

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 conform to the Corporation's eGrants System) | | | | | | | | | | | | | | | | |
| 2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): | 3. DATE RECEIVED BY STATE: 19-JAN-11 | STATE APPLICATION IDENTIFIER: | | | | | | | | | | | | | | |
| 2b. APPLICATION ID: 11AC122805 | 4. DATE RECEIVED BY FEDERAL AGENCY: | FEDERAL IDENTIFIER: 09ACHVT0010002 | | | | | | | | | | | | | | |
| 5. APPLICATION INFORMATION | | | | | | | | | | | | | | | | |
| LEGAL NAME: Central Vermont Council on Aging DUNS NUMBER: 157273061 ADDRESS (give street address, city, state, zip code and county): Central Vermont Council On Aging 59 N Main St Ste 200 Barre VT 05641 - 4121 County: Washington | NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Nancy G. Sherman TELEPHONE NUMBER: (802) 476-2674 FAX NUMBER: (802) 479-4235 INTERNET E-MAIL ADDRESS: nsherman@cvcoa.org | | | | | | | | | | | | | | | |
| 6. EMPLOYER IDENTIFICATION NUMBER (EIN): 030276104 | 7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Area Agency on Aging Community-Based 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 State | 11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Neighbor to Neighbor | | | | | | | | | | | | | | | |
| 12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Vermont cities: Barre, Burlington, Rutland, St. Johnsbury, and Newport. 14 of Vermont's 16 counties: In the northwestern region - Franklin, Grand Isle, Chittenden, and Addison Counties. In the northeastern region of the state - Orleans | 11.b. CNCS PROGRAM INITIATIVE (IF ANY): | | | | | | | | | | | | | | | |
| 13. PROPOSED PROJECT: START DATE: 09/01/11 END DATE: 08/31/12 | 14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="VT 001"/> b.Program <input type="text" value="VT 001"/> | | | | | | | | | | | | | | | |
| 15. ESTIMATED FUNDING: Year #: <input type="text" value="2"/> | 16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="text-align: right;">\$ 234,000.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 365,246.00</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;">\$ 599,246.00</td> </tr> </table> | a. FEDERAL | \$ 234,000.00 | b. APPLICANT | \$ 365,246.00 | c. STATE | \$ 0.00 | d. LOCAL | \$ 0.00 | e. OTHER | \$ 0.00 | f. PROGRAM INCOME | \$ 0.00 | g. TOTAL | \$ 599,246.00 | <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 | |
| a. FEDERAL | \$ 234,000.00 | | | | | | | | | | | | | | | |
| b. APPLICANT | \$ 365,246.00 | | | | | | | | | | | | | | | |
| c. STATE | \$ 0.00 | | | | | | | | | | | | | | | |
| d. LOCAL | \$ 0.00 | | | | | | | | | | | | | | | |
| e. OTHER | \$ 0.00 | | | | | | | | | | | | | | | |
| f. PROGRAM INCOME | \$ 0.00 | | | | | | | | | | | | | | | |
| g. TOTAL | \$ 599,246.00 | | | | | | | | | | | | | | | |
| 17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> 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: Nancy G. Sherman | b. TITLE: Program Director | c. TELEPHONE NUMBER: (802) 476-2674 | | | | | | | | | | | | | | |
| d. SIGNATURE OF AUTHORIZED REPRESENTATIVE: | | e. DATE SIGNED: 04/29/11 | | | | | | | | | | | | | | |

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Executive Summary

Neighbor to Neighbor AmeriCorps, sponsored by Central Vt. Council on Aging, distributes members around Vermont to address human needs and assist senior citizens. Members perform in-home services that enable seniors to continue living safely at home and in their communities. Members lead health education programs that promote physical activities and address chronic medical conditions associated with aging. Through training and service events, members build skills and foster civic engagement.

Rationale and Approach

A. RATIONALE AND APPROACH

COMPELLING COMMUNITY NEED: The Neighbor to Neighbor AmeriCorps Program (N2N) will address the unmet needs of older Vermonters and people with disabilities living in 12 counties around the state. These critical needs of Vermonters 65 and older as well as younger adults with disabilities are becoming increasingly difficult to meet as a result of demographic shifts, intensifying economic challenges, the rising cost of basic living costs, and major reductions in state funded service program.

Vermont is the second least populous state in the nation. Of the 621,300 residents, including approximately 80,000 older Vermonters (65 years and older); 19% of them are Veterans and 38% have a disability. Vermont also stands out because it ranks at the top of the charts with Maine, Pennsylvania, West Virginia, and Florida as one of the most rapidly aging states. Currently 13.3% of Vermont residents are over 65. Population growth between 2007 and 2017 for those aged 65 -74 is projected to be 63%. Growth for those 85 and older is expected to be 23%. In addition, older people with disabilities are projected to increase by 42% (DAIL 2008). These dramatic increases in the older age groups and the likelihood of a corresponding increase in the demand for costly services creates the compelling need for N2N AmeriCorps.

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While the 65+ age group shows dramatic growth, the other end of the age spectrum is very different, reflecting the fact that Vermont has the lowest birth rate in the country. For the period 2007-2017, the 0-18 year age group is projected to decline 6%, and the 35-54 group will decrease by 18%. While the state's population as a whole is projected to grow by a modest 4%, Vermont communities will be quite different in 10 years, establishing a need to connect the smaller, younger age groups with the 65+ cohort and overcome age barriers and biases. 2011 is a watershed; Baby Boomers (born 1946-1964) will start turning 65.

There are also serious threats to the economic security of Vermonters 65+. The average social security payment they currently receive is \$1,075 per month (\$12,900 per year). Social security is over half the income for 56% of Vermonters 65+. Social security is the only source of income for 23% of older Vermonters (AARP, COVE, Census/ACS 2006). The federal poverty threshold for 2 adults over 65 is \$13,014 annual income, which does not cover the cost of basic needs, as indicated by the use of 150% or 200% of poverty as the threshold for many public assistance programs. The critical economic situation for older Vermonters is further evidenced by the fact that 18% of married couples 65+ live on less than \$15,000; 27% of married couples 65-74 are below 200% of poverty; 40% of married couples 75+ are below 200% of poverty (Census/AC S2005-2007).

The entire state meets the federal definition of rural, identifying another set of unmet needs that older adults will face. Rural older adults are more likely to live at or near poverty, have less education, and report themselves to be in poorer health than their urban counterparts. Rural elders have less access to health care, and these services tend to be more costly. Adults 65+ in rural areas have to travel farther to access key resources while having less access to transportation (State Plan on Aging, 2006). Poverty and the challenges of living in a rural state are critical community needs that impact elders' health and wellbeing. The risk of poverty is strongly related to the individual's living arrangements. 31% of the 65+

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age group lives alone, and 18% of older adults who live alone are poor, compared to 5.8% of those who live with their families (Vt. State Plan, 2006). Aging related challenges often lead to chronic conditions, particularly for those living alone with unmet basic needs.

The distribution of Vermont's elders reflects the state's demographic profile. Chittenden Co. (the most populous and containing Burlington, the state's largest city) holds the highest number, including the largest number of the state's minority elders, followed by Rutland, Windsor, Washington and Windham Cos. Current poverty rates by county for those 65+ show an average of 9.6%, with peaks in the northeastern counties: Orleans County has a 19% poverty rate; Caledonia follows at 12%. The elderly populations are projected to shift toward the rural counties by 2017. Grand Isle is projected to have the greatest increase (29%), followed by Lamoille, Chittenden, and Addison. The lowest growth rate is Essex Co. at 14% (DAIL 2008). Clearly, in the coming decade every region will have increased need for a variety of services to support elders. At the same time, the state's current and projected fiscal environment prohibits increased services. This AmeriCorps Program, with host sites in 4 different regions of the state, could offer our constituencies a set of aging-in-place and healthy aging services in counties that are gaining in 65+ population and where poverty rates are highest.

As the population of elders grows and shifts, it is increasingly important to promote healthy and active aging, because choices in lifestyles are as important as medical screenings to maintaining health and well-being. People 50 years and older who started exercising moderately 90 minutes a week saved an average of \$2,200 per year in medical costs (ICAA.cc/media/press2009/wellness).

Through needs assessment surveys, the Vermont Area Agencies on Aging (AAAs) have determined that the current cohort of aging Vermonters want long term care services in their home and that the loss of independence is one of the most frequently cited concerns. The desire to age in place, develop residential

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alternatives, and prevent premature nursing facility placement are key interest to older Vermonters. They also want to have a sense of control over their lives and opportunities to make their own decisions, including playing an active role in the community and/or working after the traditional retirement age.

As the boomer bulge passes 65, they too present a willingness to embrace successful aging strategies. There is a critical need to have new programs for health maintenance and disease prevention available for them. Healthy communities have balance and interaction among the different age groups. More elders and a precipitous decline in the youngest age group present a critical need for communities. Senior communities may appear not by design but by default because of Vermont's low birthrate and the scarcity of young families. Intergenerational interaction keeps communities alive, with elders serving as resident historians and culture keepers, sharing traditions, stories, and local culture. A study by the MetLife Foundation focuses on the need to make communities livable for all ages; not just good places to grow up but good places to grow old. This means providing services for elders as well as an open door so they can contribute their talent, wisdom and experience to the whole community.

A Macarthur Foundation Study conducted 10 years ago states that "Exercise is the single most important thing an older person can do to remain healthy. . . exercise and diet are believed to be more important than genetics in determining risk factor of aging." This is the challenge and the strategy for successfully meeting the growing numbers and critical economic needs of Vermonters 65+.

Public safety and emergency services are serious needs for older adults. The 2007-2008 spike in fuel prices caused Vermont municipalities and state government to set up emergency programs for food, fuel, and transportation to respond to the unmet needs of needy and low income residents. Older Vermonters are considered to be a vulnerable population, and evidence of fraud, abuse or neglect must be reported and often responded to rapidly. It is important to be prepared for emergencies with

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communication links and networks to contact these individuals rapidly and get them to safety.

Members' relationships with elders, their training in CPR, first aid, conflict resolution skills, and fighting fraud will be very useful in addressing public safety needs for older Vermonters.

MEMBER ROLES: The program mission is serving elders and people with disabilities by helping them continue to live at home, in their communities, and by engaging them in healthy aging programs.

Member activities include 1. building partnerships with community organizations to build capacity in the network of support for older Vermonters; 2. engaging adult and youth volunteers to support elders; 3. performing in-home services so seniors can age in place in the setting of their choice; and 4.

presenting Healthy Aging Programs (HAPs) that promote healthy lifestyle choices, physical activity, and social interactions.

To build partnerships, members establish collaborative working relationships with senior centers, meal sites, and senior housing facilities, as well as schools, churches, and local nonprofit organizations. Each member has a set of communities to serve, where they develop a set of primary partners. Partner organizations are members' links to the communities and the target population, as well as a source for meeting volunteers and locations for healthy aging programs.

Volunteer recruitment enables members to leverage their energy to serve, and volunteers add sustainability to the program. Members do public outreach through the media and social networking channels to find people who want to give time and make connections with older Vermonters. Volunteers increase connections with isolated, needy elders and increase the capacity to perform in-home services.

Performance measures target recruitment of 500 adult volunteers and 5000 hours of volunteer service, statewide with 20% of the adult volunteers contributing 10 hours or more. In past years we have had

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25% of our volunteers in the 55+ age groups. There will be a high priority on recruiting more volunteers in the 55+ age group and becoming an Encore Program.

In-home visits to seniors' residences, by members as well as their volunteers provide essential - sometimes life-saving - basic services, prevent isolation, depression, and illness. Assistance with grocery shopping, meals, and errands such as picking up prescription medications promotes nutrition and good health. House maintenance and clearing out trash make homes safer and reduces the risks of falling. Basic weatherization measures, stacking and replenishing fuel wood, and snow removal all help seniors get through the four or five coldest months. Assistance with planting and harvesting a vegetable garden bring satisfaction to rural Vermonters as well as a measure of self-sufficiency and healthy food for the table and the freezer. Performance measure target: members perform in-home services for 1000 elders.

Healthy Aging Programs: Working from their regional host site Area Agency on Aging (AAA), members plan and create a variety of programs that bring elders together for events that cover a range of topics; health maintenance, disease prevention, fire prevention and safety, financial literacy, getting emergency supplies of food and fuel, planning for end of life issues, entertainment, reading groups, music, and crafts. Members also organize intergenerational programs, bringing elementary school groups, youth groups, and high school students to interact with seniors in all regions of the state. Multi-session exercise programs that run for as long as 12 weeks are very popular with seniors, particularly RSVP Bone Builders, Matter of Balance, Laughter Yoga, and they typically motivate many participating elders to increase their daily amount of walking and physical activity.

In 2010-2011 we will take a new approach with the multi-session exercise and nutrition programs in order to participate in the National Performance Measure Pilot. Adopting the Healthy Future Priority

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Area, Measure 4, we will focus on the number of seniors participating in health education programs. We will educate needy seniors regarding disease prevention and healthy promotion, with a particular focus on common health conditions, chronic diseases, and conditions for which disease prevention and health promotion exist.

Targets: Members will continue to aim to present 300 healthy aging programs, on a variety of topics, engaging 1000 participants. The new end outcome will be leading 40 multi-session exercise and nutrition programs with 400 participants, and 90% of participants reporting on the evaluations that they are either Very or Somewhat likely to make lifestyle changes as a result of attending the program. This is a significant new challenge.

Member Development: Monthly statewide trainings provide frequent opportunities for reflection and sharing community service learning experiences. Twice during the service year site supervisors and members go through the Skill Evaluation process, reviewing the member's understanding of elder issues, their role descriptions, leadership, presentation and communication skills, volunteer management, and their reliability. This is the time to review the non-duplication and non-replacement requirements covered in the Pre-Service Orientation and in the Member Manual, assure compliance with the list of prohibited activities. In all the trainings, the focus is on progress with the key activities that contribute essential services that enable elders to continue living at home, as well as staying active and participating in healthy aging programs. Trainings include time for members to share their service experiences and get feedback from each other, in small group settings and all together. Training topics cover client direction, confidentiality, anxiety and stress in older adults, volunteer management, team building, and working with the media. Members will be offered leader trainings so they can present multi-session exercise programs for elders. Case management staff is a valuable training resource, and members frequently consult with them about specific clients they are visiting or general questions.

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Conflict resolution and CPR/First Aid training are valuable components of member training sponsored by VT CNCS. The portfolio project challenges members to review their entire year of service and summarize their key activities, outputs, and outcomes. Members also learn from the skill evaluation process, which happens twice during the term of service.

MEASURABLE OUTCOMES: Presenting Healthy Aging Programs is the program activity that best allows for an aligned set of outcomes. The target output is for 18 members to present 300 programs at a variety of community sites where seniors and people with a disability can participate. The intermediate outcome is gathering feedback from participants to determine whether they enjoyed participating and have something to take away -- possibly that they learned something new or expanded their understanding of the topic. Finally, the desired end result is that participants change or modify their daily activities as a result of attending the program -- adding appropriate physical activity, making better food choices and including more of the recommended healthy food choices to their daily routine.

Participant Evaluation Forms are the tools for gathering feedback from participants and tracking the impact of the program. If seniors attend the HAPs and talk with friends and neighbors the program is a success. If a senior indicates he/she learned something or broadened their understanding of the topic presented, that is a greater success. The end outcome is getting participants to alter their daily activities and incorporate some recreational activity or planned exercise. This is a measurable and well documented method for maintaining or improving mobility, balance, and overall mental and physical health. HealthPartners Research Foundation reports that people 50 years and older who start exercising moderately 90 minutes a week save an average of \$2,200 per year in medical costs (www.ICAA.cc/media/press2009). We will also have performance measures for In-Home Services and Volunteer Recruitment.

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Priorities for 2010-2011 set by VT CNCS: Neighbor to Neighbor AmeriCorps Program will address the Healthy Futures Priority Area, as announced in the AmeriCorps State Application. We will also utilize one of the Pilot National Performance measures, Measure 4, Number of clients participating in healthy education programs. This will focus specifically on seniors participating in the multi-session exercise and nutrition programs that are one type of Healthy Aging Program that members have offered.

SELF ASSESSMENT AND IMPROVEMENT: Reporting and feedback loops are the tools for our assessment, carried out through weekly team meetings, monthly reporting, and statewide training sessions. In the smaller team meetings and statewide monthly trainings, members have an opportunity to share the challenges and accomplishments they have experienced as they work on all of the service activities. There is feedback from members as well as the regional coordinator that can lead to greater understanding and better performance. Program policies and the Member Manual can be updated as needed. Evaluations from statewide trainings also offer constructive feedback. Similarly, monthly reports are opportunities for each member to present the highlights of their progress on each of the key activities, and the "Obstacles and Opportunities" section offers a way to reflect in general about what is going well and where attention is needed. Monthly reports, aggregated by the site supervisors, give numeric and descriptive information about progress toward performance measures, as do evaluations from statewide trainings and status reporting at regional coordinator monthly conference calls. At any time, a member can speak to the regional coordinator or program director about a problem or special opportunity. Member-led evaluations of the programs generate valuable information for improvements, as well as feedback from the AAA executive directors.

COMMUNITY INVOLVEMENT: 18 new members will step into collaborative relationships with staff and community members at nearly half of Vermont's 120 senior centers and meal sites throughout Vermont, plus numerous senior housing facilities and adult day centers. Members will lead

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conversations with seniors about their interests and needs, and what programs and activities the AmeriCorps member can organize with them. These ongoing conversations with elders, adults with a disability, and their respective families guide the planning of events for each site over the course of the service year. In many cases, local elders will be leaders in the service projects or healthy aging programs. In addition, members work closely with community development staff at the host AAAs, participating in annual needs assessments, or surveys or focus groups and other channels that invite the target community to have a voice in the operation of the AAAs. AmeriCorps staff and members work collaboratively with their host AAAs to meet community needs that fit the AmeriCorps mission. Frequently over the 3 year grant period, senior center and meal site coordinators, housing directors, Vt. Center for Independent Living, Home Health agencies, and other service providers meet regionally with their respective AAA. AmeriCorps members will be present and participating in these discussions about how to meet the growing demand for community-based services and especially healthy aging programs. Vt. Department of Aging, Disabilities and Independent Living (DAIL) and Community of Vermont Elders (COVE) are also engaged in these community events.

RELATIONSHIP WITH OTHER CNCS PROGRAMS: N2N has a strong and collaborative relationship with all of Vermont's AmeriCorps and VISTA programs, as well as Senior Companions and RSVP programs. Positive working relations among program directors have developed over the years through monthly program directors' meetings with the VT CNCS and numerous successful statewide, all inclusive and cross-stream events. At the 2009 Launch, all the Vermont programs coordinate ideas and funding so that the VT CNCS can bring in high quality trainers to do workshops on community development, facilitation, communication, and financial management. Pooling our ideas and sharing the cost results in a jumpstart on important member trainings. Team building activities, introductions, and regional breakout groups enable members from all of Vermont's national service programs to set up regional networks. For example, they start to plan service projects for MLK Day. Duplication with other

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programs is not an issue; N2N does services with elders and people with disabilities that are different from the services of other National Service programs in Vermont. Even though other programs have members placed at senior housing facilities where N2N members lead healthy aging programs, their respective service activities do not overlap or conflict in any way. Collaboration on regional projects for AmeriCorps Week works out well. N2N has shared trainings with other programs when both are interested, covering the same topic or when a training is set for St. Johnsbury, for example, and all members in that area are invited to attend. Finally, N2N collaborates with Senior Companions by sharing elders' requests for service when a task requires a couple of energetic young individuals or when the SC is away and needs a substitute. Similarly, requests for volunteers are passed back and forth between RSVP and N2N when the other program can make the match quickly and smoothly.

Replication: N2N could be replicated. N2N members work in teams of 3 to 5 members, mostly full time with a few half time (HT) positions to accommodate individuals who need to spend time with family members or need to have time for other interests. The program's 5 key activities are performed and reported in a consistent manner, by the 4 teams of members working with their Regional Coordinator (RC) at their regional AAA host sites. It would be possible to have additional host sites, in Vermont or any other state. The critical element is the site. Supervisory structure and key activities are consistent for all sites. Member qualifications and position descriptions have slight variations among the different sites.

Organizational Capability

D. ORGANIZATIONAL CAPABILITY

ORGANIZATIONAL STRUCTURE: As the sponsoring organization, Central Vermont Council on Aging (CVCOA) has provided programmatic and fiscal oversight since 1997, when Neighbor to Neighbor AmeriCorps was started. Founded in 1974, CVCOA is a private non-profit organization dedicated to

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supporting elders in leading healthy, independent, meaningful and dignified lives in their homes and communities. CVCOA oversees a service area including 54 towns across Washington, Orange, and Lamoille counties. Key services include case management, information and assistance, administration of senior nutrition programs, and the elderly and disabled transportation program. CVCOA works with Vt. Department of Disabilities, Aging and Independent Living (DAIL) and is one of five Area Agencies on Aging (AAAs) operating in Vermont. With an annual budget of \$4 million, CVCOA receives federal funds under the Older Americans Act, state general funds, funds from municipalities in the service area, donations and multiple grants. The CPA firm Fothergill, Segale & Valley manages the fiscal activity and reporting for CVCOA, including internal controls and auditing. CVCOA is also a sponsor for RSVP, Senior Companions, and Home Share of Central Vermont. Since 1997, CVCOA has received AmeriCorps funds for the N2N Program and managed them effectively, including passing an audit in 2004.

N2N AmeriCorps has formal partnership agreements signed by Vermont's other AAAs. These host sites are Champlain Valley Agency on Aging (CVAA) serving the state's 3 northwestern counties with its main office in Essex Junction VT; Northeastern Vermont Area Agency on Aging (NEVAAA) serving the 3 northeastern counties and maintaining its main office in St. Johnsbury with a satellite office in Newport where a member is stationed; and Southwestern Vermont Council on Aging (SVCOA) serving the 2 counties in that region and maintaining its main office in Rutland. The 5th AAA, Council on Aging for Southeastern Vermont (COASEV) has been a host site partner but is not actively participating in the program at this time. Executive Director from all of the AAA host sites are a governing board for the program, reviewing grant proposals, budgets, progress and financial reports. The N2N PD meets with the AAA EDs quarterly to update them on our progress and challenges. Meetings are more frequent when questions arise about services done or needed or to review personnel matters. Beth Stern, ED at CVCOA and the 3 additional AAA EDs provide effective management oversight for the program.

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Regional Coordinators (RCs) are the site supervisors who give direction to the teams of members at each site. The AAA EDs select a staff person who dedicates 50% of her time to the AmeriCorps program. RCs hold weekly team meetings and monthly 1-to-1 meetings with their group of members. RCs screen and assign the Requests for In Home Services that members perform. RCs assure that member stay on track with program activities and reports, follow all policies and provisions set out in the Member Agreements and Member Manuals. RCs also conduct the Member Skill Evaluations, at 3 months and 9 months into the service year. Program Director (PD) holds monthly conference calls with the RCs and makes two site visits to each AAA host site. Each month, the RCs gather Monthly Reports from their members, summarize performance measure data, and send the team's report on to the PD. Spreadsheets that accumulate each months accomplishments are updated. The PD also manages the program budget with assistance from Jane Burroughs at Fothergill Segale and Valley CPAs who prepares monthly reports of expenses compared to budget category totals. N2N can manage the federal grant because the program's accounting and budget systems are overseen by CVCOA and Fothergill Segale & Valley CPA firm.

N2N ACCOMPLISHMENTS: Over its 12 years, performance targets have steadily increased, allocated member slots have decreased, but the program has consistently trained and developed members to serve elders and people with disabilities by assisting with in-home services, leading informative programs, connecting them with adult and youth volunteers, and building capacity with the network of senior centers, meal sites, and housing facilities that support older Vermonters. Each year, we have gone into the homes of approximately 1,000 different beneficiaries to assist with household tasks they can no longer do by themselves. This is an understatement of the true impact because many needy seniors received multiple services from the N2N member or a volunteer or both. Until this past year, members came close to reaching the target of 300 healthy aging programs; recently they exceeded the target by 133%. The impact of these programs is understated because 96 of them (28%) were multi-session programs, some meeting twice a week for 12 weeks. These programs were highly successful, based on

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participant evaluations, and nearly 100% in the exercise programs indicated they were changing their daily activities as a result of the program. Every year the number of participants exceeded the target 1,000 by 300-500%.

For volunteer recruitment, we have averaged 70%-80% of the target 1,000. This count has never included our youth volunteers, averaging about 250 per year. Hours reported by adult volunteers have consistently exceeded the target 1,000 hours. by 400%-500%. Finally, we measure our target outcomes for member development by having them demonstrate "significant skill" or "mastery" on an inventory of skills related to leadership and human services. Every year, 90%-100% of members have done so, meeting this performance measure.

Every year, individual members receive public recognition for their accomplishments. Annually, at least one 2nd term member is honored with a Governor's Community Service Award. In 2008-2009, one of our younger members was honored by the Vermont Women's Association for her leadership and progress in her personal life. Several members were selected for Dale Carnegie Leadership Courses sponsored by companies in Burlington and Waterbury. Very recently, N2N members serving with CVAA in Burlington were honored to be informed by Vt. CNCS that their press release and flyer for the coming MLK Day project was featured on the Corporation website.

MANAGING A MULTI-SITE, STATEWIDE PROGRAM: Members are hosted at 4 of Vermont's AAAs, with regional offices in Essex Junction, St. Johnsbury, Rutland, and Barre. The AAAs have been working together and with direction from DAIL for over 30 years. Since 1997 when this AmeriCorps Program started, a full-time program director (PD), reporting to the CVCOA executive director, has managed the program, monitoring site compliance, reporting to DAIL and the AAA executive directors (EDs), presenting progress reports and gathering input for planning and performance improvements.

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Partner Agreements between CVCOA and each AAA host site define the respective roles and responsibilities, setting program standards and financial procedures. Each host site provides a part time site supervisor or regional coordinator (RC) to supervise members and coordinate regularly with the PD.

At all sites, RCs direct members to perform the key program activities in their 3 county service areas. All 4 sites are closely connected. Members communicate and collaborate with each other from their respective regions of the state. Program activities and performance measures are applicable to all sites. All N2N members sign a common member agreement and follow policies, procedures, and program expectations presented in the N2N Member Manual. Time sheets, expense reports, and monthly reports are consistent for all members, with RCs reviewing these documents before they are sent to the PD. Prior to 2006, host sites were reimbursed for RC's time. RC hours and travel are now in-kind contributions, as are the cost of office space, supplies, and training from AAA staff.

Site compliance with program procedures is ensured through the PD's monthly meetings or conference calls with the RCs, site visits from the PD at least twice during the term, and the PD's participation in the AAA ED's monthly meetings as needed.

N2N PROGRAM STAFF: The full time N2N Program Director (PD) reports to the CVCOA ED, manages the program, and presents quarterly progress and financial reports to DAILE and the AAA EDs. The PD meets regularly with N2N RCs and is in close communication with each of them to address any issues, particularly grievance issues, that may arise. Key program and fiscal positions include: Nancy Sherman, N2N Program Director since 2002, has an MBA, 12 years management experience with non-profits, and serves on Montpelier City Council. Carol Entriken, RC at NEVAAA in St. Johnsbury since 1997 and AmeriCorps alumna, also coordinates Senior Companions and volunteers. Bev Hill, AmeriCorps/Volunteer Coordinator at CVAA in Essex Junction since 2003, skillfully manages 200 volunteers as well as several college intern who apply to her agency. Kelly Thompson is N2N RC and

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Case Manager at SVCOA in Rutland and works with their volunteers. Sarah Semler, starting her second year as Community Service Programs Coordinator, managing AmeriCorps members and Senior Companions, came to CVCOA after 14 years as manager and book buyer at an independent book store in Montpelier. Merle Edwards-Orr is the newly designated contact at Vt. Dept. of Disabilities, Aging & Independent Living. Jane Burroughs, CPA with Fothergill, Segale, and Valley, has provided budget and accounting services for the program since it started in 1997. Her firm has done business in central Vermont for over 30 years, serving CVCOA and numerous non-profits funded by federal grants.

SELF ASSESSMENT: Internal evaluation reports for 2006 - 2008 show that program beneficiaries, staff at the AAA host sites, and members themselves all find that N2N is having very positive impacts. Survey responses indicate that a high percentage of elders receiving in-home services reported their experience with N2N AmeriCorps was excellent. Similarly, a very high percentage of partner organizations -- senior centers and meal sites -- indicated that HAPs offered by N2N members had a significant impact on the elders who came there, and more programs, especially exercise and nutrition programs, were requested. Finally, AAA staff concur that N2N members were having successful impacts with the key program activities; enabling elders to continue living at home; engaging them in a variety of programs promoting active and healthy life styles; recruiting volunteers; and building partnerships with community organizations. N2N is a leader in promoting each of these activities.

TECHNICAL ASSISTANCE : CVCOA provides programmatic and financial support for N2N through management staff and contracted accounting services. As specified in annual Partner Agreements, the PD and RCs get support and oversight from AAA staff including the financial managers, development consultants, data administrators, nutrition and community services coordinators, and case managers. Training and technical assistance needs are addressed at the PD's monthly meetings with the RCs. The PD also attends monthly meetings with Vt. CNCS, regional conferences, and technical trainings. As

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needed, the PD attends AAA ED meetings and consults with the contact person at DAIL. Technical trainings, the OnCorps Time Reporting system and eGrants for example, are scheduled when needed at statewide trainings.

ACCOMPLISHMENTS AS AN ORGANIZATION: Volunteer Generation and Support is accomplished by our members who do outreach to churches, schools and colleges, businesses such as IBM and Green Mountain Coffee Roasters that allow employees to do community service on the clock, and a variety of organizations in their respective areas of the state. Newspapers, newsletters, social networking websites, RSVP, and Vermont Associates are also effective channels. A significant portion of our volunteers, particularly the handy man volunteers, are retirees. College service clubs, music and dance groups and international study programs are also great sources for young people who want to do presentations at senior centers and meal sites. Our volunteers are diverse in age and economic background. Statewide, N2N members recruited 646 adult and youth volunteers, reporting 5,900 hours for in-home services, successful aging programs, and community service projects. All of these volunteers increased the organizational capacity of CVAA, NEVAAA, SVCOA, and CVCOA by supporting elders and helping them stay connected to the community while leading healthy, independent, meaningful lives.

ORGANIZATIONAL AND COMMUNITY LEADERSHIP: In 2006, the program received a Governor's Healthy Aging Award for leading 47 Steps to Healthy Aging Programs statewide, with 570 participating elders. Annually, two or three 2nd year members and some volunteers receive Community Service Awards from the Governor and VT CNCS for their outstanding service. Recently a member and her husband received a Governor's award for their work on a Free Fuel Wood program for seniors, and a comparable award went to a member who led Strong Living programs in 4 communities in the most rural area of northeast Vermont. Nominated by the CVAA RC, volunteer Alan Chandler received a MetLife Older Volunteers Enrich America Award, presented in Washington May 1, 2009. The

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members at CVAA raised funds to bring Laughter Yoga to a few sites in Chittenden Co., and the response was so enthusiastic they raised more funds and all 5 became certified leaders, offering over 30 Laughter Yoga programs that delighted the participants. A member was honored by the VT Woman's Foundation for her inspiring work; we helped her finish her GED as she served. The Selamta Doll Project was organized by a member who had spent time in Ethiopia. As a MLK Day project she inspired about 75 senior ladies to knit dolls for the Selamta Children's home. This project took off and nearly 150 beautiful dolls were sent with letters and photographs to the African children. Finally, the Derby Community Thanksgiving Dinner brings in the whole town and an AmeriCorps member is a key coordinator of food and volunteers.

SUCCESS IN SECURING MATCH RESOURCES: N2N has received cash match in the amount of \$120,000 from Vt. Dept. of Disabilities, Aging and Independent Living since the program began in 1997. In kind match from the participating AAAs has steadily increased from a very modest amount to \$102,000 in the 2008-2009 term of service. Primarily in kind match, this amount will increase to \$120,000 for the 2009-2010 service year. In past grant cycles we have received cash match from the Weinberg Foundation, Vermont Community Foundation, and Vermont Women's Fund. Recently, Vt. foundations report increased competition for smaller amounts of available funds. N2N is starting a partnership with the Center on Aging at University of Vermont, and Center staff are helping us find sources of funding and support. We have also applied for several grant with foundations that support services for seniors and volunteerism, specifically the Tarrant Foundation and Vt. Community Foundation. Friends of N2N, some of whom have already made contributions, will be the focus of a fund raising campaign as well as N2N alumni.

COLLABORATIONS: N2N will be collaborating with the Food and Fuel Partnership, a statewide group addressing emergency needs as well as VERV, a developing statewide volunteer database. N2N will

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continue collaborating with the Vermont AAAs, the regional offices of Home Health and Hospice, Visiting Nurses Association, Vt. Center for Independent Living, and COVE (Community of Vermont Elders). These relationship put us in touch with needy and isolated seniors in remote areas across the state; we did in-home services with them (although the Information and Assistance staff at the AAAs generated most of the direct service requests).

A new collaborative partnership is evolving with the Center on Aging at University of Vermont. Staff at the center are aware of the important and irreplaceable work that N2N members are doing, and how closely it fits with the Center's goals. The Center is helping N2N find new sources of funding for 2010-2011.

We will continue to collaborate with other national service programs, specifically RSVP and Senior Companions, as we search for volunteers and try to make the most appropriate matches.

Our trainings were highly relevant for members because of our collaborations with DAIL, Parkinson's and Alzheimer's Associations, Bone Builders, Living Strong, Matter of Balance, Eden Alternative, Dale Carnegie and Eldercare Clinicians.

Businesses such as Casella Waste Management, IBM, Green Mountain Coffee Roasters, Lake Champlain Chocolates, Cabot Creamery, and numerous small stores, restaurants and businesses in the towns we serve help when members request assistance and supplies. Social responsibility committees from churches and synagogues, Elks and other service clubs, and schools also support the program by connecting us with the people needing service. At UVM and Champlain College in the Burlington area, Lyndon State near St. Johnsbury, Castleton and Green Mt. College near Rutland, Norwich University near Barre, students are partners in volunteering and carrying out service projects.

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Many libraries opened early and gave us space for meetings and events. We partner with the Interfaith Council, supporting their services in the rural area around Cabot, and we receive small donations from several local churches that are then targeted for local use. Last and most important, collaborations with senior centers, meal sites, and senior housing facilities all over the state enable N2N members to go to the hub of elder activity in Vermont towns, work with local elders, enhance the schedule of activities, and spread the word about healthy aging strategies.

LOCAL FINANCIAL AND IN KIND CONTRIBUTIONS: Small donations from local church groups continue. We receive generous contributions from professional people who lead trainings or present music and poetry at Healthy Aging Programs. We have also received donations of computers, for member's use and for elders. Local stores, businesses, and restaurants contribute items and gift certificates as prizes for fundraising events supporting seniors.

N2N SPECIAL CIRCUMSTANCES: N2N is in its 13th year. CVCOA and the state's AAAs are 30 years old. They have grown and matured under the Older Americans Act, their authorizing legislation, and through a strong working relationship with DAIL. Federal funding has not kept pace with the growth in the number of older Vermonters, or even with the rate of inflation. With the rapid growth of the 65+ age group and declining state revenues, the AAAs are working to maintain their share of state funding when increases are really needed. Moreover, Vermont is classified as a rural state. Rising energy and health care costs put a burden on Vermont communities. Other challenges include the lack of adequate access to health care and increasing out-of-pocket health related expenses, low paying jobs, and few large companies. Except for the Burlington area, Vermont counties are rural, remote, and resource poor. Small communities struggle to support public services and income-generating sources are very limited. There are few large companies in Vermont that offer ongoing funding for non-profit organizations.

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These circumstances make it challenging to secure funding for N2N.

Cost Effectiveness and Budget Adequacy

E. COST EFFECTIVENESS AND BUDET ADEQUACY

COST EFFECTIVENESS - PROGRAM: With the projected tidal wave of baby boomers turning 65 in 2011, it will be very important for a large portion of them to age in place, delaying the high cost of long term care, particularly institutional care at roughly \$70,000 annually per bed. Similarly, if a portion of the boomer bulge could start exercising moderately 90 minutes a week, they could save an average of \$2,200 per year on medical costs (ICAA 2009). N2N's mission, key activities, and accomplishments over the past 12 years demonstrate clearly that funds invested in this program fill service gaps across the state and make significant impacts on the lives of elders and their communities. Many older Vermonters continue to live at home, possibly with reduced risk of falling, as a result of N2N services. Nearly 100% of participants in the 65 multi-session exercise programs reported that they would increase their daily activities as a result of being in this group activity.

COST-EFFECTIVENESS - OPERATIONS: Cost per MSY is \$13,000. Grantee share of the 2010-2011 budget is 59%, the same as the current year, but an increase of 20% from 4 years ago. For 13 years, N2N has effectively delivered services to needy seniors and adults with disabilities, with increasing focus on member training so they have a maximum positive impact as they interact with our target beneficiaries one-to-one and in group activities. Averaging the accomplishments of N2N members over the past three service years, 821 rural elders and adults with disabilities received in-home services (and many received multiples services from members or ongoing visits and assistance from volunteers). Members recruited and managed 564 adult and youth volunteers, and adult volunteers reported 4,500 service hours. Statewide, members led 224 healthy aging programs with 11,200 participating seniors. With an average of 15 completing members each year, these are remarkable indicators of the volume and diversity of services utilized by older Vermonters. Many organizations rely on N2N to do these services, but no

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other entity as the ability or resources to do them.

Mileage reimbursement for service-related travel is a significant part of the proposed budget. To minimize this expense, members are encouraged to carpool when traveling to statewide trainings and events and in recent years, members have reported hundreds of "avoided miles." Small, inexpensive mileage minimize rewards, such as windshield scrapers and small shovels, encourage members to carpool and minimize mileage reported on their expense sheets.

To use our training dollars most effectively, we meet in the community room of the local library and minimize costs by bringing in healthy lunches purchased at local grocery and food service stores that offer us discounts. Trainers frequently give their presentations as an in-kind contribution to the program.

Vermont's Area Agencies on Aging have been the host sites since the inception of the N2N program, and they cover the cost of the half-time site supervisors as well office space, utilities, and computer equipment for all members -- which is about 20% of the budget. This in kind contribution is a major savings for the program.

During each 3-year budget cycle, program expenses do not increase, but the program grows and changes as new groups of members deliver services to different beneficiaries and a variety of senior centers, meal sites, and community locations. The program is also anticipating a broader impact through its collaboration with emergency service networks, the Food and Fuel Partnership, and because we are known and relied upon to fill service gaps that no other agency or organization addresses.

RESOURCE POOR COMMUNITIES - SCARCITY OF PHILANTHROPIC RESOURCES

Narratives

With the exception of Burlington, all of Vermont is rural and members travel regularly to remote communities particularly in Franklin, Lamoille, Orleans, and Essex Counties (the northern portion of the state which has the lowest per capita income and highest unemployment rates in the state. Consequently, high need is met with a low level of local support). Moreover, Vermont Community Foundation reports that Vermont ranks in the bottom 10 for individual charitable contributions, and the average Vermonter gave about \$3,500 to charity in 2007, more than \$1,000 less than the US average. Vermont also ranks 48th in the country for in-state foundation assets and per-capita grants, indicating a statewide scarcity of corporate and philanthropic resources. In addition, as a result of current economic conditions, state revenues are down and funding to many human service programs is being cut. In recent years, Vermont foundations are reporting increased competition for smaller amounts of available grant funding.

DIVERSE NON-FEDERAL RESOURCE: Working with the advisory group that includes the Executive Directors of the four Area Agencies on Aging, some additional Agency staff, and the Director of Community of Vermont Elders (COVE), N2N has started a major fundraising effort to support the 2010-2011 term of service. We have researched grant opportunities and have already sent funding proposals to the Tarrant Foundation and the Vt. Community Fund. More grant proposals are in progress.

Building on several years of cooperation, a partnership is now developing with the Center for Aging at the University of Vermont (UVM). N2N members have participated in the Center's annual Gerontology Symposium, and the Center staff are aware of the unique role that N2N members play as they interact with older Vermonters in their homes, introduce them to volunteers, and engage them in group activities. The conversation is started about how the Center on Aging can help with funding for the coming term of service.

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We will continue our long term collaboration with Vt. Department of Disabilities, Aging and Independent Living (DAIL) and hope that the long-standing \$120,000 grant in state funds survives the pending budget cuts. Our contacts at DAIL are impressed and appreciative of the work that N2N members do and aware that the need for this program is actually expanding, especially with personnel reductions at the Agency of Human Resources. Without N2N, the demand for other kinds of more costly care will increase rapidly.

The resources provided by the partner AAAs (Champlain Valley Agency on Aging, Northeastern Vt. Agency on Aging, and Southwestern Vt. Council on Aging) have increased steeply over the past 5 years. In kind contributions of regional coordinators' half-time hours and travel, training time with other agency personnel, plus office space, facilities, and utilities will reach a total of \$120,000 in the coming year. AAAs have also made a commitment to contribute additional cash if necessary to help fill a funding gap and keep the program alive. Local stores, businesses, and non-profit organizations also make in kind contributions of food, materials, and member training sessions.

In addition, we reach out to friends of the program who have given in past years and others who have expressed interest and appreciation for what our members accomplish. We will also expand our fundraising efforts with N2N alumni and build on their loyalty and commitment to the program, encouraging them to help make this community service opportunity available for years to come. At year's end alumni contributions reached \$500. Over the next few months, we expect to have a diverse group of funding sources to support the program for 2010-2011. In addition, we will continue to use no-cost community resources, such as the Barre Public Library, for monthly trainings. N2N is decreasing its reliance on federal support by increasing its share of program costs to 59% of the budget, substantially above the 44% required minimum.

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In the end of service reflections, a major portion of completing members indicate that N2N had a strong and even life-changing influence on them and a powerful and practical learning experience. N2N is a low-cost workforce that makes a significant impact on the lives of Vermonters of all ages. It is a very efficient use of resources. The value of its impacts will be even greater given the anticipated demographic changes and economic challenges. If there is a funding gap, the AAAs will each contribute up to \$12,500. Monthly reports on revenue and expenditures compared to budget keep the program on track. N2N is a bare bones program. We are frugal, and thus far have been able to conserve and recycle, making our resources last to the final weeks of each program year.

Evaluation Summary or Plan

Internal Evaluation Report will be attached to the application.

Amendment Justification

NA

Clarification Summary

Budget Clarification Items - 4_29_2011

These are all entered into the budget

Section IC - Member travel: Vermont is a rural state and members cover a lot of miles as they drive to senior's homes to do direct services, and as they visit senior centers and partner sites all around the state, returning regularly to some sites to lead healthy aging programs. Members from 3 host sites have a significant distance to travel to get to the monthly training day that are primarily located in Barre Vt. Carpooling is recommended and "mileage minimize" rewards are offered for carpooling efforts. In addition, many Vermont seniors live in rural areas so members drive to and from the seniors' homes to do services that enable the seniors to continue living independently in their homes. Members also drive very frail seniors and adults with disabilities, such as vision impairment, to doctor appointments because these individuals are unable to use other transportation resources. They need assistance

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walking from the car into the doctor's office. Some are wheelchair bound, and they need assistance getting from the curb into the building. Many seniors do not have cars, or they do not drive in bad winter weather, so they are dependent on others to help them get out to do grocery shopping, pick up prescriptions, and do essential errands. Whenever possible, members schedule multiple services in a particular town or region of the state to minimize mileage.

Section I E -- Supplies: The cost of supplies was in two sections of the budget. Now the cost of supplies that was included with host site in-kind contributions has been moved from "other program operating costs" into this section, increasing the total by \$5,000.

Section I F -- Consultants: The cost of presenters who do trainings for members at the monthly N2N statewide trainings has been moved from Member Training into this section.

Section I G -- Member Trainings: Monthly training expenses include facility rentals and lunch for these all day events when members travel from their host sites to a central location, often Barre, VT.

Section I G -- Staff monthly conference calls have been moved to Section I I -- Other program operation costs

Section I G -- Pre-Service Orientation expenses include meeting space, overnight accommodations, meals for 2 day introduction and orientation to the program. 18 new members and 5 staff all participate

Section I I -- Other Program Operation Costs: Criminal history checks for both members and staff have been moved from Training into this section of the budget. It is clearly understood that all members and staff must have the complete national service background checks.

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Section I H -- Evaluation: This expense covers annual cost of SurveyMonkey, the tool used to gather information for the member evaluation of the program (done at 3 and 9 months) and member skill evaluations. Costs for gathering information on program activities and preparation of progress reports and performance measure reporting are not included in this budget item. Excel spreadsheets are used for these purposes.

Section I I -- Other Program Operating Costs:

Breakout by host site for computers, phones, and office equipment

Utilities broken out by host site

Office space rental broken out by host site

Section II K -- Member Support Costs: Health care plan budgeted for 9 members, not total 18 members because every year 50% of our members have coverage with another health care plan or with their spouses.

Performance Measure Clarification Items - 4-29-2011

These updates are entered into the Performance Measures section

Two national performance measures are entered with aligned outputs and outcomes

Healthy Futures

Senior Citizens Assistance

Narratives

H4 Seniors Participate in Health Education Programs

H8 Seniors Receive In-Home Services that Promote Aging in Place

4 performance measures that were "program specific" have been deleted.

General Comments - 4-29-2011

It is alarming to delete performance measures that reflect the key activities of the program. Success with the activities reported in the national performance measures is closely related to and even dependent on progress and success with the "program specific" performance measures. In fact, it is difficult to understand the national performance measure related to H4 --Health Education Programs outside the context of the broader context of engaging seniors in a variety of healthy aging programs that cover many topics related to healthy lifestyle choices, intergenerational connections, and opportunities to socialize.

Similarly, the attention devoted to member development over the whole term of service and building commitment to community service, civic engagement, and engaging volunteers in service is an essential prerequisite for success in the specific activities addressed in the national performance measures.

It seems that only a small portion of the work and impacts of this program are being recognized by the Corporation; and in order to meet the standards and hopefully obtain funding and continue, the program has to focus more on national performance measures than meeting local needs and maintaining a set of activities that make the service year an integrated set of activities that impact members, primary beneficiaries, and local communities.

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Programmatic Clarification Items May 3, 2010

Criminal History Check Requirement: Criminal history checks will be conducted on all N2N staff and members. For the 2010-2011 term of service, we will continue using the Vt. Criminal Information Center checks and the Agency of Human Services' Adult and Child Protection Registries for staff and members who are Vermont residents. Fees have been waived for these background checks. In the case of a member applicant from an address outside of Vermont, we will use the Vt. Criminal Information Center's Fingerprint Record check. There is a \$45 fee for the fingerprint check. In addition, all staff and members will go through the National Sex Offender Public Website check, for which there is no charge. In the 2011-2012 term of service, all members and staff will have the FBI background checks and the budget will reflect the associated costs.

The 2010-2011 budget has been revised to reflect up to 5 members from out of state who would require the VCIC Fingerprint Record Check, at a cost of \$45 each. The cost of background checks for N2N staff would have no cost for this year.

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Capacity building of other organizations: The Neighbor to Neighbor Program builds capacity for senior centers, meal sites, and senior housing facilities by collaborating with staff and participants (often residents) at these organizations and making interesting and engaging things happen. N2N members help identify what activities the local seniors want and the N2N members plan and organize these events. N2N members do outreach and publicity, including getting events into the newspapers and on TV. Attendance increases, particularly with multi-session programs. When more seniors are coming to the meal sites and senior centers as well as the activities rooms in the housing facilities, the vitality of

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the organizations increases dramatically.

N2N members build new connections for organizations that typically deal just with older Vermonters by bringing in school groups to interact with seniors in holiday social events and intergenerational activities. When artists, musician, community leaders, chefs, and physical therapists come into a senior center to lead a healthy aging program, it frequently becomes the introduction to an ongoing relationship. The presenters enjoy being with the seniors and vice versa and multiple sessions follow, without input from the N2N member. Similarly, when a group of volunteers visits a meal site as arranged by the N2N member, the connection is made and volunteers come back to do additional activities. N2N members are the fire starters; then others know how to keep things going.

N2N members are the catalyst that gets things started at organizations that serve seniors. After 8 -- 10 weeks of an exercise program, many participating seniors and some staff members as well are motivated to take the leader training so the program can continue when the N2N member finishes and moves to another location. In addition, seniors have been known to enjoy the line dancing or folk singing programs so much that they organize more programs on their own and even arrange to have their senior center open longer hours or on weekends. N2N members show what can be done and teach others how to plan and organize engaging activities that continue after the N2N member has moved on.

Trainings for site supervisors: Regional coordinators who supervise N2N members will have 2 days of training, in addition to attending and participating in the N2N member trainings and staff trainings at their respective sites. Communications will be the focus for one training day, including ways to manage difficult conversations, problem solving techniques, communicating to encourage and inspire performance, and non-verbal communication skills. We will have a presenter who is very experienced in

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offering supervisory trainings for local businesses. Recruitment and management of volunteers will be the topic for the second day of training for N2N regional coordinators. Our presenter will cover the value and impact that volunteers can have, different ways and channels for putting out the invitation to volunteer with N2N AmeriCorps members, and how to define the work of volunteers so it is satisfying and rewarding in a non-monetary way. Position descriptions and feed back will be covered, as well as recognition and rewards. As N2N regional coordinators understand and embrace effective ways to manage volunteers, they can give greater support to he members as they find individuals in the community to do ongoing friendly visits, grocery shopping, and other activities with elders and adults with disabilities.

The governing board for Neighbor to Neighbor AmeriCorps program is the executive directors of the four Area Agencies on Aging that are the host sites. This group receives monthly status reports from the N2N Program Director, and each AAA Executive Director is clearly aware of how the N2N members at her/his site are serving seniors and meeting performance measure targets and conditions specified in the Partner Agreements, signed by each AAA ED and the N2N Program Director. There is an open line of communication between each member of this board and the N2N Program Director. The 11-member Board of Directors for Central Vermont Council on Aging also serves as an advisory board to this program. N2N is sponsored by Central Vt. Council on Aging. This board of representatives receives regular up dates about N2N activities and achievements, and members of this board are familiar with programs and service projects that N2N members conduct in communities throughout the central Vermont area. Beth Stern, Executive Director at CVCOA, is the only person in both groups.

AND Funding Update:

Recently received:

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Jack and Dorothy Byrne Foundation \$5,000

Vt. Community Fund/Green Mountain Fund \$5,000

N2N Alumni & Friends \$550

Continuation Changes

Continuation changes and updates - entered 11/05/2010

UPDATES TO NARRATIVES SECTION

B. Member Outputs and Outcomes

Member Enrollment and Retention

In 2009-2010 for one quarter of the term of service, this program had full enrollment - 17FT and 2HT members. However, the program did not maintain 100% enrollment for the full term. We lost members and then refilled slots. In an effort to maximize enrollment after the end of the first quarter, we converted FTs to HTs and filled them as we moved into the middle of the service year.

Currently, we have full enrollment for the 2010-2011 term of service, 18 FT members.

To improve recruitment and retention in the 2010-2011 term, we expanded our recruitment strategies to include more outreach using social media. We have a member who is a Veteran, and he is strengthening this program's connections and communications with the Veterans' Association groups in Montpelier and Colchester, for recruitment purposes and to bring our services to this group.

In 2009-2010, member retention was a challenge. We enrolled some young members with little employment experience and limited job skills. In some cases, even a high level of support and attention from their Regional Coordinators was not sufficient for getting these members to a level where they could do the essential program activities to a satisfactory level. We have also enrolled members with

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disabilities who start the program year with expectations that they can perform all the essential program functions, but later in the year they need to exit early because of changes in their personal circumstances. We will continue to enroll some inexperienced individuals who are eager to do service learning and individuals who start with expectations that they can complete the program duties. We are aware that some of these members will catch on and some will exit early, after discovering that the N2N program was not what they really wanted to do. Starting in 2009, we have focused on early and strong support for members who need help and/or encouragement. We have also revised and strengthened our monthly member trainings and older members are mentoring young members as they learn job skills and time management. We will continue to take some risks as we enroll promising new members who have limited work experience, helping them build skills that are necessary to carry out the key N2N service activities.

PERFORMANCE MEASURE UPDATES

For 2011-2012 the performance measure related to members leading healthy aging programs has been divided into two separate parts.

One of these performance measures is a National Performance Measure in the Health Priority Area titled Seniors Participate in Health Education Programs (Multi-Session Exercise Programs). As the title indicates, this measure includes only the exercise programs (which continue for 6-12 weeks) that members are trained to lead. The Output Target is having 300 seniors participate in multi-session health education/exercise programs. The Intermediate Outcome is for 180 (60%) of these participants to report on their Evaluation Forms that they are likely to make a positive lifestyle change as a result of attending the multi-session exercise program.

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The other performance measure is a standard program-determined performance measure titled Healthy Aging Programs for Seniors. It includes a wide variety of programs and activities that members organize and present, most of which meet for a single session and the multi-session programs that are focused on computer lessons, crafts, reading groups, and other topics distinct from exercise. The Output Target is similar to what it has been in prior years -- members lead 300 Healthy Aging Programs (HAPs). The target number for participating seniors has been increased from 1,000 to 3,000. Intermediate Outcome is for 60% of these participants to report that the programs they attended were enjoyable and provided useful information.

The performance measure related to volunteer recruitment has also been revised. For 2011-2012 youth volunteers as well as adult volunteers will be counted toward the target, which is recruiting 500 volunteers who report 5,000 service hours. Previously, only adult volunteers and their hours were reported.

The performance measure focused on serving 1000 seniors with in-home services will not be changed, and the performance measure related to member development will continue as it has been.

Participating in the National Performance Pilot and presenting health education programs for seniors will make the N2N performance measures more rigorous and effective.

BUDGET REVISIONS

The 2011-2012 budget has been updated to reflect cost increases and focus more resources on member training. Members can have a greater impact on the seniors they serve if the program improves the monthly trainings. We are bringing in more professional trainers and giving members more opportunities to become certified leaders of exercise programs such as RSVP Bone Builders, Growing

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Stronger, and Laughter Yoga.

We are bringing more resources into the program in 2011-2012, particularly in-kind contributions, and the grantee share of this budget is increasing from 58% to 61%.

Performance Measures

SAA Characteristics

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

Priority Areas

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

Grand Total of all MSYs entered for all Priority Areas 5.4

Service Categories

Senior Citizens Assistance

National Performance Measures

Priority Area: Healthy Futures

Strategy to Achieve Results

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

In accordance with the Health Priority Area, members will address unmet health needs related to disease prevention and health promotion for rural Vermont elders. Members will lead exercise programs that meet for up to 12 weeks; for example Growing Stronger, RSVP Bone Builders, Matter of Balance, Laughter Yoga, and Gentle Yoga. These programs are designed to increase the participating senior's physical activity during the program and motivate them to make changes to their lifestyle and continue the regular exercises when the program is finished. (These multi-session exercise programs, also called health education programs, are a subset of the 300 healthy aging programs addressed in the Program-Determined Performance Measure: Healthy Aging Programs for Seniors.)

These health education program will enable seniors living in rural Vermont communities who have limited access to fitness centers and limited transportation resources to engage in organized activities focused on common health conditions and chronic diseases for which disease prevention and health promotion measures exist. Members will encourage participating seniors to learn about the benefits of exercise and physical activity and then make a change in their lifestyle to include more exercise and physical activity as a result of the positive experience of being in the multi-session exercise program.

Members will visit senior centers, meal sites, senior housing facilities and other community sites to establish congenial relationships with local seniors and plan a variety of programs and activities at each site, including health education programs (multi-session exercise and nutrition programs). During the term of service, each member will lead 3 or more multi-session health education programs. Members schedule health education exercise programs and do advance publicity to attract participants. Participant consent forms are prepared and distributed, and at some locations, fundraising is needed to gather contributions and in kind donations of materials.

Members lead the exercise programs weekly, according to the published schedule, and record attendance. At the final session, participating seniors complete evaluation forms and give feedback about whether they enjoyed the program; learned any new information; and whether they are going to make any changes in their lifestyle as a

National Performance Measures

Briefly describe how you will achieve this result (Max 4,000 chars.)
result of being in the multi-session healthy education program.

Volunteers also participate in the leader certification trainings and lead health education programs for seniors. Members will encourage volunteers, many of whom are 55+, to share their time and talents by presenting or assisting with the exercise programs. Sustainability is achieved when a senior who participates in a multi-session exercise class completes the certification process and becomes the leader. Members will focus on finding these valuable volunteers.

Result: Output

Result.

Seniors (unduplicated clients) will participate in multi-session health education exercise programs.

Indicator: H4: Clients participating in health education programs.

Target : Seniors participate in multi-session health education/exercise programs that members organize and present.

Target Value: 300

Instruments: Participant Sign In Sheets

PM Statement: 300 seniors participate in multi-session health education/exercise programs that members organize and present.

Result: Intermediate Outcome

Result.

Seniors who participate in multi-session health education/exercise programs report that they are likely to make a positive lifestyle change as a result of attending the program.

Indicator: Percent of participants in multi-session health education/exercise programs who

Target : 60% of participants in multi-session health education/exercise program indicate on their

Evaluation Forms that they are Very or Somewhat likely make a positive lifestyle change as a result of attending the program.

Target Value: 180

Instruments: Healthy Aging Program Evaluation Forms

PM Statement: 180 (60%) participants in multi-session health education/exercise programs indicate on their Evaluation Forms that they are Very or Somewhat likely make a positive lifestyle change as a result of attending the program.

National Performance Measures

Result.

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National Performance Measures

Result.

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Priority Area: Healthy Futures

Strategy to Achieve Results

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

18 N2N members can effectively address the needs of seniors and adults with disabilities who should receive a range of support services in order to be able to continue living at home and at least temporarily avoid having to move into an assisted living facility or nursing home. Case managers at Vermont's Area Agencies on Aging (AAAs) work with needy and frail seniors, and case managers are the most frequent source of requests for in-home service that N2N members will complete. Care givers, family members, neighbors, and seniors themselves can also contact the local AAA and speak with the N2N Regional Coordinator about having an N2N member perform an in-home service. The Request for Service form identifies the older adult who will receive the in-home service and the task that is needed to allow them to continue living independently in their homes. Similarly, when a case manager (or other party) finds an older person who is lonely and isolated, a Request for Service form can initiate friendly visits. Requests are submitted to the Regional Coordinator (RC) at the AAA host site for review and screening.

At weekly meetings, N2N members receive new requests for in-home services. They review the status of requests that are in progress as well as the completed ones. To protect members' safety, tasks that present any type of risk to a member are screened out, as well as requests for service that require experienced and professionally qualified carpenters and plumbers, although in some cases, members have skilled volunteers who will take on these kinds of in-home service requests.

Members perform 4 types of in-home services; 1. Assistance with household/ environmental needs such as light cleaning chores (inside or outside), yard work, minor repairs, home safety, winterizing, and basic organizing. 2. Nutrition services, specifically assistance with food shopping. 3. Friendly visiting/emotional wellbeing, specifically companionship, social interaction, phone reassurance and 4. Other Interventions, which include transportation to medical appointments for individuals who are very frail or otherwise unable to use the available transportation providers.

National Performance Measures

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

Typical in-home tasks include cleaning a refrigerator or the bathroom for a senior who is coming home after some time in a medical facility, assistance with organizing and 'decluttering,' making small repairs like installing grab bars or a railing, putting up storm windows and weatherization materials for winter, taking it down in the spring, assisting with a vegetable garden, and stacking wood. Since many older Vermonters have given up their driver's licenses and they live in rural areas, there are many requests to go to senior's homes and help them get to the grocery store or pharmacy. Similarly, a significant number of requests are for friendly visits with a senior who lives alone and is at risk of becoming isolated or depressed. After a few services of these types, the member engages a local volunteer who will do ongoing friendly visits and assistance with grocery shopping.

Each member manages his/her requests for in-home services. There is an initial phone contact for introductions, scheduling, and clarification about what the senior really wants and needs. The member drives to the senior's home, taking supplies for cleaning or repair work as necessary, and 1 or 2 trips are usually necessary to complete an in-home service request. During the service year, many seniors receive multiple in-home services, but for reporting purposes, each recipient is only counted once.

At month end, members will gather feedback from seniors and adults with disabilities who received the services. A survey will be sent out to collect information about the impact of the service received; Is the senior satisfied with the service received? Did the service make a difference in your ability to continue living at home?

Result: Output

Result.

Seniors receive in-home services so they are able to age in place and continue living independently, at home and in their communities.

Indicator: H8: Individuals receiving independent living services.

Target : Seniors and adults with disabilities receive in-home services that allow them to age in place and continue living independently in their homes and communities.

Target Value: 600

Instruments: Request for Service form

PM Statement: 600 seniors and adults with disabilities (unduplicated count) receive in-home services that allow them to age in place and continue living independently in their homes and communities.

National Performance Measures

Result: Intermediate Outcome

Result.

Seniors who receive in-home services report that the service helped them age in place and continue living independently in their home and community.

Indicator: Percent of seniors who report that the service they received helped them age in place

Target : Annually, 66% of seniors receiving in-home services report in a follow up survey that the service helped them age in place and continue living independently in their home and community.

Target Value: 396

Instruments: Survey sent to seniors and adults with a disability after they have received in-home services.

PM Statement: Annually, 66% of seniors and adults with disabilities receiving in-home services report in a follow up survey that the service helped them age in place and continue living in their home and community.

National Performance Measures

Result.

and continue living in their home and community.

Required Documents

Document Name

Status

Evaluation

Already on File at CNCS

Labor Union Concurrence

Not Applicable