

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

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

10/23/23

3. DATE RECEIVED BY STATE:

STATE APPLICATION IDENTIFIER:

2b. APPLICATION ID:

24SR261045

4. DATE RECEIVED BY FEDERAL AGENCY:

10/23/23

FEDERAL IDENTIFIER:

22SRICA001

5. APPLICATION INFORMATION

LEGAL NAME: San Bernardino, California, City of

UEI NUMBER: EJLMHR1CMKM7

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

290 N D ST

San Bernardino CA 92401 - 1734

County: San Bernardino

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

NAME: Nicolette Wilson

TELEPHONE NUMBER: (909) 384-5414

FAX NUMBER:

INTERNET E-MAIL ADDRESS: wilson_ni@sbcity.org

6. EMPLOYER IDENTIFICATION NUMBER (EIN):

956000772

7. TYPE OF APPLICANT:

7a. Local Government - Municipal

7b. Local Government, Municipal

8. TYPE OF APPLICATION (Check appropriate box).

☐ NEW

☐ NEW/PREVIOUS GRANTEE

☒ CONTINUATION

☐ AMENDMENT

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:

RSVP-San Bernardino

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

San Bernardino County: The San Bernardino Valley cities of Highland,
Redlands, San Bernardino, and Yucaipa; the high desert from Barstow

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

13. PROPOSED PROJECT: START DATE: 04/01/24 END DATE: 03/31/25

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

15. ESTIMATED FUNDING: Year #:

a. FEDERAL \$ 57,309.00

b. APPLICANT \$ 96,723.00

c. STATE \$ 0.00

d. LOCAL \$ 96,723.00

e. OTHER \$ 0.00

f. PROGRAM INCOME \$ 0.00

g. TOTAL \$ 154,032.00

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
DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE
IS AWARDED.

a. TYPED NAME OF AUTHORIZED REPRESENTATIVE:

Mitchell Assumma

b. TITLE:

c. TELEPHONE NUMBER:

d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:

e. DATE SIGNED:

12/12/23

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Executive Summary

The City of San Bernardino RSVP proposes to have a total of 296 AmeriCorps Seniors volunteers who will support transportation programs, companionship programs, nutrition programs, senior services, Citizens on Patrol with the San Bernardino County Sheriff's Department, and California Highway Patrol (CHP). The primary focus areas of this project is Healthy futures. At the end of the three-year grant, AmeriCorps Seniors volunteers will be responsible for a minimum of 54 students and/or socially isolated reporting they have gotten better grades and/or are feeling less lonely. The AmeriCorps federal investment of \$54,809 will be supplemented by the City of San Bernardino's match amount of \$80,804 excluding excess funds.

Strengthening Communities

The county of San Bernardino, in which the San Bernardino RSVP operates, is the largest County in the geographical United States. It spans over 400 square miles and the County's 2,180,085 inhabitants the AmeriCorps Senior, San Bernardino RSVP will serve cities with a total population of approximately 747,519 as of 2019 from the US Census Bureau. The communities in the service area are known as the Inland Empire, High Desert, and San Bernardino Mountains. This area of San Bernardino County has a higher unemployment rate, a higher poverty rate ranging from 10.3% to 35.3% across these communities, a higher high school drop-out rate, and a lower median family income level at an average of \$ 53,967 than the rest of the State and the Nation. In late 2019, the Corona Virus disease outbreak affected the United States and all around the world in more ways than one. A "Stay At Home" order took place as a community mitigation strategy to reduce the spread of the virus in the country. To clarify the Governor's "Stay-At-Home" order, California Acting State Health Officer, Eric Pan had issued a 10:00 p.m.-to-5:00 a.m. limited "stay at home" order on November 20th, 2020. The order was effective the next day, November 21, for the 41 of 58 California counties under the Purple Tier of California's Blueprint for a Safer Economy, which included San Bernardino County. According to the CDC, this public health practice caused States and territories that issued mandatory stay-at-home orders implications such as decreased population movement. The San Bernardino RSVP service area experienced a reduction of activities and close person-to-person contact outside the household. The community served were made up almost entirely of older adults, aged 50 or higher, and were found to be the most susceptible to this disease. As a result, members of the community were left with no other option than to take the precautionary measures needed to combat the spread of the virus. To combat this we have implemented the PAL program on a grander scale and

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created an opportunity with School on Wheels to provide remote tutoring through Zoom. PAL is a program designed to maintain contact with the socially isolated members of the community through scheduled phone calls from assigned volunteers. Many individuals felt lonely before the pandemic and even more faced severe isolation during it. It was important to continue the practice of safe social distancing during this time, so volunteers will be making the phone calls from home. This allows individuals to remain independent while still gaining the social support provided in a friendly phone call. School on Wheels is an LA-based program that has moved to the Inland Empire and provides tutoring and mentorship to homeless K-12 children. The opportunity to tutor has been on hold for the past year, but are moving the tutoring online for the safety of the volunteers and the children. Children use their school or library computers and connect with volunteers who have access to a home computer and high-speed internet. In the partnership with the City of San Bernardino AmeriCorps Senior RSVP, we have offered access to the computers at local senior centers, and the program is purchasing web cameras to open up the ability of our low-income senior volunteers to tutor and mentor these children in need. This will help support both companionship for the children, but also the volunteer who may feel isolated in these trying times. Partnering with the Jack L. Hill Lifelong Learning Center which is located in the city's public library will also be a volunteer opportunity for us to focus on academic success for those seeking homework help. These tutoring sessions can either be done in person or online as well. The San Bernardino RSVP will be assisting this Literacy program by providing them with the utmost qualified volunteers. Opening the Senior Center Garden is also a way to welcome back the volunteers after a long time of being away from the center. Volunteers enjoy the small luxury of having their garden to tend since many of them live in senior living homes that lack this amenity. Most importantly, they can connect with nature and with each other in a very open outdoor space, relieving stress while doing so. The new volunteer opportunities being presented in the San Bernardino RSVP service areas are an approach to maintaining healthy futures for independent living.

Recruitment and Development

Recruitment is completed through a variety of avenues, including community centers, posting on social media platforms such as Facebook and Instagram, All for Good, 211, a quarterly newsletter for the volunteers and volunteer sites, flyers, special events, street banners, and the City of San Bernardino website. As we rebuild our program after the changes COVID-19 has made to our program we will be working with our partners to find new ways to recruit volunteers as time goes on. The San Bernardino RSVP plan and infrastructure to ensure volunteers receive the training needed to

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be highly effective has been in effect for years with the San Bernardino County Sheriff's Department, California Highway Patrol, Loma Linda VA, City of San Bernardino Literacy Program at Norman Feldheym Central Library, City of San Bernardino Senior Nutrition Program. Senior Centers and School on Wheels. Training ranges from 4 hours for the City of San Bernardino Senior Nutrition Program to 40 hours with the California Highway Patrol and San Bernardino County Sheriff's Department. Additional training is provided throughout the year and as needed. We have found that training on-site provides a more highly effective and fulfilled volunteer and encourages a "best fit" placement.

While the PAL (Phone Alert League) program has sparked interest in many volunteers, both old and new, a call list of individuals that need social connection will be required to fulfill its purpose. The staff has created flyers, brochures, and even aired a public service announcement on a local television channel through the city's media group to raise awareness of the program to gain both volunteers and "clients". The efforts made were successful in recruiting eager volunteers for this program, but staff will now be going into senior living complexes within the service areas to connect with the actual individuals in need of this service.

The Advisory Council of Senior Programs is being revamped so that the members of the council are primarily made up of members of the community who would like to be involved and genuinely care for the success of both programs. To find these proactive individuals, staff will promote the Advisory Council of Senior Programs to college campuses and community centers through flyers, and will also be engaging in city programs such as "Coffee with a Cop", where members of the community come together and discuss community topics of interest. Rebuilding the council with devoted members can ensure we find the perfect match for the program's development. The Advisory Council of Senior Programs will be expected to help recruit volunteers, fundraise, event plan, and even administrate posts on social media. In exchange, we offer members of the Advisory Council of Senior Programs extensive leadership skills and experience with an organization that they can utilize to build their resumes. Through networking on social media and at other community events held within the year, we can partner with other proactive groups whose goal is also to support an underserved population. Advisory Council meetings are held quarterly, so to welcome the community at large, these meetings will be listed on the city's calendar which can be viewed on the city's website (www.SbCity.org).

Staff also hosts an RSVP booth at the Inland Empire Senior Games Health and Senior Resource Fair. This is an annual event that is open to the public and offers the community a wide range of different

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services and resources which allows staff to engage with new faces and enlighten them with the many benefits of joining RSVP. Also in conjunction with the City of San Bernardino Parks, Recreation, and Community Services Department RSVP staff and volunteers are participants in the Veterans Day Parade and Resource Fair each November 11th. As events open up RSVP staff are working with community partners to become more prominent in the community as part of the rebranding of the program.

THE DEMOGRAPHICS OF THE COMMUNITY SERVED AND PLANS TO RECRUIT A VOLUNTEER POOL REFLECTIVE OF THE COMMUNITY SERVED:

The City of San Bernardino is partnering with local Hispanic and African American organizations to recruit minority volunteers from which we have larger populations to pull from. Staff is also using resources such as Google translator to communicate with the volunteers who speak different languages from our own.

Promoting diversity and inclusion in the recruitment of volunteers starts with the uniqueness of staff. The San Bernardino RSVP is organized by different backgrounds instead of one type of person. Having a workforce that contains a diversity of age, marital status, work habits, educational backgrounds, race, socioeconomic status, points of view, and cultural interests, creates an environment that allows all kinds of different volunteers to succeed in service and contribute meaningfully. Based on this, the volunteer pool includes people from different backgrounds and is included in a way that goes beyond avoiding discrimination. The program actively involves people from different backgrounds and empowers them to be a part of RSVP. Recognizing the potential in every person no matter their religious belief, ethnicity, or gender brings a sense of belonging to everyone. That is why a diverse range of volunteer opportunities are offered because different kinds of people are attracted to different kinds of roles that require different kinds of skill sets as well as different time commitments.

Individuals with disabilities can serve right in the comfort of their homes, serving the role of a phone alert league.

Recruiting from individuals who use the community's services, such as but not limited to community food distribution, PAL, and senior nutrition. It's a very natural desire among many to want to give back to those that give to us. This strategy welcomes those with different socioeconomic backgrounds, disabilities, and immigration statuses to join forces with the San Bernardino RSVP.

PLAN AND INFRASTRUCTURE TO RETAIN AND RECOGNIZE THE RSVP VOLUNTEERS

To retain volunteers, project staff administers the San Bernardino RSVP service satisfaction survey to

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gather information once a year regarding the volunteer's level of satisfaction with RSVP in general, as well as their volunteer station sites. All input is reviewed by the RSVP Program Manager and all areas of dissatisfaction and satisfaction are addressed as able. Monthly birthday and occasional greeting cards will be sent out as a way to personally connect and build a good rapport with volunteers. The San Bernardino RSVP holds an annual RSVP Recognition Luncheon for all volunteers. Each volunteer is recognized for their years of volunteer service, which includes a full lunch, awards given for years of service, goodie bags, and raffle prizes for the attendees as able. To have more volunteers attend the recognition, two separate recognition events are held, one in the High Desert and one in the Inland Empire. What was once an annual newsletter will now be a quarterly newsletter to keep volunteers up to date with events and news. This was a decision made by staff so that volunteers can have more to look forward to throughout the year. In the quarterly newsletter, volunteers are profiled and recognized for their outstanding community service achievements. The San Bernardino RSVP will also be participating in the city's 21st Annual Veteran's Salute and Parade organized by the Parks, Recreation, and Community Development Services Department. This is an opportunity that showcases the dual honor of serving our veterans as well as serving beside them in the program. Understanding that volunteer service contributes millions of dollars to the economy is one of the top reasons why the San Bernardino RSVP invests in its volunteers in return. Creating the "RSVP Brand Ambassador" to represent the organization not only helps shape the direction of the program but also happens to motivate the volunteer to be just as invested in our outcomes. The ambassador role is meant for volunteers who are exceptionally skilled in recruiting other volunteers. At times, they'll be invited to help promote our organization at fairs, sites, and anywhere they feel is a great area to find potential volunteers. Reaching a sense of high importance will allow the ambassador to appreciate the opportunity to help the San Bernardino RSVP grow.

Program Management

Each volunteer station is required to complete a Memorandum of Understanding (MOU). The MOU of the San Bernardino RSVP lists the expectations of the volunteer station to align it with program regulations. Program staff works to cultivate a positive open relationship with volunteer site supervisors. Through routine station visits and direct interaction in the programs at the volunteer sites, the program staff guides work assignments to help prevent or identify prohibited activities. These visits are recorded on monitoring report forms with a follow-up action plan if corrective measures are warranted. The San Bernardino RSVP Volunteer Policies and Procedures Handbook is made available to all volunteers and volunteer stations which also provides additional clarification of the rules and

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regulations. As new regulations are introduced to the AmeriCorps Senior RSVP Program there is training through pamphlets or in-person training as needed. The RSVP Manager or Assistant schedules visits face-to-face, phone, or over Zoom on a routine basis, as well as case-by-case as needed. Communication with volunteers at their volunteer stations is another crucial part of the plan to track compliance with AmeriCorps Senior RSVP regulations. Direct observation of volunteer activities as we are able gives insight into the impact the volunteers provide for the community. The plan and infrastructure to ensure that volunteers are on target with their volunteer assignments are centered on weekly contact by the San Bernardino RSVP staff, supported by a written log, in/out process, and phone messaging system. The key to this communication success is to have volunteer site work with the San Bernardino RSVP staff to create complete and verifiable volunteer assignment descriptions that spell out clear volunteer performance expectations with time-sensitive deadlines. With the input, the San Bernardino RSVP staff work with Volunteer Site staff to build new programs or revamp existing programs to fit with the needs of the community and the San Bernardino RSVP national performance measures outcomes. All volunteer's, service activities, hours, mileage, and volunteer site stations information are tracked through timesheets and MOUs which are inputted into a database for easy recall and data point retention through the Volunteer Reporter, version 6.7. As stated in the San Bernardino RSVP policies and procedures: When making changes to volunteer stations to meet the changing needs of the community, San Bernardino RSVP staff will do all that possible to minimize the disruption to current volunteers and volunteer stations where able. (1) All current volunteers will be offered a new volunteer assignment within the San Bernardino RSVP realigned volunteer stations. (2) All current volunteers will be given the training and materials needed to make the move to their new volunteer assignment as smooth as possible. (3) Current volunteers who wish to remain with the graduates will be separated from the San Bernardino RSVP will continue to volunteer with their current volunteer station, without any benefits provided by the San Bernardino RSVP. (4) All stations which have been graduated will be provided with the contact information of another local volunteer organization, such as Volunteers of America, to help them meet the need of their respective program.

The San Bernardino RSVP and SCP programs have joined to form one advisory council to support the needs of both programs. The advisory council disbanded due to COVID-19 restrictions, but as restrictions are relaxed we are hoping to get it up and going again. The advisory council meets quarterly, with the RSVP Program assistant acting as the staff liaison for all meetings. We are looking for members from both programs, volunteer sites, and the community at large. With the input from

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the advisory council, the Program Managers direct the direction of the San Bernardino RSVP Program. The advisory council also does all fundraising for the two programs and they are expanding our recruitment profile in the communities we serve. An advisory council handbook has been created to ensure that all regulations of the advisory council are being met.

Organizational Capability

The city of San Bernardino operates under a hybrid Mayor-Council-City Manager form of government. The Mayor is elected by the voters at large and is the CEO of the City; City Council by their respective wards; and the City Manager is appointed and is the Chief Administrative Officer. The Department of Parks, Recreation, and Community Services directly oversees the RSVP project, whereas the Finance Department's sole purpose is the application and enforcement of sound fiscal management practices and procedures regarding all city services. All-City Departments follow audited public common practice financial policies and procedures as outlined in the City's Financial Operations Manual. They are all subject to Council approval and are maintained by the Finance and City Managers Departments. The City's program-based 2022-2023 Fiscal Year operates July 1st through June 30th of the following year. The Finance Department is one of 14 city departments that act as the centralized and formal means of disseminating Cost Principle Guidelines, as well as Administrative Guidelines and Audit Guidelines to the rest of the city departments/divisions. The City maintains a high level of checks and balances in its fiscal management systems, including a hierarchy review and approval process designed to ensure accurate budget management and a timely fiscal reporting system for the Senior Services Division of the Department. The City utilizes a reliable and audited service delivery system that has effectively met or exceeded all prior years' performance objectives of AmeriCorps Senior.

The City's Purchasing Division assists all departments in ensuring that internal procedures are in place for all accounts payable and receivables. Budget development and use are administered by the Parks, Recreation, and Community Services Department staff and further supported by the Finance Department Staff, especially for travel and mileage reimbursements for volunteers, and City Manager's Office. All project resources-both financial and in-kind are managed through policies and procedures set in place by the City of San Bernardino Finance Department; and are outlined in the Municipal Code 3.0's Purchasing System. All purchases are tracked by the use of a purchase order after the need has been determined, available funds have been verified and quotes have been obtained from local vendors to be awarded to the lowest responsive and responsible vendor. All purchase orders are submitted with proper documentation to be approved by the program staff supervisor and Director

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of the department. They are then forwarded onto the Finance Department who will once again review all submitted documents and determine budget availability for approval and seek City Manager, City Attorney, and Mayor and Common Council approvals as warranted. From there the purchase order is delivered to the vendor for services or materials to be received. Invoices for services or materials are then matched to the PO and processed through Accounts Payable in the Finance Department. All in-kind services, materials, and financial support for the program are tracked through receipts and deposit verification forms, subject to internal and external auditing, which, in turn, are issued via input into the City's New World financial management system. In-kind donations are managed by program staff through a process of documentation, tracking, and use.

Clearly defined roles are in place to secure the integrity of the City and all its many partners. The City Manager's Office oversees most city services, including that of the RSVP and all grant-funded programs. In addition to other support staff, the Finance Department provides several Accountant positions (Annie Clark) whose duties are to maintain records of revenue and expense; examine supporting documentation to establish proper authorization and conformance with agreements, contracts, and state and federal regulations; and compile and prepare routine accounting schedules and reports.

The Department of Parks, Recreation, and Community Services directly administers the RSVP project. From top-down, the Director/Department Head (Lydie Gutfeld) supervises the Community Recreation Manager (Mitch Assumma), who supervises the RSVP Manager (Nicolette Wilson), we are currently in the process of trying to hire a PT staff member to assist with the program. The Director of the Parks, Recreation, and Community Services Department reports to the City Manager. The RSVP Manager, Nicolette Wilson, has over 6 years working with the San Bernardino Parks, Recreation and Community Services Department starting as a Summer Lunch Program monitor, which was federally funded; a leader and coordinator for the "Creative Before & Afterschool Program" (C.A.P.S), which is a state-funded grant program; and then as a Community Center supervisor, managing staff, planning programs, planning special events, and working with the public. Ms. Wilson transitioned to the position of San Bernardino RSVP Program Manager in August of 2022. Her responsibilities include, but are not limited to, recruitment of volunteers and volunteer sites, building public awareness and support for the RSVP, planning and implementing recognition for the volunteers, and completing reports for AmeriCorps Senior and the sponsors.

A Senior Recreation Leader will be working part-time directly under Ms. Wilson, and their duties include, recruitment, special events, keeping records up to date both on paper and in Volunteer

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Reporter version 6.9 which is used to track volunteers, volunteer service activities, volunteer hours, and mileage, and volunteer sites information as well as many other duties as needed. Ms. Wilson has worked to build up the advisory council with new members throughout the communities we serve and has spearheaded the expansion of the PAL Program. The volunteers enjoy the youthful personality she brings to the program. The Community Recreation Manager (Mitch Assumma) has administered the RSVP in San Bernardino for over ten years, and he has over 30 years of experience in managing municipal services in the parks and recreation field, along with a Master's Degree in Public Administration. He has managed many grants and sponsorships in this professional tenure. The Director of Parks, Recreation and Community is responsible for the activities of its human resource, including recruitment, training, promotion, and retention; establishment of daily work schedules and routines, budget development and use; and communication of performance outcomes. The City of San Bernardino fiscal management procedures, including budget control, accounting systems, cash and banking procedures, payroll systems, and internal auditing, are operated, managed, and controlled through the City of San Bernardino Finance Department. The budget process is facilitated and administered annually via the Mayor, City Council, and City Administration. Variances in budgeted expenses are analyzed by the City Manager and Finance Departments. Reports on such data are disseminated quarterly. Individual City departments manage their budget and each Department Head is accountable to the City Manager. An independent auditor reviews city financial records annually.

The 5th Street Senior Center houses both the Senior Companion Program and the Retired Senior and Volunteer Program, which is funded through the City's General Fund as the match. The 5th Street Senior Center is ADA compliant and is currently being used for senior services administration, training and meetings, senior lunch meals, community programs, special interest classes, and group rentals. The Center is fully outfitted with tables, chairs, furniture, kitchen equipment for full meal preparation, sound and PA system, and office management. All health and safety OSHA requirements are followed. The City's Facilities Division of the Public Works Department maintains all building maintenance. Equipment and supplies are purchased as needed through the City's chain of command, utilizing best practice principles.

The City of San Bernardino as a municipal government operates under the State of California Code. The City of San Bernardino has managed RSVP for over 40 years and followed all grant requirements successfully in that long duration. Furthermore, the City has tightened all financial management systems and practices considerably since officially exiting Chapter 9 Bankruptcy in 2017. The City of

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San Bernardino Parks, Recreation, and Community Services Department is constantly seeking alternative funding resources in support of their community-serving mission. The detailed list below shows some of the grants received by our department (directly related to service programs).

Senior Nutrition Program │ 1978 ¿ Present

San Bernardino Head Start │ 1992 ¿ 2009

Nutrition Network Program │ 1998 ¿ Present

San Bernardino Mentoring Program │ 1992 ¿ 2009

Retired and Senior Volunteer Program (RSVP) │ 1975 ¿ Present

Senior Companion Program (SCP) │ 1975 ¿ Present

The City of San Bernardino RSVP in particular has met or exceeded its required non-federal financial share of the project every year of the past 46 years of funding. The percentage of the cities non-federal financial share or match the past five years has been: 2017 ¿ 2018: 48.6%, 2018 ¿ 2019: 52.6%, 2019 ¿ 2020: 54.3%, 2020 ¿ 2021: 54.3%, 2021 ¿ 2022: 55.8%. This match is reflected through the in-kind contribution of space in-kind as well as matching funds to help support project personnel expenses and fringe benefits, supplies, volunteer travel, insurance, and recognition.

Other

DEIA:

The RSVP program is incorporating Diversity, Equity, Inclusion, and Access into the Program through its Volunteer Recruitment Plan in several ways. The City will try to recruit in a manner that matches the City's current census demographics in the areas of national origin, spoken language, gender orientation, and income. Additional efforts to recruit for volunteers of Hispanic and low-income backgrounds (ie. promotional material in Spanish, advertising to multi-family dwellings, presentations to various religious facilities, the Hispanic and African Chambers of Commerce, etc.) is in progress. In addition, DEIA topics will be added to the agenda of all training opportunities, especially the Quarterly Meets whereby guest speakers or representatives from an organization or agency with a DEIA mission can provide dialogue promoting greater awareness of these issues. We are also looking to establish new MOU's within the community who are of a more diverse background, for example, Women's clubs and churches, to not only increase volunteer numbers but also promote those work site activities. We currently host Senior Advisory Council meetings monthly and will be seeking their input for ways to expand our DEIA objectives. Furthermore, the RSVP Coordinator will be encouraged to seek out other DEIA training opportunities (workshops, reading materials), including that offered by the California Parks and Recreation Society, to share with our

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senior volunteers. Making a greater DEIA fingerprint in our Program is a challenge as many of the foundations of volunteerism have been etched at by the effects of COVID-19 (isolationism, avoidance of public contact), high inflation, aging of the population and average volunteer age exceeding 70 years of age, transportation disparities, extended family care demands (childcare providers to grandchildren with no time for others), to name the most prevalent concerns. We are also hoping to find solutions to better retain senior-age volunteers in active Program service (free bus passes, distribution of PPE, refer no cost family resource services, provide personal health and safety care education, etc.).

Other Community Priorities:

RSVP has established a new MOU with Morongo Basin California Highway Patrol and initiated seven new volunteers to date. Two additional MOU's (Garcia Center for the Arts and the Older Californians Nutrition Program) have been established and various volunteer applications are in progress.

Volunteer Training:

The 2nd to 3rd year continuation grant includes a recently awarded \$2,500 augmentation for volunteer training in general. Quarterly meetings will be conducted at work station locations pertinent volunteer safety and service enhancement topics. Small healthy snacks and beverages will be provided, which will aid in volunteer retention efforts. Professional published handouts and/or guest speakers (fee and non-fee services) will be funded by this augmentation, along with some additional staff travel costs because of the large geographical service area Inland Empire with a focus on the City of San Bernadino).

PNS Amendment (if applicable)

N/A

Performance Measures

Primary Focus Area: Healthy Futures

% of Unduplicated Volunteers in Work Plans that result in Outcomes: 23%

% of Unduplicated in the Primary Focus Area: 23%

Performance Measure: 1.1 Companionship

Community Need to be Addressed:

Primary Focus Area: Healthy Futures Objective: Aging in Place

Community needs: As an approach to fulfill the community's need for social engagement and interaction during the CoronaVirus pandemic, the city of San Bernardino's RSVP program has reintroduced the Phone Alert League (PAL). Due to California's state regulations for safe social distancing, many seniors in the surrounding communities lost access to many resources and services that were once provided to them and ended up becoming socially isolated from society, increasing the number of people who are now suffering from loneliness. This will provide a volunteer opportunity that is safe for both the volunteer and the community. The county of San Bernardino's census from July 2019 showed a record of 11.9% of its population as persons who are of the age of 65 years and up. A recent study from the NIH shows that the elderly are more prone to developing signs of depression and decreased mental health well-being. As people age, they find themselves spending more time alone, which can make them more vulnerable to social isolation which can be associated with cognitive decline. Our goal is to try and help seniors so that they can live a more independent life by providing them with supportive and meaningful social connections. Many seniors find that when they can look forward to receiving a friendly call as often as requested, they can feel a part of society by engaging in conversations about current events within the community. A survey will be used to determine the effectiveness of the calls being made to these individuals to learn if they feel less lonely than before joining the program. An estimated number of 52 volunteers will be devoting 5 hours of their time weekly to at least 1 volunteer station and will be expected to provide 13,520 hours every year, offering the community a value of \$347,734 to help individuals in need of social connection across our service areas.

Focus Area:	Healthy Futures	Objective:	Aging in Place	Number of Volunteer Stations:	1
Anticipated Unduplicated	52				
Anticipated Volunteer	55				
Service Activity:	Companionship				
Service Activity Description:	An estimated number of 52 volunteers will be devoting 5 hours of their time weekly in at least 1 volunteer station and will be expected to provide 13,520 hours every year, offering the community a value of \$347,734 to help individuals in need of social connection across our service areas.				
Anticipated	H4A: Number of individuals served				
Target: 52	How Measured: Tracking System				
Instrument Description:	Volunteer Agenda Book				
Anticipated	H9A: Number of individuals who report having increased social support or improved capacity for inde				
Target: 52	How Measured: Tracking System				
Instrument Description:	Annual Survey				

Performance Measure: 2.1 Companionship

Performance Measure: 2.1 Companionship

Community Need to be Addressed:

The City of San Bernardino and surrounding areas currently have a large population of senior aged persons that are sick, shut in, socially isolated, or doesn't have any family to do wellness checks or even provide resources for them. The number of that has increased since the start of the Covid- 19 pandemic. The PAL (Phone Alert League) program is a program set up for senior aged volunteers at our community centers, and they get a phone list of other seniors that are socially isolated in their homes and conduct wellness calls, provides resources and information to them about all the programs going on in the community to better support their quality of life.

Focus Area:	Healthy Futures	Objective:	Aging in Place	Number of Volunteer Stations:	2
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Anticipated Unduplicated 10

Anticipated Volunteer 10

Service Activity: Companionship

Service Activity Description: Senior aged volunteers will conduct wellness calls to other seniors that are sick, shut in, socially isolated etc. about 2- 3 times a week. On these wellness calls volunteers will provide resources to those who don't/can't leave the house and inform them on meal programs, health and wellness workshops senior aged activities and programming in the area,

Anticipated H4A: Number of individuals served

Target: 4 How Measured: Tracking System

Instrument Description: Timesheets

Anticipated H9A: Number of individuals who report having increased social support or improved capacity for inde

Target: 4 How Measured: Tracking System

Instrument Description: Timesheets- See volunteer assignment column

Performance Measure: 3.1 N/A

Community Need to be Addressed:

Focus Area: Other Community Priorities Objective: Other

Community Need: San Bernardino RSVP volunteers will be able to address current community priorities through volunteer opportunities in places like the Veterans Affairs Hospital, Senior Centers, Community Gardens, and Senior Nutrition Programs. Currently, about 34,626 inhabitants in this service area are veterans, which is why RSVP volunteers will be supporting them through service at the Loma Linda VA Hospital through companionship, food service, and transportation. About 12.6% of San Bernardino RSVP' s service area population are older adults 65 years and older according to the 2019 Census Bureau. Volunteering in senior centers will bring older adults together who like to keep busy and help execute the day- to- day functions and activities that are carried out through the centers. There are approximately 572,305 inhabitants within the service area who live in poverty. Volunteers assist in programs such as Community Food Distributions, as well as Hygiene Packs, provided by sponsors.RSVP volunteers support the Senior Nutrition Program in the Fifth Street Senior Center, Perris Hill Senior Center, and the Highland

Performance Measure: 3.1 N/A			
<p>Senior Center, where they help serve food to qualifying individuals. Starting the Senior Center Garden was a group project with plenty of RSVP volunteers hands on deck. After building a suitable garden for seniors at the Fifth Street Senior Center, volunteers will now be able to enjoy the benefits of gardening while creating a new program for the community to engage in.</p>			
Focus Area:	Other Community Priorities	Objective:	Other
		Number of Volunteer Stations:	15
Anticipated Unduplicated	229		
Anticipated Volunteer	229		
Service Activity:	N/A		
Service Activity Description:	An estimated 234 volunteers are expected to serve 121,680 hours in other community priorities. Senior Volunteers are supporting the community by volunteering their time at surrounding senior centers in the community and support with programming like serving lunches, leading aerobics classes, knitting classes, taking care of the gardens every morning, conducting computer classes.		
Anticipated	SC1: Grantee met their target for community priority activity (Yes/No)		
Target:	234	How Measured:	N/A
Instrument Description:	RSVP timesheet- Refer to volunteer assignment		
Anticipated	- - No outcome selected- -		
Target:		How Measured:	
Instrument Description:			

Performance Measure: 4.1 Companionship			
Community Need to be Addressed:			
<p>PAL- Program. RSVP Staff will implement volunteers at various station sites to conduct wellness checks via phone for those aging adults that are ill, bed ridden or socially isolated. RSVP staff will broker resources by conducting advisory council meetings and will gather resources to provide to volunteers to pass down to aging adults that are in need.</p>			
Focus Area:	Healthy Futures	Objective:	Aging in Place
		Number of Volunteer Stations:	2
Anticipated Unduplicated	5		

Performance Measure:	4.1	Companionship
Anticipated Volunteer	10	
Service Activity:	Companionship	
Service Activity Description:	PAL- Phone Alert League	
Anticipated	H4A: Number of individuals served	
Target: 15	How Measured: Tracking System	
Instrument Description:	Volunteer Reporter	
Anticipated	H9A: Number of individuals who report having increased social support or improved capacity for inde	
Target: 15	How Measured: Tracking System	
Instrument Description:	Volunteer Reporter, Spread sheet	

Required Documents

Document Name

Status

Applicant Operational and Financial Management Survey (OFMS)

Already on File at CNCS

