category:** Other Human Needs **Stations:** 6 **Volunteers:**20 **Clients:** 1500

**Community Need:** According to state Department of Veterans Affairs Director there is a significant gap between the total number of veterans and those accessing the services available to them.

**Output:** 1,500 un-served veterans are provided basic intake information, benefits counseling, housing services information, and referral to County Veterans Service Officers Organizations (CVSO) as needed.

**Outcome:** 100 Veterans will receive US Government benefits for their Pension or Disability payments.





## Does it Align with CNCS-Supported Assistance?

<b>Measure V1</b>	Number of veterans that received CNCS-supported assistance.
<b>Definition of Key Terms</b>	<b>CNCS-supported assistance:</b> could be a variety of different supports to help the veterans have a higher quality of life, <b><u>but cannot simply be referrals to federal services without supplementary assistance</u></b> . The assistance may be delivered by phone, e-mail, or in person. It may be delivered individually or as a group.





## **Making it Work**

- The Output indicates diverse services beyond federal benefits.
- No Outcome measures are available for the Veterans Focus Area.

If the RSVP Program is providing other services in addition to referrals to federal benefits, this performance measure could align with the Veterans focus area.





## Resources

- RSVP Competition NOFO Appendix B
- Focus Area Forum





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# **RSVP National Performance Measures**

## **Capacity Building**



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## Capacity Building

### Capacity building activities must:

- Be intended to support or enhance the program delivery model.
- Respond to the organization's goal of increasing, expanding or enhancing services in order to address the most pressing needs identified in the community, and
- Enable the organization to provide a sustained level of more or better direct services after the national service participant's term of service has ended.





## Capacity Building

A set of activities that expand the scale, reach, efficiency, or effectiveness of programs and organizations.

These activities achieve lasting positive outcomes for the beneficiary populations served by CNCS-supported organizations.





## Strategic Plan Goal 3 Capacity Building: Leveraging Volunteers

Output	Outcome
G3-3.1 Number of community volunteers recruited by CNCS-supported organizations or National Service Participants.	G3- 3.3 Number of organizations implementing three or more effective volunteer management practices as a result of capacity building services provided by CNCS-supported organizations or National Service Participants.
G3-3.2 Number of community volunteers managed by CNCS-supported organizations or National Service Participants.	G3- 3.3 Number of organizations implementing three or more effective volunteer management practices as a result of capacity building services provided by CNCS-supported organizations or National Service Participants.





## Strategic Plan Goal 3 Capacity Building: Leveraging Resources

Output	Outcome
G3- 3.16 Dollar value of cash resources leveraged by CNCS-supported organizations or national service participants	None
G3- 3.17 Dollar value of in-kind resources leveraged by CNCS-supported organizations or national service participants	None





## Exercise

An RSVP project considers the following work plan to be capacity building. Using the RSVP performance measure instructions let's review the work plan and determine if it will align.





## Activity: Does it fit?

### Current Work Plan

**Service Category:** Other Human Needs **Stations:** 8 **Volunteers:**45 **Clients:** 1500

**Community Need:** Due to an increase in need for many services and decreases in funding, non-profits have limited capacity.

**Output:** 8 non-profits will receive RSVP volunteers to increase their internal capacity including data entry, office support, research and conducting tours.

**Outcome:** Non-profits will report enhanced community services because of the assistance provided by RSVP volunteers.

NOTE: THE COMMUNITY NEED STATEMENT IS SHORTENED FOR THIS EXERCISE.





## Does it fit Capacity Building?

**Current Output:** 8 non-profits will receive RSVP volunteers to increase their internal capacity including data entry, office support, research and conducting tours.

**Capacity Building Output:** G3-3.1 Number of community volunteers recruited by CNCS-supported organizations or National Service Participants.

**Capacity Building Output:** G3-3.2 Number of community volunteers managed by CNCS-supported organizations or National Service Participants.

**The current work plan could not be used for capacity building because the activities do not meet the definitions.**





## Definition: Community Volunteers

<b>Measure</b> <b>G3-3.1</b>	Number of community volunteers recruited by CNCS-supported organizations or national service participants.
<b>Definition of Key Terms</b>	<p><b>Community volunteers:</b> Citizens or residents in the community who are recruited and/or managed by the CNCS- supported organization or assigned national service participant(s) to offer time, knowledge, skills, and expertise for free to support the CNCS-supported program or organization. <b>Community volunteers differ from national service participants in that they are under no formal obligation to provide a specified amount of assistance (e.g., as measured by service hours), and <u>said volunteers are not enrolled in a national service program.</u></b> Also referred to as “leveraged volunteers.”</p>





## Definition: Supporting/Enhancing the Program Delivery Model

...Specifies that the services provided by the CNCS-supported organization or the national service participant engaged in the capacity building activity must be for the intended purpose of supporting or enhancing the CNCS-supported program delivery model. Said capacity building activities cannot be solely intended to support the administration or operations of the organization.





## Capacity Building Examples

### RSVP Volunteers may:

- Recruit additional (non-RSVP) mentors for local mentoring agencies that are facing a shortage.
- Assist in the development & implementation of improved volunteer management systems at other local non-profit agencies.
- Assist with fundraising activities.
- Assist with blood drives





## Resources

- RSVP Competition NOFO Appendix B
- Focus Area Forum

