

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction															
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																	
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 01/25/11		3. DATE RECEIVED BY STATE:															
2b. APPLICATION ID: 11ND125272		4. DATE RECEIVED BY FEDERAL AGENCY: 01/25/11															
		STATE APPLICATION IDENTIFIER:															
		FEDERAL IDENTIFIER: 09NDHNY003															
5. APPLICATION INFORMATION																	
LEGAL NAME: Foundation for Long Term Care DUNS NUMBER: 613805241		NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Denise Mitchell Alper TELEPHONE NUMBER: (518) 867-8385 FAX NUMBER: INTERNET E-MAIL ADDRESS: dmitchellalper@nyahsa.org															
ADDRESS (give street address, city, state, zip code and county): 13 British American Blvd Ste 2 Latham NY 12110 - 1431 County: Albany																	
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 141601723		7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Local Affiliate of National Organization															
8. TYPE OF APPLICATION (Check appropriate box). <input type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input checked="" type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> 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:94.006 10b. TITLE: AmeriCorps National		11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: AmeriCorps Elder Services															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Two regions of NYS and throughout Connecticut.		11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 11/01/11 END DATE: 10/31/12		14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="NY 021"/> b.Program <input type="text" value="NY 021"/>															
15. ESTIMATED FUNDING: Year #: <input type="text" value="3"/>		16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="text-align: right;">\$ 250,152.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 125,083.00</td> </tr> <tr> <td>c. STATE</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>d. LOCAL</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>e. OTHER</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>f. PROGRAM INCOME</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>g. TOTAL</td> <td style="text-align: right;">\$ 375,235.00</td> </tr> </table>		a. FEDERAL	\$ 250,152.00	b. APPLICANT	\$ 125,083.00	c. STATE	\$ 0.00	d. LOCAL	\$ 0.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 375,235.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
a. FEDERAL	\$ 250,152.00																
b. APPLICANT	\$ 125,083.00																
c. STATE	\$ 0.00																
d. LOCAL	\$ 0.00																
e. OTHER	\$ 0.00																
f. PROGRAM INCOME	\$ 0.00																
g. TOTAL	\$ 375,235.00																
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: Christine Stuto		b. TITLE:	c. TELEPHONE NUMBER: (518) 867-8383 132														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 05/06/11															

Narratives

Executive Summary

ACES (AmeriCorps in Eldercare Settings), coordinated by the Foundation for Long Term Care, supports elder care service sites in NY and CT in hosting AmeriCorps members that provide service to older adults. In this unique project, a focus is to recruit older adults as members to serve in eldercare settings across the care continuum. ACES Members serve to enhance programs offered to older adults by recruiting additional volunteers and by providing direct services to help elders remain independent.

Rationale and Approach

Overall summary: "AmeriCorps in Eldercare Settings" (ACES) engages 50 AmeriCorps members (about 40 baby boomers 55 and older and about 10 graduate students) in service to older Americans in a wide variety of institutional and home care settings. Since 80% of members are baby boomers and other older adults, this project is in concert with the CNCS priority "harnessing experience." Elder care entities are community partners and will supervise their own members and participate directly in planning, management and sustainability efforts. Members will be engaged in one of the following projects: (1) increasing volunteerism of baby boomers and others in elder care entities; (2) providing resources to help residents in senior housing and frail elders living in the community "age-in-place;" and, (3) increasing the retention rate of new staff in elder care entities. The project will operate in two regions of New York and throughout Connecticut.

Community Partners: In preparation for this project, the Foundation for Long Term Care (FLTC) surveyed members of the New York Association of Homes and Services for the Aging (NYAHSAs) and the Connecticut Association of Not-for-Profit Providers for the Aging (CANPFA), the major associations in each state representing not-for-profit elder care providers. We identified a total of 79 nursing homes, assisted living and senior housing settings excited about being community partners for this project, 65 from New York and 14 from Connecticut. The survey also asked members to select among possible member projects. The three described here were the ones selected.

Narratives

Compelling Community Need: Three compelling, concurrent and intertwined societal trends impel this proposal and explain the interest in this proposal both by the elder care agency community partners and the two state associations representing them. These trends are national and exist in every community in the country: (1) a deteriorating economic climate; (2) the "graying of America;" and (3) an ongoing critical need to retain professional and paraprofessional staff and volunteers in elder care agencies and facilities. These needs were identified via relevant articles, newsletters, research of the literature and by regional surveys. The next sections explain these needs on a national and local basis.

First, a deteriorating economic climate exacerbates the classic dilemma of "how to do more with less." ACES will address this dilemma by increasing volunteerism among baby boomers 55 and older, a cohort that now, as a result of the economic climate, is even more anxious than ever to increase retirement income: "Many older Americans have found it more difficult to pay for necessities like food, gas, and medicine (56 %) in the past year...To cope with rising costs, some workers have... stopped contributing to their retirement accounts (20 %) (AARP, 2008). (Full citations for this quotation and those in other sections are available on request).

Another economic need is for baby boomers to regain some of the funds they expected to have for retirement, or to find new ways to obtain new incomes. An anticipated project result is that positive service experiences in the elder care setting will result in some early retirees using their educational stipend to take educational classes to earn certification to transition to work or higher level of work either in elder care or in a different field, thereby permanently addressing a need for more income in retirement. This expectation is consonant with a societal trend called "encore" careers. In an encore career, early retirees move to a new field that provides personal fulfillment and produces a "windfall of human talent to solve society's greatest problems" (www.encore.org).

Narratives

The impact of the economic downturn in elder care agencies themselves is dire. In personal messages, NYAHSAs staff reports: "It will place major funding sources (Medicaid and state housing funding) at major risk, at a time when these programs are all the more needed. The proposed state budget would cut Medicaid funding to nursing homes by over 10 %, for example. In addition, any facility reserves that have been invested in the stock market may have declined precipitously in value. For housing, donations to housing facility foundations, often the funding source for many capital and supportive service programs, will most probably be down this year.

The program will also militate against the effect of the economic climate on graduate students. Through this program, required internships in fields such as social work can now be stipended if they had not been before and/or be supplemented if they did exist. Also, the resultant educational award will provide additional funds to increase the ability to stay in school.

Second, the societal impact of the "graying of America" cannot be overstated. The population of persons aged 65 and over increased from 3 million in 1900 to 33.2 million in 1994 and will increase by 50 million by 2020. (Center on Aging Studies, University of Missouri-Kansas City). It is expected that the population of 85 and older will reach 4.8% in 2050 (Friedland & Summer, 2005). Further, it creates an unfortunate imbalance in the "elder support ratio," defined as the number of people over the age of 65 for every 100 people aged 20 to 64. "If the number of working taxpayers relative to the number of older persons declines, inadequate public resources and fewer adults will be available to provide informal care to older, less able family members and friends(<http://jama.ama>). Clearly, the "graying of America" means more staff and volunteers are needed at the very time the pool of younger workers and volunteers is decreasing. AmeriCorps service in this area, therefore, is highly appropriate. "ACES" addresses the imbalance.

Third, the need to retain new hires in elder care setting is compelling. According the New York

Narratives

Association of Homes and Services for the Aging (personal communication, 2008):(a) the greater New York City area has a turnover rate (the percentage of people who are hired and leave) for charge nurses of 23- 28%; (b) the area around Albany has a dismaying 54% turnover rates for certified nurse assistants. According to CANPHA, Connecticut will have the second worst nursing shortage in the nation by 2020. Not surprisingly, addressing workforce issues is a stated priority in the strategic plan of NYAHS. There is no doubt that we are addressing a critical need in the target communities.

There are two other rationales for the member focus on staff retention that have national importance and will greatly increase the replication potential of the project. Some (but by no means all) CNAs in elder care come from a low socio-economic stratum and may have challenges with work based skills. They are hired, but are quickly laid-off or do not return to work after training because of these deficits as well as other challenges endemic in a very low-income population such as transportation, child care issues and personal challenges. The need to work on evenings or weekends, or change schedules to assure care for the aged is provided exacerbates these challenges.

It is likely there will still be retention problems in elder care even though there is an increasing amount of the population looking for work. Some new hires in a "high caring" field such as elder care are already at risk for turnover as noted above. Because of time and cost pressures (now greatly exacerbated by state reductions in payments to elder care entities), orientation to the new job is often focused on clinical skills needed to allow them to start work to the exclusion of communication skills and support systems that create the desire and ability to stay employed. When workers new to the field switch to elder care out of need rather than personal commitment, the retention services members will offer will be more important than ever.

The letters of support from CANPHA and the NYAHS (received by the FLTC and available upon request) summarize well the community need for three types of member projects (volunteer

Narratives

recruitment, resources for senior housing residents, and staff retention). The CANPHA letter states: "First, volunteers assisting in our long term care facilities are more important than ever given the cut-backs in funding to health care facilities. One of the ways member homes respond to such cut-backs is to focus on meeting immediate clinical care needs. Without a program such as you have proposed, I am not sure staff would be able to focus on recruitment of volunteers who can attend to the quality of life enhancements for residents that are so important."

"Second, providing the resources to allow older adults to age-in-place is crucial to meet the state priority of rebalancing our delivery of long term care services. Developing a resource kit for senior housing residents seeking services in their homes addresses a major need and is a societal benefit because it prevents pre-mature movement from senior housing to a higher level of care that would increase Medicaid costs."

"Lastly, improving staff retention is critical to the quality of care in our state. Connecticut's population is aging rapidly and currently we are one of the ten "oldest" states in the nation. While the health care demands of an aging population are predicted to grow rapidly, it is also predicated that the state will have the second worst nursing shortage in the nation by 2020. This dynamic makes the need to retain our best trained staff within our facilities and within the field of long term care absolutely crucial."

The NYAHSa letter states:

"The ideas of 'harnessing the experience' of baby boomers and older adults is especially right for the components of the project involving volunteer recruitment and staff retention. Our members are always seeking new volunteers to help with enriching the lives of residents and clients. The economic slowdown is increasingly forcing elder care entities to limit services that are not required to provide by regulation, but are critical to the quality for life of members, such as friendly visiting to reduce isolation, trips, social

Narratives

activities, etc. Volunteers are needed more than ever to assure the elders receive these important quality of life services."

"I also am so pleased to see you have developed a creative, cost-effective way to address the severe staffing shortage and troubling turnover rate in elder care agencies. As you know, addressing workforce issues is a component in our strategic planning process of NYAHSA."

"The idea of engaging graduate students to address "aging in place" issues is an excellent and timely one. The challenges of "aging in place" in senior housing are another issue we are addressing in our strategic planning process and is of primary concern to our members serving residents in senior housing setting." Description of Activities and Member Roles: All three member projects will be conducted in each of the three service areas. The metropolitan New York City area is expected to have about 25 members, the Albany area about 15 members and the Connecticut region about 10 members.

The member activities and roles are carefully crafted to: (a) meet the needs identified above; (b) provide members with evidence-based (i.e. those proven to be effective or true) programs to guide their volunteer activities; and (c) include training for members on how to implement the programs. Most importantly, members will, as part of their roles, tailor each program to meet the specific needs of the elders in the sites in which they are placed (i.e. to address needs of the specific community).

Reflecting the preferences of many baby boomers to serve on a part-time basis after retirement and the need of graduate students to balance service with course work and perhaps employment, member roles are designed to be half-time. Further accommodating what is known about baby-boomer volunteerism, the project will not require that service be half-time in every month of their one-year commitment but will equal half-time work over the year. According to research in Reinventing Aging from the Harvard School of Public Health/MetLife Foundation, many baby boomers prefer flexibility in their volunteer

Narratives

schedules and are most responsive to service options that reflect the ability. Graduate students too will be attracted to service that allows them to volunteer around their educational needs.

None of the three possible member roles in this project duplicate the efforts of existing or former staff of the elder care entities taking part. No member project is similar to work being done by unionized employees. To assure that members comply with rules on prohibited service activities, both members and the staff at the service sites will be educated on such prohibitions and all other AmeriCorps requirements. Further, service template descriptions will be developed by the FLTC, modified by the community partner and then sent back to the FLTC for review to assure compliance.

As for sustainability, every member is charged with the task of developing capacity within the agency in which they are placed to continue the programming developed by the member. The goals and description of the three possible member projects are:

- 1) For the member project focused on increasing volunteerism of baby boomers and others in elder care entities: An anticipated 25 half-time members will participate in this area, with a goal of recruiting an additional 150 volunteers who will provide services to an estimated 1000 elders.

The primary goal is to recruit baby boomer and older volunteers to work in elder care settings. A secondary goal is to recruit volunteers of all ages. Both cohorts of volunteers will be recruited to meet the needs of the agency in which they are placed. The specific number of volunteers recruited will reflect the size of the agency with an expected outcome of a 20% increase in the number of volunteers. Most facilities will want the member to fill vacant existing volunteer slots. Some will want the member to develop new programs that address the changing needs of their residents and clients and find the volunteers to run them. Some of the smallest facilities may want the member to participate in the execution of the volunteer programs as well as recruit members. Individual agreements between each

Narratives

nursing home and each volunteer will therefore be developed. This degree of flexibility assures that the needs addressed are indeed the felt needs of the target community. In terms of increasing the quality of life for elders with different backgrounds, needs, and interests, there is no "one-size fits all" approach.

As for sustainability, from the very first orientation and training session, members will be collaborating with the elder care agency to assure that the volunteer system developed will be sustainable by: (a) training a volunteer they recruited to take over their management role at the end of their service year unless they choose to remain in the program and/or (b) successfully motivating the agency to develop a new paid position to replace them. To increase the likelihood of this sustainability plan, agency staff will also attend orientation and training with the volunteers. There are more details on the orientation session in the training section.

Success for these members will be measured by (a) an increase of 20% in the number of volunteers in participating agencies as measured by the number in place before the member started and at the end of the service period and (b) 80% of more of elders in the participating agencies report via survey that services have expanded and/or increased their quality of life and (c) 80% of the elder care entities have specific mechanisms to continue the volunteer recruitment program after the end of the grant.

2) For the member project focused on providing resources in senior housing to support "aging in place:" An anticipated 10 half-time members will volunteer in this area benefiting elderly housing residents and other elders in the communities in which they are placed.)

The primary goal of this member project is to assist the "aging-in place" of senior housing residents in their site by assuring that they are aware of what resources are available to help them remain living at home. The steps to reaching this goal are to (a) complete and disseminate a resource guide for elders in the senior housing setting, other elders in the community, and the staff of those agencies that provides comprehensive information on resources to help elders "age-in place" (b) disseminate the information to elders and their families as well as to agency staff and (c) assure sustainability by training staff of

Narratives

elder care entities on how to update the resource information and to continue sharing findings with elders.

The host site may refine or expand member activities in order to meet the needs of the individual setting. For example, some sites will want the member to disseminate the manual to home-bound elderly and their families to help this population "age-in-place." Others may want the member to conduct one-on-one conversations with residents to be sure that each resident is aware of options and how they are used.

As for sustainability, from the very first orientation and training session, members will be collaborating with the elder care agency to assure that the resource manual is in a format the housing site can mostly easily update on its own and that they have trained other staff or new volunteers to maintain mechanism for assuring the information in the resource manual is disseminated. To increase the likelihood of this sustainability plan, agency staff will also attend orientation and training with the volunteers, (please see more details in the training section of this proposal).

Success for these members will be measured by (a) a completed resource manual (b) at least 10 dissemination activities about the manual (presentations within the housing setting, in the community, to other agencies, placement on-line, etc.) (c) a plan to use existing staff or another volunteer to update the manual and to provide ongoing dissemination of it after the member leaves and (d) a survey of senior housing residents which shows that 80% or more of respondents stated that the information was helpful in helping them "age in place".

3) For the member project focused on developing a sustainable staff retention program an anticipated 15 half-time members will provide services to an estimated recently hired 150 staff members of elder care settings, to:(a) improve the quality of life of 2000 elders who benefit from consistent caregivers and (b) increase costs savings to the health care system.

The primary goals of this member project are to successfully implement and then sustain an evidence-

Narratives

based retention program called the "The Retention Specialist Program (RSP) developed by Cornell University and to assure that the program is retained after the member leaves. The RSP kit provides intervention strategies such as peer mentoring, career ladders, communication training, and recognition and supervision to assure that new hires do not leave because of frustrations and lack of support within the work site. Equally, if not more important, the kit also provides information on how to set up an in-house information and referral system to handle the outside stressors that cause new staff, particularly low-income staff, to leave: child care, housing, transportation problems, intra-personal problems and a lack of problem-solving skills which exacerbate such challenges. As noted above, the need for these programs is exacerbated by the expected influx of new employees to long term care. The complete RSP toolkit is available online at www.citra.org. Empirical research on the RSP showed that turnover declined in 16 facilities that implemented the program, in comparison to 16 facilities that did not. An addition to the RSP will be the FLTC's program for retaining charge nurses in long term care setting which reduced turnover of new staff by 16-17%, a statistically significant change.

Members working on this project will work with host sites to tailor the service to meet local needs and to assure sustainability. For example, agency staff may use their member working on this project to develop an in-house "English as a Second Language" program so that non-native staff can pass the examinations needed for higher levels of work. Research has shown that the ability to participate in a career ladder program is associated with retention.

Success for members in this area will be measured by a retention rate of new hires that is statistically significantly higher than in similar agencies without a similar program.

This project actively engages the community in the project as detailed below. To summarize here what is discussed in detail in other sections: (a) community partners select the type of service they want and select their own members; (b) members will be drawn from the target communities only (no one is exported from outside the community to serve); (c) site staff will be trained via a formal and required

Narratives

full-day orientation on how to supervise and support members throughout the life of the project; and(d) there will be ongoing webinar and list serve education for community partners over the life of the project.

Supervision will be done on a one-to-one basis by an assigned staff member from the host community partner. Because supervision is decentralized, it is critical that the FLTC adequately train staff to supervise members and to assure that the supervision is occurring. Therefore, the FLTC will provide a required (i.e. no facility can host a member without attending) full-day orientation in each of the three regions in months 2-3 of the grant. There will be shorter training and support meetings in conjunction with regional training meetings throughout the life of the grant. In addition, there will be webinars for host facilities in each year to reinforce the content of the orientation, assist in troubleshooting any issues and to share ideas and successes of member supervision.

Content of the required full-day orientation for supervisors in each site will include: (1) project overview; (2) site requirements in terms of supervision and reporting including AmeriCorps requirements; (3) training in reporting and supervision; (4) how to establish and maintain a performance contract for member service; (5) how to evaluate and support members; and (6) how to use the project list serve to share ideas with other member supervisors.

Measurable Outputs and Outcomes

The measurable outputs and outcomes from this project can be grouped into two groups: 1) outputs/outcomes for members and 2) outputs/outcomes for the community. Members: The first output/outcome of the members is a count of the number of members actively engaged in the project. This will be the number of members recruited, trained and volunteering in a participating organization. This will be tracked through personal contact with site managers and the members. The outcome goal is

Narratives

to engage 50 members over the course of this project, divided among the three locations and the three service options.

The second outcome is members' satisfaction, which will be measured using a validated measure such as the Volunteer Satisfaction Index (Galino-Kuhn, 2002). The FLTC expects that at least 80% of the members will indicate high levels of satisfaction with their member roles in this project which will include personal growth through reflection.

The third outcome is knowledge gain of the members following orientation and training to prepare them for their role in their participating organization, followed by two additional in-service training sessions, as detailed in the next section. The outcome goal of these trainings is that 100% of the members will indicate (a) an increase of knowledge needed to perform their service and (b) an understanding of their role and the expectations of their service to the participating organizations. This outcome will be measured using a knowledge evaluation tool that has been reliably utilized by the FLTC to evaluate previous training programs.

Community: The first community output/outcome is the number of organizations with a member serving in a designated role. This will be tracked through personal contact with site managers and the members. The FLTC plans to place members in up to 50 sites in total in the three communities over the course of this project.

The second community output/outcome is the number of elders being served by the service of the members. This will be tracked through personal contact with site managers and the members. The FLTC plans to serve an estimated 1000 elders over the course of this project.

Narratives

The third community output is satisfaction, measured by evaluating the progress of the member towards a pre-determined set of goals and objectives agreed upon by the site and the member. If the member is making significant progress toward the goals than it is assumed the community would be satisfied with the service of the member. The FLTC expects that at least 80% of the communities will indicate high levels of satisfaction with the member service being provided to them.

The fourth community outcome is impact: the degree to which member projects changed things for the better. For the volunteer recruitment project, we will: (a) track any increase in the number of volunteers in participating agencies as measured by the number in place before the member started and at the end of the service period and (b) use a survey to determine whether services to the elderly have indeed increased as a result of additional volunteers. Standards of success are: (a) increase in volunteerism by 20% or more; (b) increase in services by 20% or more; and (c) 80% or more of elders in the participating agencies report via survey that services have enhanced their quality of life.

For the member program on resources to senior housing, we will measure the percent of residents at the site that are assisted in "aging in place." Standard of success is that 20% of the senior housing residents in their site are assisted to age in place by assuring that they are aware of what resources are available to help them remain living at home. This data will be collected through a very brief survey.

For the member program on staff retention, measures of the retention rates of new hires will be used to determine success of the program. Staff retention rates will be collected by the HR staff at the organizations and measured using a similar format to what the FLTC has successfully used previously. Standard of success is a statistically significant improvement in retention rates of new staff.

Plan for Self Assessment and Improvement

Narratives

Each of the outputs and outcomes will be measured at predetermined intervals throughout the project. There will be empirical self-assessment tools employed: (1) a self-designed self-assessment/ projected growth scale based on a template provided by the FLTC at the orientation that will be completed and form the basis for discussion at subsequent trainings; (2) a knowledge evaluation referenced above; and (3) the degree of success in implementing the service description developed between the individual agency and the member (described above).

The information provided to the FLTC in the satisfaction measures and number counts will indicate where we need to improve our programming. This is especially true in the trainings as there will be multiple iterations and we will be able to make adjustments as needed.

By using constant communication between the FLTC and the members and sites, we will be able to identify any problems as they arise. These problems can be resolved in a timely manner and feedback on the issue can be obtained. The various communication mediums allow for an open exchange of ideas, issues and feedback between the FLTC, members and sites.

Community Involvement: The nature of the members' roles was selected based on community partner preference. Community partners also have an active role in supporting and supervising members and have responsibility for sustainability of the project. To assure that the community partner is fully aware of the required level of involvement, the letter of agreement with each site and the FLTC will include requirements that community partner staff: 1) design the member volunteer opportunities (with member input) to meet agency needs; 2) supervise and support members; 3) work with members on methods for bringing the members' programs "in-house" once the grant period is over (sustainability); and(4) observe grant requirements as detailed in 45 CFR and other grant provisions.

Narratives

Relationship to other National and Community Service Programs: This project is a logical expansion of the FLTC's previous work funded by the CNCS. This program articulates and adds to previous CNCS-funded work by the FLTC in its Learn & Serve Higher Education grants in the area of service learning in elder care as well as its current one entitled : "Intergenerational Service Learning: Linking Three Generations." In fact, our deep knowledge of the needs and desires of baby boomer volunteers comes from our work on that project and there will be training done within that project by current project consultant Dr. Andrea Taylor. In addition, selected members of the Learn and Serve grant have a relationship to other national community service projects and will serve again in an advisory capacity on this one(see members of the advisory board in a later section).

Potential for replication: The needs of members and communities addressed by this program are national in scope and therefore can be replicated nationally. In addition, the model of using baby-boomers as AmeriCorps members ties in with national initiatives on civic engagement of the American Society on Aging, Grantmakers in Aging, and the Gerontological Society of America. Since the FLTC has a track record of conducting workshops with these groups, we can expect in confidence to use their national conferences to disseminate the mode. However, our greatest potential for replication lies with the affiliation of the FLTC with the NYSHSA, CANPHA and through them with the American Association of Homes and Services for the Aging (AAHSA). These national and state associations of entities serving the elderly are committed to disseminating the FLTC experience with this project. We expect to be able, therefore, to easily offer training on how to replicate this models. We are highly experienced in this kind of replication. As part of our current work in the CNCS Learn and Serve Higher Education Program "Intergenerational Service learning: Linking Three Generations," we are planning three state wide conferences and two national conferences to disseminate that program. The experience from this dissemination process will be utilized to replicate these programs.

Narratives

Lastly, we plan to make extensive use of web-based technology to aid in dissemination. We will use educational webinars, list-serves and a dedicated location on the FLTC web page to disseminate findings and link information on the project to other websites. These will include, but not be limited to AARP, American Society on Aging and the Gerontological Society of America's civic engagement projects, volunteer action centers, retired professional groups and more.

Organizational Capability

The FLTC is the ideal entity to conduct this project. Founded in 1978, its mission is to enhance by research and education, the way care for an aging society is delivered. It has won four national awards for its funded research in elder care (including one for its first "Service Learning in Elder Care Project") from the American Association of Homes and Services for the Aging, an award from the NYS CNCS for the same project and two awards for its staff retention program from the American Society on Aging and the American Public Health Association.

The project has three sources of oversight: (1) a FLTC Board of Directors with stewardship responsibility for the overall operations of all research, grants and educational functions; (2) a FLTC research advisory board with responsibility for guiding specific projects to assure they meet the needs of elder care services and to assure that projects are based on sound evidence-basis; and(3) an ad-hoc advisory board convened specifically for this project that will meet once a year in person and by telephone conference call for a second meeting per year. Members of this advisory board include a member of the research advisory board, Dr. Paul Roodin, who has extensive experience in the FLTC's service learning work, Dr. Vera Prosper of the NYS Office for the Aging, Linda Cohen who has experience as the Executive Director of the New York State Corps Collaboration which administered a multi-million dollar AmeriCorps program which was decentralized much like this proposal, and a representative of both NYAHS and CANPHA. The charge of this advisory board is to provide suggestions on grant management and to suggest and refine training programs.

Narratives

As for fiscal oversight, the CFO, Suzanne Jensen, is a CPA with 13 years of experience at the FLTC in managing not-for-profit entities and grants management. She directly supervises an FLTC fiscal manager with 20 years of experience in managing grants (including nine at the current time). Over the years, she has managed grants from Federal and state entities such as FIPSE, HRSA, AHRQ, CNCS, the NYS DOH and DOL as well as many large private ones. Our capability in management is evidenced by the fact that we have been re-funded by the CNCS three times and re-funded by private foundations including the Retirement Research Foundation, the Fan Fox and Leslie R. Samuels Foundation and the NYS DOH.

Staff roles: Project Director Carol Hegeman, MS, will assume overall management and leadership responsibility as well as the responsibility for the design execution of much of the member training and the entire community partner training. She has 28 years of the experience at the FLTC and has been the project member for all of the four funded projects that have won national awards, including those that relate to this project: the three CNCS Learn and Serve Higher Education project, and the two staff retention programs to be used by members. She is the 2008 winner of the American Society on Aging's Gloria Cavanaugh Education & Training Award, which honors an individual who has made a significant and long-term contribution to training and education in the field of aging in March 2008.

Senior Project Manager Debi Buzanowski MA, ABD has day-to-day management responsibility for the members and community partners working in both the volunteer recruitment and staff retention components. She will also assist in the development and teaching of the member education related to staff retention. She has four years of experience at the FLTC, including management and training experience with the staff retention programs for both CNAs and charge nurses, evaluation experience with the retention specialist program and served as a director of activities in a nursing home.

Narratives

Manager Amy Davenport, PT, MSW, has day-to-day management responsibility for the members and community partners working as resource specialists in senior housing to capitalize on her social work skills. She will also assist in the development and teaching of the member education related to senior housing and the community kiosk component of the retention specialist program. She has ten years of experience in elder care services and has been the project manager of the FLTC's CNCS L&S project "Intergenerational Service Learning Linking Three Generations" and worked extensively on the Alzheimer Association research project in senior housing,

Fiscal Manager Sandy Kelley will have overall responsibility for seeing that grant finances are managed, recorded and reported upon according to generally accepted accounting standards and will oversee the project accountant. She has managed the grant income and expenditures for all FLTC grants for 20 years, including Federal grants from the CNCS, HRSA, FIPSE, AHRC as well as multiple grants from New York state and private foundations.

The FLTC has 13 years of running state wide and a national service learning in elder care projects. One of these involved 10 colleges and about 60 diverse elder care entities that served as community partners. One involved colleges from three states and about 10 community agencies. The FLTC CNA peer mentoring projects have served over 36 elder care entities, its Pathways to Leadership program over 14 elder care entities. The FLTC designed the training for staff, volunteers and community partners in all of these programs. These and other programs involved successful monitoring of decentralized programs. In each, we provided sufficient community partner training and reinforced fiscal and supervisory roles through training, template forms and management materials(for example, in at least six previous grants, we wrote a community partner guide to managing projects and then used that as a training guide). We also conducted in person and telephone monitoring of the sites.

Narratives

The relationship with community partners is by letter of agreement in which the important role of the community partner is made explicit (facility requirements for the community partners are spelled out in subsequent text). Each site will receive a payment of up to \$3000 for baby boomers and \$1000 for graduate students (payable quarterly and only upon completion of set tasks for the quarter) in each year to defray: (1) the living allowance of the volunteer, who will receive the stipend from the community partner in which he or she is placed; (2) the cost of workman's compensation for the member; and (3) any other direct costs of having the member within the facility.

The process for selecting service sites is mostly completed as the FLTC previously surveyed members of the NYAHS and CANPHA as a component of writing this proposal. From this survey, we know that 65 NY community partners and 14 CT partners are interested in participating in one of more of the three components of this project. This group forms our probable base of potential partners. We have more than 50 sites we need, but this extra number allows us to pick and choose the best sites. From the sites already identified and from others who express interest upon funding, we will select among the applicants, choosing those who not only agree to the specific conditions in the letter of agreement but also offer additional commitments to the project such an increased in-kind payment of the living allowance.

The letter of agreement will include stipulations from each community partner including: (a) agreement to the criteria required by AmeriCorps regulations; (b) willingness to assign a qualified staff member to help with the recruitment of the member and to supervise and work closely with the member; (c) assurance that this staff member, along with the CEO, will attend the required community partner orientation (we have learned from experience that administrative "buy-in" is assured by participation in this orientation) (d) provide the living allowance match described above along with required workman's

Narratives

compensation; (e) supply a place and equipment (computer, desk, telephone, etc) for the member; (f) submit all financial and narrative reports quarterly with the understanding that the quarterly payment from the FLTC is made after receipt of these reports; (g) agreement to develop a separate contract with the member using a template developed by the FLTC spelling out the living allowance and the partner's expectations; (h) allow on-site visits and monthly telephone or email correspondence with the FLTC to assure compliance; and (i) a commitment to continue the program after the three-year period in some tangible format and to work with the member on sustainability efforts to make this possible.

As to current or previous programmatic and funding relationships, we anticipate that we will have used about 30 of the sites as community partners in previous projects. Of course, only sites which have fulfilled obligations as host sites previously will be selected and to reduce any risk in commitment from new sites, we will ask for recommendations from the two state associations.

As for monitoring site compliance with fiscal and programmatic requirements, we will: (1) require a signed letter of agreement specifying requirements (see paragraphs immediately above); (2) peg payments to completion of required financial and programmatic supports as well as documentation of supervising members (Year I) and supervising member and participating in sustainability efforts (Years II and III); and (3) the FLTC will conduct site and telephone monitoring visits to each site.

Procedures for developing connections among sites were detailed in Section B in the training design. Restated briefly: (a) training sessions will be held in each region and there is specific time in the training for sharing successes and challenges with members and community partners as well as for possible collaborations among them and (b) there will be a monitored list serve that members and community partners can use for the same purpose.

Narratives

Procedures for organizational self-assessment and continuous improvement: The FLTC assures organizational self-assessment via the rigorous view of its advisory boards.

As for technical assistance to the program and to the service sites, Section B contains details on mandatory site training. To recapitulate, we have a full day of training/orientation for community partners which will cover all related financial and program obligations as well as specific suggestions for how to meet them, and half-day regional trainings for sites once again in Years I, II and III. We will also provide technical assistance via the list serve and monthly monitoring calls. These last two mechanisms will help is response to specific emerging site training and technical assistance needs.

From the information above, it should be clear that the FLTC has a sound record of accomplishment. In addition since its inception in 1978, it has grown from an entity staffed by one-half time person to a entity with nine full-time staff members. It has gone from one funded grant for \$30,000 in a year to (as of 1/09) nine funded projects in a year with a yearly funded revenue of \$985,000, exclusive of revenue from non-grant related educational activity.

Because the FLTC is a research and education entity rather than a direct service entity, our volunteer pool is somewhat atypical. Our pool of volunteers serve to help the FLTC succeed in its research and educational mission by serving on boards, advisory board and project specific advisory boards. There were 34 such volunteers in 2008 and the number is projected to be the same in 2009. They are recruited through universities and the membership of NYAHS. As for service within the FLTC, CEO Carl Young was on the board of the Broome County Urban League and Council of Churches and a former member of the board of the Home Care Association of New York State. Director of Research Carol Hegeman is a member of the board of the North Chatham Free Library. Chief Financial Officer Suzanne Jensen serves on the board of the New York State Society of CPAs.

Narratives

The FLTC has multiple collaborators that increase the quality and reach of our work. First, we have been successful in obtaining grant funding which makes our work possible. These funding collaborators include the CNCS, HRSA, the New York State Department of Health and Labor, and numerous private foundations. Our collaborators on grants and research projects include Cornell University (multiple projects), The State University of California at Fresno; the New York State Health Facilities Association; Fordham University and over 100 members of the NYAHSAs. We have received in-kind support from NYAHSAs, multiple NYAHSAs members, faculty and consultants working on our projects. In "ACES," NYAHSAs and CANPHA are collaborators.

Cost Effectiveness and Budget Adequacy

The Corporation cost per member year in the proposal is \$ 12,513 (\$312,825 divided by 25 members-the equivalent of 50 full time members). We are pleased to be below the maximum allowable per member cost because the nature of "ACES" demands considerable investment in the project. First, with our decision to focus on baby boomers, who are likely to prefer volunteer opportunities less than full time to come out of retirement, we are only using half-time slots. Yet, the project operating costs are the same as they would be for full-time members. Second, it is a new and innovative project in which considerable FLTC staff time is expended in Year I in developing the program and training materials, and in working with community partners. In subsequent years, staff time will be lower, thereby decreasing costs and resulting in a lower MSY. Had the FLTC been able to show MSYs over the three year period, the ratio would be lower. It is reasonable that costs for a new and innovative program just starting up will have a higher cost per member year than an established program working with a traditional population in an area in which there is a wealth of extant training materials. Finally, it is engaging 50 community partners in one project, all of which are new sites for AmeriCorps.

The program has non-Federal support from three sources. The largest is from community partners,

Narratives

each of which supplies at least \$1000 of the member living allowance, for a total of \$50,000 in actual cash match. This is a match from diverse sources because the community partners (a) come from different states and socio-economic regions (of those expressing an interest in participating, four are from highly rural areas, 37 are suburban and 38 are urban); (b) members have diverse sponsorship (while all are not-for-profit, some are religiously-affiliated, others are community-based, and some of are governmental entities); and (c) they represent different sectors of elder care from nursing homes, assisted living, continuing care communities, senior housing and home care. Other non-Federal support is in-kind and comes from the 19% of the FLTC's in kind donation of its federally approved in-direct costs rate of 24%.

The FLTC is confident that the budget is adequate to support this program. It has years of experience in developing budgets for complex multi-site programs. Staff time is highly leveraged because of staff experience, the existence of an expert advisory board to provide advice and counsel to avoid costly mistakes, and the access of related materials from other previous work (CNCS and other programs involving developing community partner skills) that can be adapted for use in this program.

The budget costs are linked to outputs and outcomes thusly: Staff time related to member outputs includes developing the resources for recruitment and helping community partners to recruit members (recruiting 50 members); preparing and conducting reflection activities (member satisfaction) and training (member knowledge). Staff time related to community output includes training and support of community partner staff and in the use of tools members will need to achieve the stated outcomes. Specific breakdown in staff time are Project Director Hegeman, overall project management and training expertise in retention; Associate Project Director Buzanowksi, general responsibility for volunteer programming and retention; and Associate Project Director Davenport overall general responsibility for resource program activities. All other budget items relate directly to the achievement

Narratives

and measurement of these outputs as well. Examples: travel is to sites for training and monitoring, supplies are for training and development of members and staff; contractual employees are for training of members (Dr. Taylor) and for community partner liaison (staff from NYAHSA and CANPHA).

Evaluation Summary or Plan

N/A

Amendment Justification

N/A

Clarification Summary

CLARIFICATION FOR YEAR 3 CONTINUATION

BUDGET CLARIFICATION ITEMS

We have revised the budget to equal the dollar amount and number of MSYs indicated by the Corporation (we changed the number of members from 50 to 40 and reduced staff time in order to meet the proposed award amount).

We have included an expense (as part of our grantee share) for member training and supervision at one hour per week in the other program operating costs category. The cost of workers' compensation is included in the budget under Fringe Benefits (we have also noted separately in the member support costs narrative that it is included in fringe). Host sites in ACES have been required to provide workers' compensation as part of their support for this program and it has been included in our grantee match in years 1 and 2.

Sources of match, along with amounts, have been added to the budget narrative, under "source of funds: member costs."

PROGRAMMATIC CLARIFICATION ITEMS

A) Recruitment and Enrollment:

Narratives

We have expanded partnerships to now engage 29 host sites with 20.4 MSYs reserved. At the time of our continuation application, we had secured 18 host sites with requests to fill 16.25 MSYs. As we indicated we would do in our application's recruitment plan, we successfully worked with our networks and not-for-profit trade associations in NY and CT to identify potential sites, grow existing partnerships with graduate school programs, and offer informational sessions by telephone and webinar for new potential partners. As described in our recruitment plan, we partnered with CANPFA (Connecticut Association of Not-for-profit Providers For the Aging; the sister organization of our affiliate NYAHSA), and recently co-hosted an in-person informational session for potential host sites in CT, and are speaking with several NY sites to develop 6-7 additional partnerships. With the help of a cross-functional team developed to assist with this project, and a research advisory board which recently convened, we will be able to develop enough partnerships to reach our MSY goal of 25 for year 2. We continuously market these positions in a weekly email distributed by our affiliate, NYAHSA, as well as by promoting ACES success story profiles via articles in publications such UPDATE (the National Association of Social Workers (NASW)-NYS newsletter), and Rutgers' Civic Engagement Magazine.

i. Current MSYs Filled (5.25 MSYs):

At the time of the Continuation Application, 2.75 MSYs had already been filled in year 2. One of the members who had been oriented to ACES was planning to relocate to New York to begin his service, but he was unable to do so. He was never enrolled, making MSYs filled 2.25 rather than 2.75; however all enrolled year 2 members have been retained, and an additional 3 MSYs have been filled (though they have not begun service yet and will be entered into egrants in June 2011), bringing our currently filled MSYs to 5.25.

ii. Members Continuing for Another Term (5 MSYs):

During follow-up trainings in each of our project regions, we spoke with members about their interest in

Narratives

continuing on in ACES for another year. We expect that the equivalent of 5 MSYs will serve for another year. Those 5 MSYs, combined with what we have already filled (5.25 MSYs), leaves us with approximately 14.75 MSYs left to fill our year 2 goal of 25 MSYs.

iii. Expected MSYs to be filled in June 2011 (7.5 MSYs) and September 2011 (7 MSYs):

Through routine check-ins with our host sites, we are aware that recruitment is underway and many expect to have selected a member in time for the June orientations. As discussed in our continuation, we highlighted the possibilities made available through the popular service descriptions and new sites have been drawn especially to the aging in place service category, creating member positions that offer transition services from hospital to community-based settings, developing fall prevention and home safety programs and providing caregiver support services to enable care receivers to remain in their communities. In addition, new sites have taken advantage of recruitment assistance offered by the FLTC, sending in member position descriptions that have been posted to the AmeriCorps website and shared with graduate school ListServes.

Thanks to these efforts, in New York City, we expect to train at least 6-7 new members in NYC (3 MSYs); 5-6 new members in the Capital Region (2.5 -- 3 MSYs); and 2-3 new members in Connecticut (1-1.5 MSYs) in June 2011. Another round of member orientations will be held in September 2011, wherein we will train approximately 13-14 new members (7 MSYs, bringing us to our goal). We are highly confident that we will reach our goal of 25 MSYs in year 2. With a dedicated member base that is growing, we expect to easily meet a year 3 goal of 20 MSYs once recruitment begins on November 1, 2011.

B) Criminal history checks:

We are aware that criminal history checks must be conducted on all member and employees of the program. In years 1 and 2, we allowed host sites to initiate the criminal history check on their members

Narratives

using the AmeriCorps-approved repositories; however, in year 3, we are requesting to conduct these checks ourselves to relieve some of the responsibility of our host sites. The cost of these checks as well as the FBI checks are included this in our year 3 budget under "other program operating costs." While we will conduct the state-criminal history checks, and a check of the National Sex Offender Public Registry in-house, conducting the FBI check will be the responsibility of our partner sites. Copies of the results of all three checks will be held in secure locations, both at the Foundation for Long Term Care, as well as at the member's host site. All staff members whose salaries are paid in part by funding from this grant have also had criminal history checks, NSOPR checks, and will have FBI fingerprinting done within 60 days of April 21, 2011.

PERFORMANCE MEASURE CLARIFICATION ITEMS

A & B) Providing additional information about surveys of elders:

The following was added to the "Elders Being Served" performance measure's intermediate outcome: ACES members are trained on how to use the "Quality of Life" survey at their member orientations, and are encouraged to view a webinar posted on the FLTC's website which further reviews how to conduct the survey. The survey requires ACES members to fill in identifying information about the services they have provided and then asks the elder "As a result of participating in the [members fill in] program/service, the quality of my daily life and activities improved." The elder can respond "strongly agree," "somewhat agree," "somewhat disagree," or "strongly disagree." Those who respond "strongly agree" or "somewhat agree" are counted as those who have had an increased quality of life.

The following was added to the "Aging in Place Success" performance measure's intermediate outcome: ACES members are trained on how to use the "Aging in Place" survey at their member orientations, and are encouraged to view a webinar posted on the FLTC's website which further reviews how to conduct the survey. The survey requires ACES members to fill in identifying information about the services they have provided and then asks the elder "As a result of participating in the [members fill in]

Narratives

program/service, I feel more confident that I can maintain my level of independence." The elder can respond "don't agree," "somewhat agree," "agree," or "strongly agree." Those who respond "agree" or "strongly agree" are counted as those who are more confident in their ability to age in place as result of service provided by ACES members.

C) Deleting Volunteer Recruitment as a Performance Measure:

"Volunteer Recruitment" has been deleted as a performance measure, however we will continue to measure the number of volunteers recruited by ACES members and this information will be used in progress reports.

Continuation Changes

Because the start-date for this grant was November 1, 2009, the Foundation for Long Term Care has very few changes to report at this time. However, progress has been excellent and the few changes we have to report are positive. Please see below for required information on enrollment, retention, contact with state commissions, and our optional description of changes.

ENROLLMENT: At this early stage in the project, we already have 25 sites to serve as host sites in the greater Albany Region, the greater NYC region, and in the state of Connecticut which will host 48 members. Our original goal was to recruit enough sites to support 50 members. We expect to have no problem adding the additional two member position for two reasons: (1) thanks to a contract with the Albany Guardian Society (see changes, below), we have funding to cover the living allowance matching costs for five senior housing sites and (2) we are expanding our recruitment efforts. Expansion includes outreach to non-members of our affiliated trade association, NYAHSa, and additional teleconferences to generate interest in this opportunity.

RETENTION: NA (we have not begun member recruitment yet).

Narratives

CONTACT WITH STATE COMMISSIONS: The FLTC completed and submitted Consultation Forms to the state commissions in both New York and Connecticut on January 19, 2010. There were highly positive responses. A response by Mark Walter of the NYS Commission stated "I am thrilled with the opportunity to more effectively partner with AmeriCorps members serving in New York State with the Foundation for Long Term Care..... If you do not hear from us prior to the application deadline, you can assume that we are endorsing your proposal and we will connect with you and all National Direct AmeriCorps programs awarded funding to operate in New York State before startup in 2010". A response from Jacqueline Johnson of the CT Commission stated "Thank you for providing the consultation sheet. Looks great! Good luck and I look forward to having members in CT."

CHANGES: (1) Sometime in Year I and continuing through Year II, we will use matching funds provided by the Albany Guardian Society of New York to provide funding for the living allowance for members located in senior housing sites in the Albany area. At the request of the Albany Guardian Society, the "aging in place" work of the member will be expanded to include an audit of the community for safety of elders and the creation of community garden by senior groups. (2) We are adding several sites which are not elder-care entities themselves, but which provide services to elders. In an especially exciting example, the not-for-profit Columbia Land Conservancy will host a member whose job is to enrich a program called "Access for All," a program designed to make nature trails accessible to the aging and people with disabilities.

YEAR 3 CONTINUATION CHANGES

MEMBER ENROLLMENT AND RETENTION:

We have just begun our second year of ACES, and have not held our first round of member orientations; thus, we cannot report on our success in enrolling/retaining members in year 2. However, in year 1 of

Narratives

this pioneering project, we met 64% of our enrollment rate and showed an exceptional 97% retention rate. Although enrollment was low, we exceeded our target of serving 1000 elders in year 1; ACES members provided service to over 4000 elders and caregivers. As a new AmeriCorps grantee with a unique focus on recruiting baby boomers as members, our first year involved considerable time that will not be needed in Years 2 or 3 such as explaining the program to potential partner sites, immersing ourselves in the regulations and their relationship to older adult members and designing program materials. Now, with dedicated partners, members in place and an understanding of the AmeriCorps regulations/processes, we expect to meet all targets.

In Years 2 and 3 much more time is devoted to member recruitment, showcasing the unique successful member positions from year 1 and "growing" our most valuable partners to help boost enrollment. Connecticut Host Sites have proven to be our strongest partners in terms of understanding the program, dedication to finding exceptional members, enrollment and retention. The life stories program implemented by Connecticut members has been a strong draw for recruiting new volunteers and sites interested in modeling a similar program. Mag Morelli, CANPFA's President (Connecticut Association of Not-for-profit Providers For the Aging-sister organization of our affiliate NYAHS), recently wrote: "CANPFA is thrilled that ACES is entering its second successful year and at least five of our six participating partners in Connecticut are interested in continuing to participate. Please let me know what CANPFA can do to assist in this potential expansion. It has been a pleasure to have the opportunity to work with you on this ACES project."

Below is an outline of our progress to date and a plan to fulfill recruitment and enrollment goals.

Progress to Date: 18 Host sites of year 1 partners have already signed on for year 2, reserving 43 members positions (16.25 MSYs). 6 spots have already been filled (approximately 2.75 MSYs). A combined total of 19 MSYs have been filled/reserved.

Recruitment Plan to fill remaining 6 MSYs:

Host Site Recruitment:

Narratives

A) Capitalize on strategies/partnerships that have proven to be the most effective from Year 1: network through trade organizations in NY (NYAHSAs) and CT (CANPFAs)

Target: 3.5--4 MSYs

Strategies: Feature success stories from Year 1 in weekly newsletter that reaches over 600 eldercare organizations; present at Cabinet/Advisory Board meetings; network through EQUIP users (a quality improvement analysis tool which is used by Veterans Affairs-fits perfectly with aging in place service category)

B) Target agencies recommended by professional colleagues in the aging field

Target: 1-2 MSYs

Strategies: Reach out to county-level affiliates of the New York State Office for the Aging; FLTC Advisory Board and CANPFA recommended organizations, including Hospice and Palliative Care Association of New York State (members to recruit additional volunteers has been identified as an especially critical need) and Connecticut's Long-Term Care Advisory Council (members are eldercare providers, advocates and consumers)

C) Build on/Expand partnerships with colleges and graduate schools

Target: 1.5 MSYs

Strategies: Coordinate recruitment with an FLTC Advisory Board member who works at UCONN's Health Center and a contact at UCONN's Social Work Department; build on partnerships with Internships in Aging Project at SUNY Albany who has already renewed matching funding for two member positions from year 1 sites and submitted a co-application for a new member position from a new Year 2 site.

Member Recruitment:

A) Posting (updated as needed) positions on websites for AmeriCorps, state commission in NY and CT, VolunteerMatch, and AARP's Create The Good (proved effective in year 1)

B) Spread the word about the positions on college student Listservs (proved effective in year 1)

Narratives

- C) Encourage and provide example recruitment materials to host sites making opportunity known to elders who reside at their facility (particularly where nursing homes are affiliated with senior housing located on the same campus)
- D) Encourage/provide incentives to current ACES members to assist in recruiting their replacement (an initiative already begun by several members whose host sites are continuing with ACES in Year 2)
- E) Circulate current member testimonials in a variety of media using quotes/stories obtained through monthly online member surveys
- F) Provide additional webinar training to Host Sites on recruiting members
- G) Focus more on opportunities for service categories that have proven most successful from Year 1 (see below)

We expect by our first year 2 member orientation in May 2011 we will have 30 members ready to begin service (15 MSYs). We will then hold another member orientation in the fall to train an additional 20 members (10 MSYs). To ensure that we will reach our enrollment goals, a major drive to recruit new sites has already begun this month. We have also begun promoting consultation visits with potential host sites to coincide with our regional orientations, enabling maximization of our travel and meeting with new agencies personally.

We are also planning programmatic changes (see below) which will help us meet enrollment goals.

Therefore, we are highly confident that in Years 2 and 3, we will fill the 25 MSYs awarded.

PROGRAMMATIC CHANGES:

The biggest change we propose is to drop the Staff Retention and Training category from ACES. This, along with Volunteer Recruitment, Resource Coordination and Other, was one of the four service categories we initially identified for members. To date, we have had low interest from the participating Host Sites in finding a member to serve in this category, and of the few interested sites, none have been able to find an applicant interested/qualified to serve in such a way. Without effort expended in this area, we can focus even more on the popular Volunteer Recruitment, Resource Coordination and Other

Narratives

categories, which will serve to improve recruitment, retention and programmatic success in these areas. The Other service category has been used to allow our partnering Host Sites to create a service description for an ACES member to meet a specific need, as long as the ACES member position will involve service to older adults, and has been deemed as meaningful (Other service positions must be approved by FLTC staff and by our CNCS Program Officer). In general, the positions that fall into the Other category are those that provide direct service to elders. This category is similar to the Resource Coordination category, which focuses on providing older adults with services/resources to help them age in place. The difference lies in the setting: members providing services and resources to older adults in institutional settings by definition do not help elders "age in place," and so while the categories are similar, members serving in the Other category are generally serving in nursing home settings. Members in these positions enhance quality of life and psycho-social health, an area especially important as service needs increase and staff numbers remain stagnant or decrease.

COST PER MSY:

There are three proposed changes that have financial implications though do not significantly affect the cost per MSY, which has decreased from \$12,513 to \$12,509:

CHANGING MEMBER STIPENDS: Initially, we believed that those members serving as Volunteer Recruiters would require a greater skill set than those providing service in the other categories and we set the stipend for this category accordingly; however, we have seen that all ACES positions require certain skills and a level of dedication that should in fact remain fixed through all positions. In year 3, we propose to change the stipend amount for all ACES members so that Volunteer Recruiters are no longer receiving \$4700 for their half time term, and Resource Coordinators are no longer receiving \$3500 for their half-time term. Instead, all members will receive a stipend of \$4000. Offering equal stipends to members in different categories will also reduce confusion on the part of the payroll departments we work with at the partnering Host Sites.

Narratives

ORIENTING NEW HOST SITES: In year 1 we found that mandating attendance for host site representatives at an initial in-person Orientation restricted participation in the project because many administrators/CEOs have conflicting schedules and finding agreeable dates for all proved impossible. More host site orientations were needed than initially planned for to accommodate all potential sites. In year 3 we propose to offer the host site orientation as a web-based training, allowing us to offer it more frequently, and as needed without omitting any content.

INITIATING THE CRIMINAL HISTORY CHECK VIA THE APPROVED REGISTRIES INTERNALLY: We have seen a great deal of confusion over the required criminal history checks, as we delegated this responsibility to our partnering Host Sites, rather than conduct criminal history checks on ACES members internally. We require that our partner sites send us confirmation of each member's cleared criminal history check. Since most of our Host Sites already require criminal history checks on all employees and volunteers, several have used contracted vendors rather than initiating a search through the approved AmeriCorps repositories themselves. In many cases, the vendors used were checking the appropriate repository, but it takes a great deal of staff time to verify. To minimize confusion in year 3, we would like to conduct each member's criminal history check internally and send a copy of the results to our partner host sites as needed. Since we propose that our Host Sites' contributions change according to the newly proposed stipend amount, we are also building in the cost of the criminal history check as part of the sites' contribution.

CONSULTATION WITH STATE COMMISSION:

We have maintained contact with the state commissions from both New York and Connecticut throughout our first year of ACES and a complete contact log is available upon request. Most recently, we contacted both the New York and Connecticut state commissions, informing them about ACES and our plans to continue the project for a third year.

On 1/14/11, Mark Walter, Executive Director of New Yorkers Volunteer, responded:

"Thanks so much for your email and I am thrilled with the opportunity to more effectively partner with

Narratives

AmeriCorps members serving in New York State with the Foundation for Long Term Care AmeriCorps Program!"

On 1/14/11, Jacqueline Johnson, Executive Director of Connecticut Commission on Community Service, responded thanking us for the update and "wishing us continued success" with ACES.

PERFORMANCE MEASURES:

We are not requesting any changes to our Performance Measures. Based on consultation with our AmeriCorps Program Officer, we recently amended our Performance Measures to reflect the loss of our Staff Retention and Training category and more accurately measure outcomes.

OTHER:

Staffing Changes:

The role of Project Director is now filled by Denise Mitchell Alper, Executive Vice President of the Foundation for Long Term Care. Previous Project Director Carol Hegeman will maintain a role in ACES in creating/delivering training content.

Margaret Macri replaced Bridget Donlon as Project Clerk during year 1. Ms. Macri serves in a record keeping capacity, organizing and maintaining required documentation in individual member files.

Performance Measures

SAA Characteristics

- AmeriCorps Member Population - None
 Geographic Focus - Urban
 Geographic Focus - Rural
 Encore Program

Priority Areas

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> Education | <input type="checkbox"/> Selected for National Measure | <input checked="" type="checkbox"/> Healthy Futures | <input type="checkbox"/> Selected for National Measure |
| <input type="checkbox"/> Environmental Stewardship | <input type="checkbox"/> Selected for National Measure | <input type="checkbox"/> Veterans and Military Families | <input type="checkbox"/> Selected for National Measure |
| <input type="checkbox"/> Economic Opportunity | <input type="checkbox"/> Selected for National Measure | <input type="checkbox"/> Other | <input type="checkbox"/> Selected for National Measure |

Grand Total of all MSYs entered for all Priority Areas 20

Service Categories

- | | | |
|------------------------------------|---|---|
| Vocational Education | Primary <input type="checkbox"/> | Secondary <input type="checkbox"/> |
| Community-Based Volunteer Programs | Primary <input checked="" type="checkbox"/> | Secondary <input type="checkbox"/> |
| Independent Living - Seniors | Primary <input type="checkbox"/> | Secondary <input checked="" type="checkbox"/> |
| Senior Citizens Assistance | Primary <input type="checkbox"/> | Secondary <input type="checkbox"/> |

Elders Being Served

Service Category: Community-Based Volunteer Programs

Measure Category: Needs and Service Activities

Strategy to Achieve Results

Briefly describe how you will achieve this result (Max 4,000 chars.)

The 40 AmeriCorps members in the participating community sites that serve the older population will be volunteering on projects that will enhance and provide additional services to the older adult population. Members will be serving as either 1) Volunteer Recruiters, finding and managing volunteers who will provide services to older adults, 2) resource coordinators that help older adults in community settings age in place by providing services or coordinating resources, or in some cases 3) providing another approved direct service to older adults in institutional or community settings. The members will be trained on programming designed to help the older adults and to offer them more services and a better quality of life.

Briefly describe how you will achieve this result (Max 4,000 chars.)

Members serving in the volunteer recruitment category will recruit and manage volunteers who provide direct services mostly in long term care settings, such as leading recreational and socialization activities in nursing homes or other needed services identified by the sites, while members serving in the aging in place category will provide services to elders in community settings such as exercise classes, nutrition education workshops, resource coordination, helping elders apply for or learn about benefits available to them, or other activities that will help elders maintain independence.

Results

Result: Output

800 elders will be served either through direct service from an ACES member or through service provided by a volunteer recruited by an ACES member each year.

Indicator: adult beneficiaries

Target: 800 elders will be served.

Target Value: 800

Instruments: Tally sheets/Online member survey.

PM Statement: 800 elders will be served either through direct service from an ACES member or through service provided by a volunteer recruited by an ACES member each year.

Prev. Yrs. Data

Result: Intermediate Outcome

600 elders will report that they have enriched lives or that the quality of their lives has improved as a result of services provided by ACES members or the volunteers they have recruited

Indicator: Increased or improved quality of life.

Target: 600 elders reporting increased quality of life per year.

Target Value: 600

Instruments: Survey of Elders. ACES members are trained on how to use the "Quality of Life" survey at their member orientations, and are encouraged to view a webinar posted on the FLTC's website which further reviews how to conduct the survey. The survey requires ACES members to fill in identifying information about the services they have provided and then asks the elder "As a result of participating in the [members fill in] program/service, the quality of my daily life and activities improved." The elder can respond "strongly agree," "somewhat agree," "somewhat disagree," or "strongly disagree." Those who respond "strongly agree" or "somewhat agree" are counted as those who have had an increased quality of life.

PM Statement: 600 elders will report that they have enriched lives or that the quality of their lives has improved as a result of services provided by ACES members or the volunteers they have recruited.

Prev. Yrs. Data

Aging in Place Success

Service Category: Senior Citizens Assistance

Measure Category: Needs and Service Activities

Strategy to Achieve Results

Briefly describe how you will achieve this result (Max 4,000 chars.)

The steps to achieving this goal are 1) to train about 20 of the ACES members on strategies to assist elders to age in place, and 2) for members to complete and disseminate a resource guide (or another tool intended to help elders age in place) for elders in the senior housing setting, other elders in the community, and the staff of those agencies that provides comprehensive information on resources to help elders age-in place.

Results

Result: Output

400 of elders will be provided with 'aging in place' services (including resource coordination, health or socialization programs, or other programs provided by ACES members to older adults in settings other than nursing homes and hospice).

Indicator: beneficiaries

Target: 400 of elders will be provided with aging in place services.

Target Value: 400

Instruments: Tally Sheets/ Online Member Surveys.

PM Statement: 400 of elders will be provided with 'aging in place' services (including resource coordination, health or socialization programs, or other programs provided by ACES members to older adults in settings other than nursing homes and hospice).

Prev. Yrs. Data

Result: Intermediate Outcome

200 elders will feel more confident in their ability to age in place after receiving 'aging in place' services provided by ACES members.

Indicator: Confidence in ability to age in place.

Target: 200 elders will feel more confident in their ability to age in place as a result of services provided by ACES members.

Target Value: 200

Instruments: Survey of Elders. ACES members are trained on how to use the "Aging in Place" survey at their member orientations, and are encouraged to view a webinar posted on the FLTC's website which further reviews how to conduct the survey. The survey requires ACES members to fill in identifying information about the services they have provided and then asks the elder "As a result of participating in the [members fill in] program/service, I feel more confident that I can maintain my level of independence." The elder can respond "don't agree," "somewhat agree," "agree," or "strongly agree." Those who respond "agree" or "strongly agree" are counted as those who are more confident in their ability to age in place as result of service provided by ACES members.

PM Statement: 200 elders will feel more confident in their ability to age in place after receiving aging in place services provided by ACES members.

Prev. Yrs. Data

For Official Use Only

Subapplicants

<u>ID</u>	<u>Organization</u>	<u>Amount Requested</u>	<u>Amount Approved</u>	<u># FTEs Requested</u>	<u># FTEs Approved</u>	<u>Status</u>
Totals:		\$0	\$0	0.00	0.00	

Required Documents

Document Name

Status

Evaluation

Not Applicable

Federally Approved Indirect Cost Agreement

Already on File at CNCS

Labor Union Concurrence

Not Applicable