

## 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):

03/06/24

3. DATE RECEIVED BY STATE:

STATE APPLICATION IDENTIFIER:

2b. APPLICATION ID:

24SC264587

4. DATE RECEIVED BY FEDERAL AGENCY:

03/06/24

FEDERAL IDENTIFIER:

24SCICA002

#### 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: Oscar Rivas

TELEPHONE NUMBER: (909) 384-5413

FAX NUMBER:

INTERNET E-MAIL ADDRESS: Rivas\_os@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: 94,016

10b. TITLE: Senior Companion Program

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

SCP of San Bernardino

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

San Bernardino County (Colton, Fontana, Grand Terrace, Highland, Loma Linda,  
Redlands, Rialto, San Bernardino, and Yucaipa)

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

13. PROPOSED PROJECT: START DATE: 07/01/24 END DATE: 06/30/27

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

15. ESTIMATED FUNDING: Year #:

a. FEDERAL

\$ 335,162.00

b. APPLICANT

\$ 120,633.00

c. STATE

\$ 0.00

d. LOCAL

\$ 120,633.00

e. OTHER

\$ 0.00

f. PROGRAM INCOME

\$ 0.00

g. TOTAL

\$ 455,795.00

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:

Oscar Rivas

b. TITLE:

c. TELEPHONE NUMBER:

(909) 384-5413

d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:

e. DATE SIGNED:

04/29/24

# **Narratives**

## **Executive Summary**

The City of San Bernardino proposes to have 50 AmeriCorps Seniors volunteers who will provide companionship, light housekeeping, assistance with meal prep/nutrition, transportation, family caregiver respite care and social activities in San Bernardino County (Colton, Fontana, Grand Terrace, Highland, Loma Linda, Redlands, Rialto, San Bernardino, and Yucaipa). AmeriCorps Seniors Volunteers will serve 37 Volunteer Service Years (VSYs) each year. The primary focus area of this project is Healthy Futures. AmeriCorps Seniors Volunteers will be responsible for increasing the number of seniors receiving essential services and companionship, leading to improved quality of life such as enhanced social connectedness, emotional well-being, and overall satisfaction among both volunteers and their client companions. The AmeriCorps investment of \$332,662 will be supplemented by \$113,907 in City of San Bernardino general funds.

## **Strengthening Communities**

### **INCORPORATION DIVERSITY, EQUITY, INCLUSION, AND ACCESSIBILITY**

Incorporating Diversity, Equity, Inclusion, and Accessibility (DEIA) into the City of San Bernardino Senior Companion Program (SCP) entails a multifaceted approach aimed at ensuring representation, fairness, belonging, and accessibility for all volunteers and clients. Diversity refers to the range of backgrounds, perspectives, and identities within our program, including factors such as race, ethnicity, gender, language, income, and ability. Equity involves recognizing and addressing systemic disparities to ensure fair opportunities and outcomes for all individuals, particularly those from historically marginalized groups. Inclusion focuses on fostering a sense of belonging and respect for diverse experiences, perspectives, and identities, creating an environment where everyone feels valued and empowered to contribute. Accessibility emphasizes removing barriers and providing accommodations to ensure that individuals of all abilities can fully participate in our program.

To operationalize these principles, the SCP has implemented various strategies. We prioritize recruitment efforts that reflect the diverse demographics of our community, including outreach to underrepresented groups such as Hispanic and low-income individuals. Efforts include promoting volunteer opportunities through culturally relevant channels, providing materials in multiple languages, and engaging with diverse community organizations and chambers of commerce. Training sessions incorporate DEIA topics to increase awareness and promote dialogue among volunteers, emphasizing the importance of cultural competency and inclusivity in service delivery.

## **Narratives**

Furthermore, we are actively seeking partnerships with organizations representing diverse backgrounds, such as women's clubs and churches, to expand our volunteer base and promote inclusive service opportunities. The SCP Project Director is encouraged to pursue DEIA training opportunities and resources, including those offered by the California Parks and Recreation Society, to enhance our capacity in this area.

Despite challenges posed by factors such as COVID-19, transportation disparities, and caregiver demands, we remain committed to addressing these issues and finding solutions to better support and retain senior-age volunteers in our program. This includes initiatives such as providing free bus passes, distributing personal protective equipment (PPE), and referring volunteers to no-cost family resource services.

Overall, the City of San Bernardino SCP is dedicated to fostering a diverse, equitable, inclusive, and accessible environment where all volunteers and clients feel valued, respected, and empowered to participate fully in our program.

### **DESCRIBE AND DEMONSTRATE THE COMMUNITY NEED.**

The 2020 U.S. Census Bureau estimates state that there are 261,799 (12.5%) people who are 65 years and older in San Bernardino County with 36,652 (14%) of them living alone. The City of San Bernardino Senior Companion Program area of service is the Inland Empire region of the County. The Inland Empire is located in the inland valley area of the county. In San Bernardino County there are 13.4% of individuals and families living below the poverty level, which is 1.2% higher than the entire State of California. Our SCP is currently serving 11 communities within San Bernardino County: The San Bernardino Valley cities of Colton, Fontana, Grand Terrace, Highland, Loma Linda, Redlands, Rialto, San Bernardino, Bloomington, Mentone, and Yucaipa. Information obtained from the 2020 Census of the U.S. Census Bureau estimates indicate the population of the communities served is 809,480 and encompasses a 248.4 square mile area. The estimated number of residents over the age of 65 is 88,029 (10.9%). The estimates indicate that 32,380 (4%) of the population are Veterans. The population by ethnicity is 53.6% Hispanic or Latino, and 46.3% Non-Hispanic or Latino.

## **Narratives**

The population by race is 25.9% White, 7.9% African American, 8% Asian, 0.4% American Indian and Alaskan Native, 0.3% Native Hawaiian and Pacific Islander, 0.5% some other race alone, and 3.1% identified by two or more races. According to the 2020 U.S. Census Bureau, estimates indicate 108,470 (13.4%) of the population in the communities served are below the poverty level. The community served includes mostly low-income homebound older adults and individuals with disabilities. Disability population statistics for San Bernardino County indicates there are 253,072 (11.6%) that have a disability and, in the community, served the population estimate with a disability is 93,899. Approximately 80% of all calls received by the SCP staff are by individuals with sight impairment as their disability, have lost their ability to drive, and are in need of transportation.

Our SCP volunteers will assist in the primary focus area of Healthy Futures by providing homebound, or older adults and individuals with disabilities, social and emotional services along with transportation to allow each individual live a better independent life.

The San Bernardino Adult Day Care Center has identified a 75% increase risk of isolation or depression and a decline in functional abilities in frail elderly and disabled adults in the community. People, generally, are social by nature, and social relations can help them live longer, healthier lives. The daily dynamics associated with the coronavirus pandemic has certainly challenged the effectiveness of our volunteers' activities. Companionship and socialization are important tools in combating loneliness and preventing negative health and medical conditions associated with loneliness. The Center for Disease Control and Prevention (CDC) in November 2020 reported poor social relationships (characterized by social isolation or loneliness) are associated with a 29% increased risk of heart disease, a 32% increased risk of stroke, with about a 50% increased risk of dementia.

Inland Caregivers Resource Center, Pacific Hospice, and The Visiting Nurses Association, current programs identified by City of San Bernardino SCP, are respite services for caregivers and is one of the most pressing community needs in the Inland Empire. Furthermore, SCP volunteers will provide respite service to caregivers which will improve social ties or perceived social support.

From phone calls by frontline staff, recent past surveys, and interactions with seniors in our community in a multi-faceted service industry (municipal parks and recreation), many seniors have been found to live alone and have little to no contact with the others in the community, and the healthcare practices of social distancing and isolationism, as a result of the coronavirus, provide a



## **Narratives**

"Catch 22" situation. Most of the clients have shared they would not be able to age in place without the help of a Senior Companion, although the virus poses a severe threat to both the senior-age companion volunteer and the senior-age client, who are most vulnerable to the virus. Peace of mind is hard-pressed in both regards, yet the feelings of loneliness brought on by isolation can be devastating, especially to the senior-age population and the disabled who have little or no family to care for them.

ARTICULATE A THEORY OF CHANGE, MEANING HOW THE SERVICES OF THE VOLUNTEERS WILL ADDRESS THE COMMUNITY NEEDS AND HOW THE SERVICE ACTIVITY DESCRIBED PROVIDES A SIGNIFICANT CONTRIBUTION TO THE OUTCOMES OF THE WORK PLAN THAT LEAD TO NATIONAL PERFORMANCE MEASURES OUTCOMES.

SCP volunteers in the primary focus area of Healthy Futures/Companionship and Respite for Caregivers will provide service activities to include: companionship; transportation and assistance to medical appointments, pharmacies to obtain needed medications, grocery stores, and/or food banks; and other services such as pay utilities and legal assistance to help them live more independently.

Current SCP volunteers help with the daily living activities that allow clients to stay living independently longer, especially those with little or no sight and have difficulty with identifying the right medications to take, cooking meals, home cleaning tasks, or responding to e-mails or letter writing. SCP volunteers may also provide direct respite services to caregivers that will provide temporary relief from the stresses of caregiving by providing short term assistance for an adult who is the primary caregiver for another person.

Many Seniors in our service area are homebound, without family nearby, or neighborly contacts to assist them. SCP volunteers provide social and emotional assistance and can be utilized to make wellness calls to future/waitlist clients of the Senior Companion Program. These social and wellness checks give hope and fight the negative effects of depression upon both the physical and mental health of each client, not to mention the benefits that this altruistic behavior extends to the volunteer.

## **Narratives**

Activity logs and timesheets will indicate the hourly and financial contributions to the national performance measures. Outputs and outcomes will also be determined by the use of annual client and caregiver surveys that should reflect the benefits of the program, as well as monthly testimonials to be reported.

LOGICALLY CONNECTS ALL ELEMENTS TOGETHER, AS DESCRIBED IN THE NOTICE.

o THE COMMUNITY NEED(S) IDENTIFIED;

The community served includes mostly low-income homebound older adults and individuals with disabilities in need of companionship, transportation, assistance to obtain food and essential needs as well as medical services. Caregivers are in need of respite services to allow them short-term, temporary relief from the stresses of caregiving and of an increase in social support of the client.

o THE SERVICE ACTIVITIES THAT WILL BE CARRIED OUT BY AMERICORPS SENIORS VOLUNTEERS;

AmeriCorps Seniors Volunteer service activities will include: companionship; respite services; transportation and assistance to medical appointments, pharmacies to obtain needed medications, grocery stores and/or food banks, and other services such as utilities pay, finding legal assistance, reading mail, e-mail replies, and letter dictation to help them live more independently.

o THE INSTRUMENT DESCRIPTION AND DATA COLLECTION PLANS;

SCP staff will routinely conduct client and caregiver surveys that measure desired outcomes. Surveys will be collected and measured based on the measurement tool instructions. Surveys will be kept on file in the SCP office. Survey outputs and outcomes will be reported in the annual progress report in the E-grants system. Monthly testimonials will also be routinely provided.

o WORK PLANS THAT INCLUDE TARGET NUMBERS THAT LEAD TO OUTCOMES OR OUTPUTS, AND ARE APPROPRIATE FOR TOTAL NUMBER OF VOLUNTEERS ASSIGNED TO THE WORK PLAN;

Target numbers are based on 2 - 4 individuals per volunteer and outcomes are based on prior years of

## **Narratives**

clients.

- 5 unduplicated volunteers will provide respite services/companionship to 10 - 20 caregivers.
- 30 unduplicated volunteers will provide Companionship, Nutrition/Food Support, Transportation, and Medical Services to 90 - 120 individuals.

### **WORK PLAN OUTPUTS AND OUTCOMES ALIGN WITH NATIONAL PERFORMANCE MEASURES REQUIREMENTS.**

SCP volunteers in the primary focus area of Healthy Futures/Companionship or Respite for Caregivers will provide service activities to include transportation to medical appointments, pharmacies, grocery stores and/or food banks, and other services such as utilities pay, finding legal assistance, reading mail, e-mail replies, and letter dictation to help them live more independently. SCP volunteers will provide direct respite services to caregivers. Activity logs or timesheets will indicate the hourly and financial contributions to the national performance measures. Outputs and outcomes will also be determined by the use of client and caregiver satisfaction surveys in addition to direct VSY data.

### **WORK PLAN OUTPUTS AND OUTCOMES ARE ACHIEVABLE, BASED ON RESOURCES, PROGRAM DESIGN, AND VOLUNTEERS ENGAGED.**

The City of San Bernardino SCP project has been under the sponsorship of Parks, Recreation and Community Services Department for 49 years. The Department has organized personnel to ensure the success of the Program. The Director of Parks, Recreation and Community Services Department, Lydie Gutfeld, provides support and positive leadership for the SCP program to the City Manager, City Council and Mayor, and the San Bernardino community at large. Direct support, leadership, and supervision are provided to the program by Mitch Assumma, Community Recreation Manager. The City of San Bernardino also has two full time employees that work solely with the SCP program to assure work plans are achieved and in support of the program. The City of San Bernardino SCP has worked, and continues to work, with the San Bernardino County Department of Aging and Adult Services, Alzheimer's Association, Family Service Agency, and other various Community organizations, as well as Senior Community Centers.

## **Recruitment and Development**

## **Narratives**

### **Recruitment and Development:**

**YOUR PLAN AND INFRASTRUCTURE TO ENSURE AMERICORPS SENIOR VOLUNTEERS RECEIVE TRAINING NEEDED TO SUCCEED IN THE SERVICE ACTIVITIES DESCRIBED IN THE WORKPLAN.**

SCP staff working with our Advisory Council and station supervisors will use prior assignment plans and needs of community as well as needs of volunteers to assist us in developing the topics for our monthly In-Service training and include those topics in our 20 hour pre-service orientation. New volunteers are required to go through 20-hour pre-service orientation training with the program coordinator. Training may include, and is not limited to, SCP handbook review, policies, and procedures, Modules from CNCS website, training from Alzheimer's Association website, "What would you do?" videos from CNCS, and available client resources in the community such as food distribution, local senior center services, mental health care, legal assistance, funeral/trust/will planning retirement, insurance fraud, personal safety, and other information of interest to senior-age individuals.

As our focus area is Healthy Futures, our in-service training will include, but not be limited to: how to avoid slips and falls, making good decisions about driving, Alzheimer's/Dementia, how to maintain a healthy brain, how to prevent mail fraud and other financial scams that target seniors, safe use of medications, healthy eating and nutritional information, and exercises for elderly and disabled adults, to name a few. We will include training on area specific disaster planning such as earthquakes and, of course, the latest information on disease control, especially regarding the COVID-19 virus. SCP staff will network with other community organizations to secure speakers to give presentations and informational handouts. Sign-in sheets will be used to monitor volunteer involvement.

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

o The SCP staff will recruit new volunteers and clients at community outreach events, health fairs, and other venues/networks with local agencies. We will advertise on the City website, on several local electronic marquee's, local hard-print media sources, as well as our readily available social media sources. We will attend routine community meetings focused on senior-age services provided by the County of San Bernardino. Another plan to recruit volunteers will be to collaborate with Healthcare plan Representative to attend community focused meetings and connect with community

## **Narratives**

organization representatives. We will also advertise at local low-income senior housing communities and Senior Centers primarily through flyer postings and phone calls. We will send our recruitment flyers and brochures bi-annually to an extensive mail list of local churches, golf clubs, businesses providing senior services (auto repair shops, hair styling and beauty shops, laundry facilities, travel and tour agencies, etc.), community service groups who tend to have older board members, and other senior living facilities.

### **o INDIVIDUALS FROM DIVERSE RACES, ETHNICITIES, SEXUAL ORIENTATIONS, OR DEGREES OF ENGLISH LANGUAGE PROFICIENCY**

The SCP staff recruits for volunteers with no restrictions on the basis of formal education, experience, race, color, national origin including limited English proficiency, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, or military service. Individuals with bi-lingual skills in Spanish are highly sought due to a large number of Spanish-speaking residents in the Inland Empire service area. Currently the City of San Bernardino SCP project has two Spanish-speaking staff at the 5th Street Senior Center where the Program Office is located, and there are several volunteer Companions that assist with prospective volunteers.

### **o VETERANS AND MILITARY FAMILY MEMBERS AS AMERICORPS SENIORS VOLUNTEERS**

SCP staff will establish a communication network with volunteer center coordinators and social workers at the Veterans Hospital in Loma Linda as a significant outlet in its recruitment efforts to attract volunteer veterans and military family members to become SCP volunteers. We will also visit veteran organizations in our service area to make face-to-face appeals before their boards and memberships: The American Legion, Veterans of Foreign Wars, The Eagles, and The Elks.

### **o AMERICORPS SENIORS VOLUNTEERS WITH DISABILITIES**

The SCP staff will assist volunteers with disabilities to accommodate their needs, such as reading for individuals who are illiterate or accommodating work assignments to meet the ability of volunteer's limitations, such as provision of a walker or cane. SCP staff will attend the Department of Aging and Adult Services (DAAS) quarterly meetings and events to recruit individuals with age-related disabilities.

### **o AMERICORPS SENIOR VOLUNTEERS BETWEEN THE AGES OF 55 AND 70 YEARS OLD**

## **Narratives**

The City of San Bernardino SCP does have an age requirement for eligibility of 55 or older for volunteers. SCP staff will verify age with the volunteer's Government-issued driver's license or identification card.

### **YOUR PLAN AND INFRASTRUCTURE TO RETAIN AND RECOGNIZE THE AMERICORPS SCP VOLUNTEERS.**

SCP staff will plan, coordinate, and implement an Annual Volunteer Recognition Event for all volunteers near the latter part of the fiscal year. Each volunteer is recognized for their volunteer service with a meal, a gift or gift bag filled with goodies, and a certificate of appreciation which includes their years of service, most hours served, and most clients serviced. The program will also hold a Holiday Social in December as a mid-year inspiration for the volunteers, with gifts and festivities as well. The program will also recognize volunteers at our monthly in-service meetings for specific outstanding actions and recognize volunteers who have upcoming birthdays, sharing a birthday song and cake. In addition to being recognized during the program's monthly in-service meetings, SCP volunteers will enjoy light refreshments. The program may receive In-Kind donations for the holiday event and Annual Volunteer Recognition Event, cake donations, gift cards, items for goodie bags, etc. SCP staff also provides guidance and an "Open Door" policy for volunteers to share concerns and gain support for their needs or just for peace of mind. Another way we retain volunteer service is by conducting an annual SCP Volunteer Satisfaction Survey from all volunteers and following through with their input where possible. All information received from the survey is reported and we will address any areas of dissatisfaction immediately and with finality.

### **Program Management**

#### **THE PLANS AND INFRASTRUCTURE TO ENSURE MANAGEMENT OF VOLUNTEER STATIONS ARE IN COMPLIANCE WITH AMERICORPS SCP PROGRAM REGULATIONS (SUCH AS PREVENTING OR IDENTIFYING PROHIBITED ACTIVITIES).**

Through the Memorandum of Understanding (MOU) agreement (which includes the self-certification section to ensure that all volunteer stations are public or private non-profit organizations or licensed proprietary health care facilities), each volunteer site agrees to follow the guidelines that are set inside the agreement. Through periodic volunteer station visits and interaction with the volunteer supervisors the program is able to see the work that is being done and may be able to identify and prevent prohibited activities. Each Site Supervisor will be provided a policies and procedures manual with pertinent forms included. The information of the Site Supervisor will be periodically updated as

## **Narratives**

the contact information may change. They are also responsible to give the Companion their work assignment and provide SCP staff with an assignment plan or care plan and a signed Letter of Agreement. New volunteer stations are developed through an on-site visit with the station site supervisor and staff to explain how we can help their clients, what our respective roles and responsibilities will be, and defining the supervisor and communication channels. The SCP Director/Coordinator will assign Companions to the volunteer site to develop skills and capabilities that would prepare the Companion for needed community service to the agency. All Companion assignments must meet the following stipulations: Create new or expand existing community services, provide meaningful work and the opportunity to learn new skills that can possibly help both the Companion and the client, and all volunteer stations must be in a safe, drug-free and healthy environment. The Coordinator of Volunteers provides oversight of each volunteer site supervisor. As needed the SCP Coordinator will research organizations in the service area to recruit new stations in line with work plans and regulations.

### **YOUR PLAN AND INFRASTRUCTURE TO DEVELOP AND/OR OVERSEE VOLUNTEER STATIONS TO ENSURE THAT VOLUNTEERS ARE PERFORMING THEIR ASSIGNED SERVICE ACTIVITIES.**

SCP staff will perform quarterly volunteer station visits. During those visits client and/or caregiver assignment plans or care plans will be discussed and evaluated with each volunteer station supervisors to ensure that volunteers are performing their requested activities. A simple checklist to document the visit will be developed and utilized going forward. If changes or additions to volunteer's activities need to be made, a new care plan will be devised during that time and immediately implemented. Site Supervisors will do annual assessments with clients to update assignment plans. Timesheets will be used, including client name and initialed dates of service, to ensure volunteers are performing their assigned service activities. Site Supervisors are responsible for approving timesheets and to make sure that the pay period dates, number of hours volunteered, and dates of volunteering are correct for the month being reported.

### **YOUR EXPERIENCE AND ORGANIZATIONAL TRACK RECORD IN WORK PLANS THAT LEAD TO NATIONAL PERFORMANCE MEASURES OUTCOMES.**

SCP volunteers have provided volunteer service to the City of San Bernardino for close to fifty years! The program has always provided personal one-on-one service to senior citizens, then to disabled

## **Narratives**

adults, and then to caregivers. SCP Volunteers provide companionship, nutrition/food support, transportation to medical services/appointments to individuals who have reported as having significantly decreased life-enhancing social ties or perceived social support. The greatest challenge by far is related to the efficient recruitment of qualified volunteers, especially when the average age of the volunteer Companion is 70 years and turnover is high due to normal death rates. One reason we are successful in recruitment is because we have employed two full-time, benefitted employees to manage the Program. Annual and semi-annual progress reports have always been evaluated as favorable and on-time, with prompt resolution of any discrepancies.

### **DEMONSTRATE PLANS TO ADDRESS CULTURE OF VOLUNTEERS STATIONS TO BE SAFE INCLUSIVE SPACES FOR DIVERSE VOLUNTEERS:**

we will prioritize cultivating an environment that fosters safety, inclusivity, and respect for diversity. Through our Memorandum of Understanding agreements and regular site visits, we emphasize the importance of creating volunteer stations that are welcoming to individuals from all backgrounds. Each volunteer site supervisor will receive training and support to ensure they understand and uphold our commitment to inclusivity. We provide resources such as policies and procedures manuals and periodic updates to ensure that supervisors are equipped to maintain a safe and supportive environment for volunteers. Additionally, we actively engage with volunteer stations to address any concerns or issues related to inclusivity, and we encourage open dialogue and feedback from volunteers to continuously improve our practices. By promoting a culture of acceptance and diversity, we aim to create a fulfilling experience for volunteers while maximizing the positive impact of our program on the communities we serve.

### **Organizational Capability**

**YOUR PLANS AND INFRASTRUCTURE TO PROVIDE SOUND PROGRAMMATIC AND FISCAL OVERSIGHT (BOTH FINANCIAL AND IN-KIND) AND DAY-TO-DAY OPERATIONAL SUPPORT TO ENSURE COMPLIANCE WITH AMERICORPS SENIORS SCP REQUIREMENTS (STATUTES, REGULATIONS, AND APPLICABLE OMB CIRCULARS) AND TO ENSURE ACCOUNTABILITY AND EFFICIENT AND EFFECTIVE USE OF AVAILABLE RESOURCES.**

**o COMPLIANCE WITH AMERICORPS SENIORS SENIOR COMPANION PROGRAM REQUIREMENTS(STATUTES, REGUALTIONS, AND APPLICABLE OMB CIRCULARS)**



## **Narratives**

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. The City Manager is the Chief Administrative Officer, who directs most City departments. The Department of Parks, Recreation and Community Services directly oversees the SCP 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. These are all subject to Council approval and are maintained by the Finance and City Manager Departments. The City's program-based Fiscal Year operates July 1st through June 30th of the following year. The Finance Department is one of 13 city departments. This department acts 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.

### **o ACCOUNTABILITY**

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 timely fiscal reporting system for the Senior Services Division of the Parks, Recreation and Community Services Department. The City utilizes a reliable and audited service delivery system that has effectively met or exceeded all prior years' performance objectives of AmeriCorps Seniors. 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 is administered by the Parks, Recreation and Community Services Department staff and further supported by the Finance Department staff, especially for travel and reimbursements for volunteers. The City of San Bernardino is celebrating forty-six years of demonstrated services as a provider of Volunteer Service Programs for youth and seniors. The City of San Bernardino SCP project has been under the sponsorship of Parks, Recreation and Community Services Department for 49 years. The Director of Parks, Recreation and Community Services Department, Lydie Gutflod, provides support and positive leadership for the SCP program to the City Manager, City Council and Mayor, and the San Bernardino community at large. Direct support, leadership, and supervision are provided to the program by Mitch Assumma, Community Recreation Manager.

**YOUR ORGANIZATION'S CAPACITY TO:**

## **Narratives**

o DEVELOP AND IMPLEMENT INTERNAL POLICIES AND OPERATING PROCEDURES TO PROVIDE GOVERNANCE AND MANAGE RISK, SUCH AS ACCOUNTING, PERSONNEL MANAGEMENT, AND PURCHASING.

The Director of Parks, Recreation and Community Services is responsible for the activities of its human resources, 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 the development and use of their own budget, and each department head is accountable to the City Manager. An independent auditor reviews City financial records annually.

### **REPORTING MECHANISM AND TRAINING PLAN:**

The City of San Bernardino has an effective mechanism for reporting suspected criminal activity, waste, fraud, and/or abuse to both the AmeriCorps Office of Inspector General and AmeriCorps. This mechanism involves designated points of contact within the Parks, Recreation and Community Services Department who are responsible for receiving and documenting reports of suspected misconduct. Reports are promptly forwarded to the appropriate authorities for investigation and resolution.

By implementing these measures, the City of San Bernardino demonstrates its commitment to maintaining integrity, accountability, and transparency in its operations, ensuring that any instances of suspected misconduct are addressed promptly and appropriately.

Additionally, the City can plan and develop a training plan to educate staff and participants on reporting protocols. Training sessions include information on recognizing signs of misconduct, understanding reporting procedures, and ensuring timely and accurate reporting. Training opportunities can be provided regularly to both staff and volunteers, with a focus on promoting awareness and understanding of the importance of reporting suspected violations.

## **Narratives**

### **o EFFICIENT AND EFFECTIVE USE OF AVAILABLE RESOURCES**

The City of San Bernardino SCP has worked, and continues to work, with the San Bernardino County Department of Aging and Adult Services, Catholic Charities, Lighthouse for the Blind, Meals on Wheels, Family Service Agency, and various Community and Senior Centers. The SCP program effectively uses The City of San Bernardino Fifth Street Senior Center to hold In-service training meetings. SCP also benefits from knowledge of local organizations on valuable training for volunteers. The City of San Bernardino Parks, Recreation and Community Services Department is constantly seeking alternative funding resources, cash or in-kind, 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 Program -- 1992 -- 2009; Nutrition Network Program -- 1998 -- 2016; San Bernardino Mentoring Program -- 1992 -- 2009; RSVP (Retired Senior Volunteer Program) -- 1975 -- Present; SCP (Senior Companion Program) -- 1975 -- Present; and Kaiser Hospital Community Foundation Grant 2008 -- Present. Outdoor Equity 2021 -- Present;

### **CLEARLY DEFINED PAID STAFF POSITIONS, INCLUDING (AS APPLICABLE)**

#### **IDENTIFICATION OF CURRENT STAFF ASSIGNED TO THE PROJECT AND HOW THESE POSITIONS WILL ENSURE THE ACCOMPLISHMENT OF THE PROGRAM OBJECTIVES.**

The City Manager's Office oversights most city services, including that of the SCP and all grant-funded programs especially. In addition to other support staff, the Finance Department provides several Accountant positions (Annie Clark, CPA) 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, including audit reviews. The Department of Parks, Recreation and Community Services directly administers the SCP project. From top down, the chain of command is the Director/Department Head (Lydie Gutfeld), the Community Recreation Manager (Mitch Assumma), the Community Services Supervisor (LaKeisha Jackson), and the SCP Coordinator (Oscar Rivas), the SCP Coordinator of Volunteers (Delores Suarez). The Director of the Parks, Recreation and Community Services Department reports to the City Manager. The SCP Coordinator - SCP's responsibilities include, but are not limited to, assigning volunteers to volunteer stations, conducting

## **Narratives**

volunteer station visits, maintaining budget and expenditure records, grant reporting in E-grants, recruitment of volunteers and volunteer sites, building public awareness and support for the SCP, planning and implementing recognition for the volunteers, attending grant workshops and training conferences and completing reports for the corporation and the sponsor. The Coordinator of Volunteers assists the SCP Coordinator in all areas of the Program coordination in ways relevant to the position's authority, but is most responsive to daily client and companion service needs.

The Community Recreation Manager (Mitch Assumma) has administered the SCP in San Bernardino for over 14 years as Manager of the Senior Services division. He has over 35 years of experience in managing municipal services in the parks and recreation field. Mr. Assumma holds a Master's Degree in Public Administration, and a Bachelor's Degree in Recreation Administration.

### **o MANAGE CAPITAL ASSETS SUCH AS FACILITIES, EQUIPMENT, AND SUPPLIES.**

The 5th Street Senior Center houses both the Senior Companion Program and the Retired Senior and Volunteer Program, which is funded through a combination of the City's General Fund and various Federal and State grants. The 5th Street Senior Center is ADA compliant and is currently being used for administration, training and meetings, community programs, special interest classes, and group rentals. The Center is fully outfitted with tables, chairs, furniture, play equipment, kitchen equipment for full meal preparation, sound and PA system, and office management; the grant-funded Senior Nutrition Program also operates out of the 5th Street Senior Center along with lunch meal serving at five other locations. 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.

### **Other**

The City of San Bernardino has implemented a robust data collection system to monitor, evaluate, and enhance volunteer activities, aligning with National Performance Measure requirements. Utilizing volunteer timesheets, Excel forms, and client surveys, the program captures a comprehensive range of data on volunteer engagement, service delivery, and client outcomes. Volunteers diligently track their hours and document service details through timesheets, while Excel forms provide a platform for recording in-depth information on volunteer duties and client

## **Narratives**

interactions. This structured approach enables the program to assess volunteer participation, evaluate service effectiveness, and measure progress against performance indicators.

Moreover, client surveys are conducted to solicit feedback on satisfaction levels, service outcomes, and areas for improvement. Integrating client perspectives into data analysis enhances the program's understanding of client needs and preferences, guiding service customization and improvement initiatives. By leveraging insights from client feedback alongside volunteer data, the program aims to optimize service delivery and demonstrate meaningful impact within the community.

Furthermore, the program's data collection framework supports evidence-based decision-making, program evaluation, and reporting. By harnessing the combined power of timesheets, Excel forms, and client surveys, the program enhances volunteer program management, improves service quality, and reinforces accountability in achieving program objectives.

Despite challenges in securing non-federal support, our organization remains deeply committed to program sustainability, with a longstanding history of oversight and continued financial contributions of 20-30% of the funding. Recognizing the importance of maximizing resources and ensuring long-term viability, we are dedicated to optimizing internal processes, leveraging federal funding effectively, and maintaining cost-efficient operations. Through strategic financial management and a steadfast commitment to our mission, we aim to sustain program impact and continue serving seniors and communities effectively for years to come.

Additionally, our organization will be accepting the one-time grant of \$2,500 designated for travel and training purposes. This funding will support volunteer development initiatives, including training sessions, workshops, and conferences, enhancing the capacity and skills of our volunteers to deliver high-quality services to the community.

### **PNS Amendment (if applicable)**

Not applicable.

## Performance Measures

% of Unduplicated Volunteers in Work Plans that result in Outcomes: 100%

% of Unduplicated in the Primary Focus Area: 100%

Performance Measure: 1.4 Food Delivery

Community Need to be Addressed:

Long- term caregivers face significant challenges, including financial strain, health issues, and emotional stress. Our Respite Care program offers essential breaks to caregivers, allowing them time to prioritize their own well- being. We aim for independent in- home clients to experience reduced social isolation and prolonged independence at home, while providing caregivers the opportunity to attend to personal matters or work commitments.

Respite care for seniors is provided on an ongoing and as- needed basis. Ideally, AmeriCorps Senior Companions would spend four hours with a client twice a week. However, flexibility is key, and we tailor our support to meet individual needs. To ensure the well- being of our senior volunteers, we require a minimum commitment of five volunteer hours to prevent burnout.

By offering flexible respite care solutions and prioritizing caregiver support, we strive to enhance the overall quality of life for both caregivers and those receiving care.

Focus Area: Healthy Futures

Objective: Aging in Place

Number of  
Volunteer  
Stations: 1

Anticipated  
Unduplicated 3

Anticipated  
Volunteer 2

Service Activity: Food Delivery

Service Activity  
Description: SCP Volunteer may transport older adult clients to local senior community center to receive a free meal.  
AmeriCorps Senior Companions would spend four hours with a client twice a week.

Anticipated H13: Caregivers of homebound or older adults/individuals with disabilities receiving respite service

Target: 6 How Measured: Client Tracking Database

Instrument Description: Client intake form and assignment care plan for each client indicating respite care is being provided.

Anticipated H14: Number of caregivers who reported having increased social ties/perceived social support

Target: 3 How Measured: Tracking System

Instrument Description: Surveys and assignment care plan

Performance Measure: 1.3 Transportation

Community Need to be Addressed:

Long- term caregivers face significant challenges, including financial strain, health issues, and emotional stress. Our Respite Care program offers essential breaks to caregivers, allowing them time to prioritize their own well- being. We aim for independent in- home clients to experience reduced social isolation and prolonged independence at home, while providing caregivers the opportunity to attend to personal matters or work commitments.

Performance Measure: 1.3 Transportation

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By offering flexible respite care solutions and prioritizing caregiver support, we strive to enhance the overall quality of life for both caregivers and those receiving care.

Focus Area:	Healthy Futures	Objective:	Aging in Place	Number of Volunteer Stations:	1
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Anticipated Unduplicated 3

Anticipated Volunteer 2

Service Activity: Transportation

Service Activity Description: SCP Volunteer may transport client to grocery store, post office, medical appointments, and other necessary transportation needs. AmeriCorps Senior Companions would spend four hours with a client twice a week.

Anticipated H13: Caregivers of homebound or older adults/individuals with disabilities receiving respite service

Target: 6 How Measured: Client Tracking Database

Instrument Description: Client intake form and assignment care plan for each client indicating respite care is being provided.

Anticipated H14: Number of caregivers who reported having increased social ties/perceived social support

Target: 3 How Measured: Tracking System

Instrument Description: Surveys and assignment care plan

Performance Measure: 1.1 Companionship

Community Need to be Addressed:

Long- term caregivers face significant challenges, including financial strain, health issues, and emotional stress. Our Respite Care program offers essential breaks to caregivers, allowing them time to prioritize their own well- being. We aim for independent in- home clients to experience reduced social isolation and prolonged independence at home, while providing caregivers the opportunity to attend to personal matters or work commitments.

Respite care for seniors is provided on an ongoing and as- needed basis. Ideally, AmeriCorps Senior Companions would spend four hours with a client twice a week. However, flexibility is key, and we tailor our support to meet individual needs. To ensure the well- being of our senior volunteers, we require a minimum commitment of five volunteer hours to prevent burnout.

By offering flexible respite care solutions and prioritizing caregiver support, we strive to enhance the overall quality of life for both caregivers and

Performance Measure: 1.1 Companionship			
those receiving care.			
Focus Area:	Healthy Futures	Objective:	Aging in Place
Anticipated Unduplicated	4	Number of Volunteer Stations:	1
Anticipated Volunteer	3		
Service Activity:	Companionship		
Service Activity Description:	SCP volunteers will provide social and emotional well- being. The client will receive a sense of belonging and develop positive meaningful relationships. AmeriCorps Senior Companions would spend four hours with a client twice a week.		
Anticipated	H13: Caregivers of homebound or older adults/individuals with disabilities receiving respite service		
Target: 6	How Measured: Client Tracking Database		
Instrument Description:	Client intake form and assignment care plan for each client indicating respite care is being provided.		
Anticipated	H14: Number of caregivers who reported having increased social ties/perceived social support		
Target: 3	How Measured: Tracking System		
Instrument Description:	Surveys and assignment care plan		

Performance Measure: 1.2 Preventing Elder Abuse			
Community Need to be Addressed:			
Long- term caregivers face significant challenges, including financial strain, health issues, and emotional stress. Our Respite Care program offers essential breaks to caregivers, allowing them time to prioritize their own well- being. We aim for independent in- home clients to experience reduced social isolation and prolonged independence at home, while providing caregivers the opportunity to attend to personal matters or work commitments.			
Respite care for seniors is provided on an ongoing and as- needed basis. Ideally, AmeriCorps Senior Companions would spend four hours with a client twice a week. However, flexibility is key, and we tailor our support to meet individual needs. To ensure the well- being of our senior volunteers, we require a minimum commitment of five volunteer hours to prevent burnout.			
By offering flexible respite care solutions and prioritizing caregiver support, we strive to enhance the overall quality of life for both caregivers and those receiving care.			
Focus Area:	Healthy Futures	Objective:	Aging in Place
			1



Performance Measure: 1.2 Preventing Elder Abuse			
Anticipated Unduplicated	4		Number of Volunteer Stations:
Anticipated Volunteer	3		
Service Activity:	Preventing Elder Abuse		
Service Activity Description:	SCP Volunteer will be provided workshops with information about elder abuse. AmeriCorps Senior Companions would spend four hours with a client twice a week.		
Anticipated	H13: Caregivers of homebound or older adults/individuals with disabilities receiving respite service		
Target: 6	How Measured: Client Tracking Database		
Instrument Description:	Client intake form and assignment care plan for each client indicating respite care is being provided.		
Anticipated	H14: Number of caregivers who reported having increased social ties/perceived social support		
Target: 3	How Measured: Tracking System		
Instrument Description:	Surveys and assignment care plan		

Performance Measure: 2.4 Food Delivery			
Community Need to be Addressed:			
Promoting independent living among older adults fosters autonomy and enriches their lives by allowing them to receive in- home services while maintaining the freedom to pursue hobbies, engage socially, and manage daily tasks independently. This autonomy positively impacts emotional well- being, cognitive skills, and memory function. Our Emotional and Social Care program provides tailored support to meet the emotional and social needs of older adults. AmeriCorps Senior Companions ideally spend four hours with a client twice a week, providing compassionate companionship, emotional support, and assistance with social engagement. The program is flexible, accommodating individual needs as they arise. To ensure the well- being of our senior volunteers, we require a minimum commitment of five volunteer hours to prevent burnout while delivering meaningful support to those in need.			
Focus Area:	Healthy Futures	Objective:	Aging in Place
			Number of Volunteer Stations: 1
Anticipated Unduplicated	4		
Anticipated Volunteer	3		
Service Activity:	Food Delivery		
Service Activity Description:	SCP Volunteer may transport older adult clients to local senior community center to receive a free meal. AmeriCorps Senior Companions would spend four hours with a client twice a week.		

Performance Measure: 2.4 Food Delivery	
Anticipated	(PRIORITY) H8: Number of individuals receiving independent living services
Target: 6	How Measured: Client Tracking Database
Instrument Description: Client intake form and client/companion sa	
Anticipated	(PRIORITY) H9: Number of individuals with increased social support.
Target: 6	How Measured: Survey
Instrument Description: Survey measuring the client's social emotional well- being	

Performance Measure: 2.1 Transportation	
Community Need to be Addressed:	
Promoting independent living among older adults fosters autonomy and enriches their lives by allowing them to receive in- home services while maintaining the freedom to pursue hobbies, engage socially, and manage daily tasks independently. This autonomy positively impacts emotional well- being, cognitive skills, and memory function. Our Emotional and Social Care program provides tailored support to meet the emotional and social needs of older adults. AmeriCorps Senior Companions ideally spend four hours with a client twice a week, providing compassionate companionship, emotional support, and assistance with social engagement. The program is flexible, accommodating individual needs as they arise. To ensure the well- being of our senior volunteers, we require a minimum commitment of five volunteer hours to prevent burnout while delivering meaningful support to those in need.	
Focus Area: Healthy Futures	Objective: Aging in Place
Anticipated Unduplicated	4
Anticipated Volunteer	3
Service Activity:	Transportation
Service Activity Description:	SCP Volunteer may transport clients to grocery store, post office, medical appointments, and other necessary transportation needs. AmeriCorps Senior Companions would spend four hours with a client twice a week.
Anticipated	(PRIORITY) H8: Number of individuals receiving independent living services
Target: 6	How Measured: Client Tracking Database
Instrument Description: Client intake form and client/companion sa	
Anticipated	(PRIORITY) H9: Number of individuals with increased social support.
Target: 6	How Measured: Survey
Instrument Description: Survey measuring the client's social emotional well- being	

Performance Measure: 2.2 Companionship

Community Need to be Addressed:

Promoting independent living among older adults fosters autonomy and enriches their lives by allowing them to receive in- home services while maintaining the freedom to pursue hobbies, engage socially, and manage daily tasks independently. This autonomy positively impacts emotional well- being, cognitive skills, and memory function. Our Emotional and Social Care program provides tailored support to meet the emotional and social needs of older adults. AmeriCorps Senior Companions ideally spend four hours with a client twice a week, providing compassionate companionship, emotional support, and assistance with social engagement. The program is flexible, accommodating individual needs as they arise. To ensure the well- being of our senior volunteers, we require a minimum commitment of five volunteer hours to prevent burnout while delivering meaningful support to those in need.

Focus Area:	Healthy Futures	Objective:	Aging in Place	Number of Volunteer Stations:	1
Anticipated Unduplicated	4				
Anticipated Volunteer	3				
Service Activity:	Companionship				
Service Activity Description:	SCP volunteers will provide social and emotional well- being. The client will receive a sense of belonging and develop positive meaningful relationships.AmeriCorps Senior Companions would spend four hours with a client twice a week.AmeriCorps Senior Companions would spend four hours with a client twice a week.				
Anticipated	(PRIORITY) H8: Number of individuals receiving independent living services				
Target: 6	How Measured: Client Tracking Database				
Instrument Description:	Client intake form and client/companion sa				
Anticipated	(PRIORITY) H9: Number of individuals with increased social support.				
Target: 6	How Measured: Survey				
Instrument Description:	Survey measuring the client's social emotional well- being				

Performance Measure: 2.3 Preventing Elder Abuse

Community Need to be Addressed:

Promoting independent living among older adults fosters autonomy and enriches their lives by allowing them to receive in- home services while maintaining the freedom to pursue hobbies, engage socially, and manage daily tasks independently. This autonomy positively impacts emotional well- being, cognitive skills, and memory function. Our Emotional and Social Care program provides tailored support to meet the emotional and social needs of older adults. AmeriCorps Senior Companions ideally spend four hours with a client twice a week, providing compassionate companionship, emotional support, and assistance with social engagement. The program is flexible, accommodating individual needs as they arise. To ensure the well- being of our senior volunteers, we require a minimum commitment of five volunteer hours to prevent burnout while delivering meaningful support to those in need.

Performance Measure: 2.3 Preventing Elder Abuse				
Focus Area:	Healthy Futures	Objective:	Aging in Place	Number of Volunteer Stations: 1
Anticipated Unduplicated	4			
Anticipated Volunteer	3			
Service Activity:	Preventing Elder Abuse			
Service Activity Description:	SCP Volunteer will be provided workshops with information about elder abuse. AmeriCorps Senior Companions would spend four hours with a client twice a week.			
Anticipated	(PRIORITY) H8: Number of individuals receiving independent living services			
Target: 6	How Measured: Client Tracking Database			
Instrument Description:	Client intake form and client/companion sa			
Anticipated	(PRIORITY) H9: Number of individuals with increased social support.			
Target: 6	How Measured: Survey			
Instrument Description:	Survey measuring the client's social emotional well- being			

Performance Measure: 3.5 Companionship				
Community Need to be Addressed:				
Elder adults who experience social isolation are at a higher risk of premature mortality compared to those with a strong support network. The loss of friends, spouses, or family members can intensify feelings of loneliness and depression, particularly for those living longer than their peers. This is especially common among seniors with impaired mobility who reside at home. Without sufficient social interaction and stimulation, seniors may struggle with grooming, nutrition, and overall enjoyment of life, increasing their vulnerability to clinical depression.				
Companion care plays a crucial role in alleviating these challenges by providing seniors with much- needed companionship and emotional support. Our program recognizes the importance of regular social engagement in maintaining seniors' emotional well- being and quality of life. While our companions are required to volunteer a minimum of five hours per week, we encourage them to volunteer twice a week for four to five hours each day. This ensures consistent and meaningful support for seniors, fostering a sense of excitement and positivity in their day- to- day lives.				
Focus Area:	Healthy Futures	Objective:	Aging in Place	Number of Volunteer Stations: 1
Anticipated Unduplicated	4			
Anticipated Volunteer	3			

Performance Measure: 3.5 Companionship	
Service Activity: Companionship	
Service Activity Description:	SCP volunteers will provide social and emotional well- being. The client will receive a sense of belonging and develop positive meaningful relationships. AmeriCorps Senior Companions would spend four hours with a client twice a week.
Anticipated	H4A: Number of individuals served
Target: 6	How Measured: Tracking System
Instrument Description: Client intake form, client assignment plan, and SCP volunteer time sheet to track hours spent with client.	
Anticipated	H14: Number of caregivers who reported having increased social ties/perceived social support
Target: 6	How Measured: Tracking System
Instrument Description: Client survey to measure social emotional well- being	

Performance Measure: 3.4 Transportation	
Community Need to be Addressed:	
<p>Elder adults who experience social isolation are at a higher risk of premature mortality compared to those with a strong support network. The loss of friends, spouses, or family members can intensify feelings of loneliness and depression, particularly for those living longer than their peers. This is especially common among seniors with impaired mobility who reside at home. Without sufficient social interaction and stimulation, seniors may struggle with grooming, nutrition, and overall enjoyment of life, increasing their vulnerability to clinical depression.</p> <p>Companion care plays a crucial role in alleviating these challenges by providing seniors with much- needed companionship and emotional support. Our program recognizes the importance of regular social engagement in maintaining seniors' emotional well- being and quality of life. While our companions are required to volunteer a minimum of five hours per week, we encourage them to volunteer twice a week for four to five hours each day. This ensures consistent and meaningful support for seniors, fostering a sense of excitement and positivity in their day- to- day lives.</p>	
Focus Area: Healthy Futures	Objective: Aging in Place
Anticipated Unduplicated	4
Anticipated Volunteer	3
Service Activity: Transportation	
Service Activity Description:	SCP Volunteer may transport clients to grocery store, post office, medical appointments, and other necessary transportation needs. AmeriCorps Senior Companions would spend four hours with a client twice a week.
Anticipated	H4A: Number of individuals served
Target: 6	How Measured: Tracking System

Number of  
Volunteer  
Stations: 1

Performance Measure:	3.4 Transportation
Instrument Description:	Client intake form, client assignment plan, and SCP volunteer time sheet to track hours spent with client.
Anticipated	H14: Number of caregivers who reported having increased social ties/perceived social support
Target: 6	How Measured: Tracking System
Instrument Description:	Client survey to measure social emotional well- being

Performance Measure:		3.3	Nutrition/Food Support	
Community Need to be Addressed:				
<p>Elder adults who experience social isolation are at a higher risk of premature mortality compared to those with a strong support network. The loss of friends, spouses, or family members can intensify feelings of loneliness and depression, particularly for those living longer than their peers. This is especially common among seniors with impaired mobility who reside at home. Without sufficient social interaction and stimulation, seniors may struggle with grooming, nutrition, and overall enjoyment of life, increasing their vulnerability to clinical depression.</p> <p>Companion care plays a crucial role in alleviating these challenges by providing seniors with much- needed companionship and emotional support. Our program recognizes the importance of regular social engagement in maintaining seniors' emotional well- being and quality of life. While our companions are required to volunteer a minimum of five hours per week, we encourage them to volunteer twice a week for four to five hours each day. This ensures consistent and meaningful support for seniors, fostering a sense of excitement and positivity in their day- to- day lives.</p>				
Focus Area:	Healthy Futures	Objective:	Aging in Place	Number of Volunteer Stations:
Anticipated Unduplicated	4			1
Anticipated Volunteer	3			
Service Activity:	Nutrition/Food Support			
Service Activity Description:	SCP Volunteer may transport older adult clients to local senior community center to receive a healthy and nutritious meal as well as transportation to local food banks, if necessary. AmeriCorps Senior Companions would spend four hours with a client twice a week.			
Anticipated	H4A: Number of individuals served			
Target:	6	How Measured:	Tracking System	
Instrument Description:	Client intake form, client assignment plan, and SCP volunteer time sheet to track hours spent with client.			
Anticipated	H14: Number of caregivers who reported having increased social ties/perceived social support			
Target:	6	How Measured:	Tracking System	
Instrument Description:	Client survey to measure social emotional well- being			

Performance Measure: 3.1 Elder Justice: Fraud and Scam Prevention

Community Need to be Addressed:

Elder adults who experience social isolation are at a higher risk of premature mortality compared to those with a strong support network. The loss of friends, spouses, or family members can intensify feelings of loneliness and depression, particularly for those living longer than their peers. This is especially common among seniors with impaired mobility who reside at home. Without sufficient social interaction and stimulation, seniors may struggle with grooming, nutrition, and overall enjoyment of life, increasing their vulnerability to clinical depression.

Companion care plays a crucial role in alleviating these challenges by providing seniors with much- needed companionship and emotional support. Our program recognizes the importance of regular social engagement in maintaining seniors' emotional well- being and quality of life. While our companions are required to volunteer a minimum of five hours per week, we encourage them to volunteer twice a week for four to five hours each day. This ensures consistent and meaningful support for seniors, fostering a sense of excitement and positivity in their day- to- day lives.

Focus Area:	Healthy Futures	Objective:	Aging in Place	Number of Volunteer Stations:	1
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Anticipated  
Unduplicated 4

Anticipated  
Volunteer 3

Service Activity: Elder Justice: Fraud and Scam Prevention

Service Activity Description: SCP Volunteer will be provided workshops with information about fraud and scam prevention. These workshops will be provided once a month.

Anticipated H4A: Number of individuals served

Target: 6 How Measured: Tracking System

Instrument Description: Client intake form, client assignment plan, and SCP volunteer time sheet to track hours spent with client.

Anticipated H14: Number of caregivers who reported having increased social ties/perceived social support

Target: 6 How Measured: Tracking System

Instrument Description: Client survey to measure social emotional well- being

Performance Measure: 3.2 Respite Services

Community Need to be Addressed:

Elder adults who experience social isolation are at a higher risk of premature mortality compared to those with a strong support network. The loss of friends, spouses, or family members can intensify feelings of loneliness and depression, particularly for those living longer than their peers. This is especially common among seniors with impaired mobility who reside at home. Without sufficient social interaction and stimulation, seniors may struggle with grooming, nutrition, and overall enjoyment of life, increasing their vulnerability to clinical depression.

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Performance Measure: 3.2 Respite Services

companions are required to volunteer a minimum of five hours per week, we encourage them to volunteer twice a week for four to five hours each day. This ensures consistent and meaningful support for seniors, fostering a sense of excitement and positivity in their day- to- day lives.

Focus Area:	Healthy Futures	Objective:	Aging in Place	Number of Volunteer Stations:	1
Anticipated Unduplicated	4				
Anticipated Volunteer	3				
Service Activity:	Respite Services				
Service Activity Description:	SCP Volunteer may provide respite care to individuals receiving in home caregiving. AmeriCorps Senior Companions would spend four hours with a client twice a week.				
Anticipated	H4A: Number of individuals served				
Target: 6	How Measured: Tracking System				
Instrument Description:	Client intake form, client assignment plan, and SCP volunteer time sheet to track hours spent with client.				
Anticipated	H14: Number of caregivers who reported having increased social ties/perceived social support				
Target: 6	How Measured: Tracking System				
Instrument Description:	Client survey to measure social emotional well- being				



## Required Documents

<u>Document Name</u>	<u>Status</u>
Applicant Operational and Financial Management Survey (OFMS)	Sent

