PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)

1. TYPE OF SUBMISSION:	
Application [X] Non-Construction	

2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS):	3. DATE RECEIVED BY STATE: 15-DEC-10	STATE APPLICATION IDENTIFIER:
2b. APPLICATION ID: 11AC123581	4. DATE RECEIVED BY FEDERAL AGENCY:	FEDERAL IDENTIFIER: 09ACHNC0010001

5. APPLICATION INFORMATION

LEGAL NAME: UNCG - Office of Research Services

DUNS NUMBER: 616152567

ADDRESS (give street address, city, state, zip code and county):
Office of Sponsored Programs
POB 26170, Room 1713 MHRA Building
Greensboro NC 27402 - 6170
County: Guilford

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

NAME: Khouan Rodriguez

TELEPHONE NUMBER: (336) 256-1060

FAX NUMBER: (336) 334-5413

INTERNET E-MAIL ADDRESS: khouanrodriguez@gmail.com

6. EMPLOYER IDENTIFICATION NUMBER (EIN):
566001468

7. TYPE OF APPLICANT:
7a. Higher Education Organization - State Controlled
7b. 4-year college

8. TYPE OF APPLICATION (Check appropriate box).

[ ] NEW   [ ] NEW/PREVIOUS GRANTE

[X] CONTINUATION   [ ] AMENDMENT

If Amendment, enter appropriate letter(s) in box(es): [ ] [ ]

A. AUGMENTATION   B. BUDGET REVISION

C. NO COST EXTENSION   D. OTHER (specify below):

9. NAME OF FEDERAL AGENCY:
Corporation for National and Community Service

10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.006

10b. TITLE: AmeriCorps State

11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT:
AmeriCorps ACCESS Project

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

12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc):
This is a statewide initiative concentrating on areas with large immigrant populations especially in the Piedmont of the state including the following counties: Alamance, Buncombe, Catawba, Chatham, Durham, Forsyth, Guilford, New Hanover, Lincoln,

13. PROPOSED PROJECT: START DATE: 09/01/11 **END DATE:** 08/31/12

14. CONGRESSIONAL DISTRICT OF: a.Applicant [NC 012]   b.Program [NC 012]

15. ESTIMATED FUNDING: Year #: [3]

a. FEDERAL	$ 538,010.00
b. APPLICANT	$ 2,083,804.00
c. STATE	$ 0.00
d. LOCAL	$ 0.00
e. OTHER	$ 0.00
f. PROGRAM INCOME	$ 0.00
g. TOTAL	$ 2,621,814.00

16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?

[ ] YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON:

DATE:

[X] NO. PROGRAM IS NOT COVERED BY E.O. 12372

17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?
[ ] YES   if "Yes," attach an explanation.   [X] 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: Khouan Rodriguez	b. TITLE: ACCESS Project Director	c. TELEPHONE NUMBER: (336) 256-1060
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 05/04/11

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Executive Summary

ACCESS (AmeriCorps Cross Cultural Education Service Systems) assists refugees and immigrants in North Carolina gain access to human services, gain economic self sufficiency, and integrate into mainstream society by building bridges between mainstream and newcomer communities. Culturally competent members are placed with nonprofit partner organizations to provide English language training, interpreter services, information and referral, and culturally appropriate community development activities.

Rationale and Approach

Rationale and Approach

2009-10 Disaster Preparedness Accomplishments:

ACCESS participates in the statewide Disaster Response Team (DRT) organized by the NC State Commission. 12 members have been identified for the DRT and they may be deployed in case of a disaster. In the past, ACCESS has provided interpretation in disaster situations. The current ACCESS DRT has Spanish and French languages represented. From Sept.-Oct of 2009, ACCESS members disseminated disaster prepared literature available in 6 languages to 477 immigrant and refugee populations.

2010-11 Proposed Disaster Preparedness Plan:

In the 10-11 program year, ACCESS will continue to participate in the statewide DRT. As a service to the state, ACCESS plans to continue to have members distributing disaster preparedness materials to the immigrant/refugee communities. ACCESS will continue to provide additional training for members to conduct disaster preparedness workshops for these populations. Local immigrant community service providers will be coached to become partners in local disaster preparedness plans, especially through the services of the AmeriCorps members placed with their organizations. Members will coach local programs in provision of culturally competent ways to reach immigrant communities and be responsible

Narratives

for communicating disaster preparedness and response information to local limited English population communities.

Organizational Capability

Organizational Capability

2009-10 Race Relations Plan Accomplishments:

Race relations activities, described as cross cultural human services and diversity activities in the ACCESS program, is a central theme to most ACCESS activities. In the 09-10 program year, race relations was incorporated into all training activities. As part of the initial orientation training, members shared about their ethnic backgrounds and were directed to seek information about the ethnic backgrounds of other members. Member recruitment strategies assured a diverse representation of NC residents, including white American, African American, African immigrants, Latino, Southeast Asian, and European immigrant members. More than half of the members are immigrants from thirteen countries of origin, representing nineteen ethnic groups around the world. In addition, several other members are the "second generation" from immigrant families. The second generation populations are often experts in cross cultural issues, having to operate in both immigrant and mainstream worlds. The initial training was held at a Buddhist Temple in order to foster understanding and appreciation of different faith communities. Members were encouraged to incorporate bridge building and integration activities into their service plans in an ongoing manner. Some ICSP's incorporated bridge building between immigrant and African American communities as a specific project objective.

2010-11 Proposed Race Relations Plan:
The thematic emphasis of bridge building and equitable integration between ethnic communities, and between newcomer and long term communities, will be maintained for the 10-11 program year. This will serve as an ongoing component of the training program and remains central to the mission of the ACCESS Project. Members will receive initial and ongoing diversity training with special emphasis on

Narratives

inclusion and equity. They will also be encouraged to develop bridge building activities at their service sites to encourage integration and mutual appreciation of cultural differences and similarities. MLK and conflict resolution activities are used as an educational tool for newcomer communities to better understand US history and their own potential roles for equitable integration and unity with mainstream populations.

Cost Effectiveness and Budget Adequacy

Cost Effectiveness and Budget Adequacy

Not applicable.

Evaluation Summary or Plan

Evaluation Summary or Plan

As planned, ACCESS staff has developed instruments for members to report their daily service activities. Staff and members were trained in data collection procedures throughout Sept. and Oct. ACCESS staff met with an outside evaluator to begin assessment of the instruments developed with the objective to improve these tools for better recording of member service activities and accurate reporting of the positive impact that members are making in the lives of the community that they serve. ACCESS staff meet regularly with the UNCG evaluation specialist in design of data collection instruments. Staff are currently waiting for feedback from the evaluator and will take into consideration the implementation and modification of these tools based on the evaluator's feedback as feasible. In year two of the grant, the results of the year one assessment will be reviewed and adjustments made to staff and member training, and to data collection protocols and measured as needed.

Amendment Justification

Amendment Justification

Not applicable.

Clarification Summary

5/4/2011

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Please see below ACCESS's clarification regarding questions pertaining to how target values were selected for the performance measures.

For the Intermediate Outcome for Cross Cultural Human Services: clarify why the target is 85% when this is lower than previous year data stating 100% of members' demonstrated competency.

ACCESS set the Intermediate Outcome target value at 85% based on the following considerations:

1. Last year the training assessment tool was very subjective. This year, we are developing a new instrument to collect data for this Intermediate Outcome.

2. While the program takes steps to provide support to all of our members, we anticipate some members withdrawing or dropping out from the program due to personal compelling circumstances or just cause.

3. For reasons stated above, ACCESS believes that 85% is both realistic and appropriate.

For the End Outcome for Cross Cultural Human Services: explain how the target value of 70% was selected.

ACCESS set the End Outcome target value at 70% based on the following considerations:

1. We are revising our instrument to collect more specific data for this End Outcome.

2. While the program takes steps to provide support to all of our members, we anticipate some members

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withdrawing or dropping out from the program due to personal compelling circumstances or just cause.

3. Taking into consideration of the economic downsizing in some agencies, there is a possibility that the agency might close out due to lack of funding because these are nonprofit organizations and funding is not guaranteed.

4. For reasons stated above, ACCESS believes that 70% is both realistic and appropriate.

For the Interpretation Training measure, please explain how the target values for the Output and Intermediate Outcome were selected.

ACCESS set the target value for the Output based on the following considerations:

1. Taking into consideration that not all new members are all bilinguals.

2. The reduction in the number of slots allowed.

3. Returning bilingual members have already received the training and will not be included in the count.

4. For reasons stated above, ACCESS believes that 20 bilingual members is both realistic and appropriate.

ACCESS set the target value for the Intermediate Outcome based on the following considerations:

1. Some members are not in a position where interpretation is their main responsibility and while they

Narratives

may do interpretation, they may not report the improvement of their interpreting skills due to lack of practice.

2. While the program takes steps to provide support to all of our members, we anticipate some members withdrawing or dropping out from the program due to personal compelling circumstances or just cause.

3. We are revising our instrument to collect quantitative data for this intermediate outcome.

4. For reasons stated above, ACCESS believes that 75% of the members reporting that their interpreting skills improved is both realistic and appropriate.

For the Disaster Preparedness measure Intermediate Outcome, explain how the target of 75% was selected.

ACCESS set the Intermediate Outcome target value at 75% based on the following considerations:

1. Some test scores may not increase, because the participants received 100% on the pretest.

2. Some test scores may not change because the pre and post test scores are the same -- no increase.

3. Barriers including language, familiarity with tests, literacy level exist for some participants which may affect the outcome of the test scores.

4. For reasons stated above, ACCESS believes that 75% is both realistic and appropriate.

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4/27/2011

Clarification Response FY11

1. In the Clarification Narrative field, please confirm your desired grant award start date and member enrollment period start date. Make sure the enrollment period does not overlap with the prior enrollment period.

ACCESS would like to have the grant award start date and the member enrollment period start date to be 9/1/2011.

2. Slot Design: The program has full-time members who are not receiving a living allowance. Per regulation § 2522.240, please explain how the program is meeting the requirement to provide a living allowance to all full-time members since this is neither an EAP nor a Professional Corps program.   Also describe how the program is ensuring there is no duplication or displacement.

 Due to the reduction in funding, ACCESS is no longer requesting any full-time education award only positions.

3. The application acknowledges difficulty enrolling slots that do not have a living allowance, yet appears to be increasing the number of slots of this type. Please clarify why the slot design is set up this way.

ACCESS did not increase the slots that do not have a living allowance, but rather changed the slot type.

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We had changed the slot type from full-time to part-time because for the current program year we were more successful filling the part-time slots and have been successful retaining 100% of those positions.

ACCESS is targeting university students who are doing coursework in human services related fields and seeking internship placements.

Budget Clarification Items:

Please make the following changes directly in the application budget in eGrants:

1.   Please revise your budget to equal the funding and MSY / slot amounts listed above ($538,016 and 43 MSYs)

 The budget has been revised as requested.

2.   Section E. Supplies:

The calculation in the line item for office supplies and materials is incorrect, although the amount listed in total column is correct. Please correct the calculation listed.

The calculation in the line item for office supplies and materials has been corrected to reflect the amount listed in the total column.

3.   Please clarify the difference between the office supplies and materials line item, vs. the printing and copying materials line item to ensure this is not a duplication of costs.

 Office supplies and materials line item are defined as file folders, pens, staples, paper clips, printing paper, ink cartridges, etc. Printing and copying materials line item are defined as AmeriCorps member

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manuals, site supervisor manuals, letterhead, business cards, program brochures, etc.; these items are sent to professional printing services.

4.   Section I. Other Program Operating Costs:

Criminal history checks must be conducted on all members, employees or other individuals who receive a salary, education award, living allowance, stipend or similar payment from the grant, regardless of whether these costs are coming from federal or non-federal share. Criminal history background checks include a search of statewide criminal history repositories and the National Sex Offender Public Website for all members and employees as described above. An FBI check is also required for members, employees or other individuals with recurring access to vulnerable populations. A detailed description of the requirements can be found at: http://www.nationalserviceresources.org/criminal-history. Please verify that criminal history checks will be conducted on all members, employees and other individuals as described above. You may revise the budget to include these costs, if necessary but may not exceed the level of funding for which you are under consideration.

The criminal history checks will be conducted on all members, employees or other individuals who receive a salary, education award, living allowance, stipend or similar payment from the grant, regardless of whether these costs are coming from federal or non-federal share. The criminal history background checks for members and employees indicated above will include a search of statewide criminal history repositories and the National Sex Offender Public Website, and FBI. The costs for these checks have been incorporated in the budget.

Performance Measure Clarification Items:

1.   Please review all your performance measures and determine if any changes are needed to reflect the funding and MSY amount specified above. If any changes are needed, make the changes in the

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performance measures in eGrants.   Please explain any changes that have been made to PMs.

ACCESS has made changes to the PMs to reflect funding of $538,016 and 43 MSYs. Changes to the performance measures in eGrants have been made accordingly.

2.   It appears this program could opt in to the Disaster Services focus area as a secondary activity. If so, please fill in the MSY chart for this focus area as appropriate. This is optional.

ACCESS is opting out of the national Disaster Services focus area.

Summary Clarification Field

Please address the following items in the "Clarification Summary" field, and make any related changes within the Performance Measures screens in eGrants.

 1.   Please clarify which performance measure is the one intended to represent the program's primary service activity. The measure for the primary service activity must be aligned.

The Cross Cultural Human Services Performance Measure will represent the program's primary service activity. The measure for this PM's primary service activity is aligned.

2.   The program should consider whether all of these measures should be reported to CNCS. While these are valuable activities, it is not necessary to report every activity to CNCS. You may opt during clarification to delete performance measures for activities which are not related to the primary service activity. This is optional.

ACCESS has deleted the following PMs from eGrants: Disaster Preparedness, Sustainability Training,

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and Volunteer Recruitment. However, we will continue to report the data collected in the AmeriCorps Progress Report.

3.   For the performance measures that reference the "member activity log" as an instrument, please describe what information is collected on the activity log, and with what frequency. Also describe how the information is compiled to ensure unduplicated counts when necessary.

Please see below information pertaining to the "member activity log":

a) The member activity log collects the following information: the number of referrals made; the number of "new" people referred; the number of educational support services provided; the number of "new" people to whom educational support services were provided; the number of crisis intervention services provided; the number of "new" people to whom crisis intervention services were provided; the number of financial/food assistance services provided; the number of "new" people provided financial/food assistance services; the number of refugee resettlement assistance services; the number of "new" people receiving refugee resettlement assistance services; the number of interpretation services; the number of "new" people receiving interpretation services; the number of "new" people receiving ESOL instruction; the number of Disaster Preparedness workshops taught; the number of people who received the Disaster Preparedness information; the number of "new" volunteers recruited by the member; the number of hours served by the volunteers recruited by the members; and what activities the volunteers did.

b) The member activity logs are collected and aggregated on a monthly basis.

c) The members receive training on how to count the number of services provided in each of the categories being compiled. The members are also trained to count the number of "new" people served in

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each of the categories to ensure accurate and unduplicated numbers.

Cross Cultural Human Services measure:

1.   Output: Please clarify why the target value is 30, when in a previous year, 45 members received the training.

ACCESS offers the CCHS credential to all first year members. However, the number of members who want to pursue the CCHS credential varies. Additionally, continuing members are not required to repeat the trainings and are not counted toward the CCHS target. The target value of 30 accounts for the lower number of slots requested for the 2011-12 program year.

2.   Intermediate Outcome: Clarify what is meant by "adequate level of competency". Written as such, this does not necessarily indicate any change has occurred, as members may have had adequate level of competency prior to training. Is the intention to demonstrate that member ability or knowledge has increased as a result of training, or to document number of services provided or number of people served? The intermediate outcome includes several targets: 85% of members, 40,000 times, and 15,000 immigrants/refugees. Please streamline to clearly identify the one target value that will be counted. If the target remains 85% of members, please clarify why this has been selected, as it is lower than previous year data stating 100% of members demonstrated competency.

ACCESS members come from various ethnic and academic backgrounds. As such, the CCHS trainings strengthen the level of cross cultural competence that members have in serving the vulnerable immigrant and refugee populations. The CCHS trainings give ACCESS members an awareness base that builds on the individuals' knowledge, skills, and abilities that they bring to the program. Thus, we define an "adequate level of competency" in cross cultural human services as developing culturally appropriate knowledge, skills and abilities to communicate effectively with people from diverse cultures.

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The intention of the intermediate outcome is to demonstrate that member's ability and knowledge have increased.

Site supervisors will administer a qualitative evaluation provided by the ACCESS program that will assess the member's adequate level of competency in the delivery of cross cultural human services.

3.   Please re-construct the intermediate outcome to clearly identify who or what will change as a result of the program's activity. Consider whether the instruments referenced are sufficient for tracking this outcome; another instrument seems necessary if the intent is to adequately measure member competency.

ACCESS revised the intermediate outcome to read as follows: Members will demonstrate an adequate level of competency in providing cross cultural human services.
ACCESS is creating a new instrument to collect data for this intermediate outcome.

4.   End outcome: The end outcome is measuring two different things: members receiving a credential, and agencies reporting increased capacity. While it is not a requirement to include the end outcome, if it is included, please revise the end outcome to clearly count only one end result. The end outcome should clearly align with the revised intermediate outcome. Also include information as to how the target value is selected.

 ACCESS revised the end outcome to read as follows: The member's level of competency in providing cross cultural human services will increase the agency's capacity to provide services to immigrants/refugees.

Volunteer Recruitment performance measure:

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1.   When volunteer generation isn't the primary focus of a program, we are directing applicants to remove these performance measures from their application. Volunteer generation outputs are captured in the annual progress report. Understandably, a commission may find it valuable for its programs to collect volunteer generation data even though these measures do not need to be part of the AmeriCorps grant application and subsequent grant award. Please delete this measure from eGrants. While the CNCS has requested that you delete this PMs, data is collected at the State level. Data should be collected and reported in quarterly progress reports.

 ACCESS has deleted the Volunteer Recruitment PM in eGrants.

"Interpretation Training" performance measure:

1.   Output: the target statement includes multiple counts: number of members receiving training, number of interpretations, and number of immigrants / refugees served. Please revise to clearly count only one output. Provide information explaining why the target value was selected.

ACCESS revised the Output target to read as follows: 20 bilingual members will receive the interpreter training.

2.   Intermediate: this statement seems to be addressing two variations of skill development; that gained through training, and that gained through providing interpretation. There is also an element included regarding understanding the principles and standards of practice. Please revise the statement to clearly indicate what change is being measured.

ACCESS revised the intermediate outcome to read as follows: Trained bilingual members will report an improvement in their interpreting skills by providing interpretation services to immigrants and

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refugees.

3.   Ensure that instruments and data collection methodologies are appropriate.

ACCESS will ensure that instruments and data collection methodologies are appropriate.

4.   Sustainability training measure: if this measure is kept, please clarify the output. Does the count of "8" mean that all 8 agencies attend all 3 trainings during the year?

ACCESS has deleted the Sustainability Training PM in eGrants.

Disaster Preparedness Outreach measure:

1.   The Output statement counts two items: number of immigrants / refugees receiving information and number of workshops conducted. Please revise to clearly count only one item. Provide information explaining why the target value of 3000 is selected, when prior year data shows greater number served. The output seems to be based on number of people receiving information, while the intermediate outcome refers to number of people attending workshops. These appear to be two distinct numbers; please ensure consistency throughout the measure. For example, if the intermediate outcome target value is 75%, is that 75% of 3000 people receiving information?

ACCESS revised the Output PM to read as follows: Members will conduct 8 disaster preparedness (DP) workshops for immigrants and refugees.

2.   For the intermediate outcome, clarify what constitutes an increase in knowledge. Prior year data states that 100% of immigrants / refugees self-reported an increase in knowledge. Will this measure be

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assessed using self-reporting or actual test scores? Provide information explaining how the target value was selected.

ACCESS will use the test scores from the pre- and post-tests to measure actual increase in knowledge. The target value is the increase in knowledge as measured by the actual test scores. ACCESS defines an increase in knowledge as a demonstrated gain from the pre test score to the post test score.

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Clarification Response FY10.

The proposed project period is 9/1/2010 to 8/31/2011.
We are not opting in to National Performance Measurements.

Budget clarifications.

The calculation used to figure the $2,000 budgeted for CNCS Sponsored meetings is $500 for airfare X 2 staff = $1,000; $37.50 per day X 4 days X 2 staff = $300; $200/night X 3 nights = $600; ground transportation is budgeted at $100.

The local program travel budgeted for 15 members is based on the anticipated number of members for whom their travel is paid by the site where they are placed and for whom documentation of reimbursement for the travel will be sent to be used as in-kind match.

Local program supplies is budgeted as in-kind match and is based on the anticipated number of members for whom supplies will be purchased by the sites where they are placed and the

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documentation of this purchase will be sent to us for use as in-kind match.

The amount for criminal background checks was budgeted for 80 people at $40 each because multiple charges can be made for individuals who have used more than one name. In addition, checks are completed on some individuals who decide after the check is done not to enroll in the program. The budget has been revised to show the charges only for members (68).

Source of Match:

Partner agencies (some have more than 1 member). The 33 partner agencies are listed below and the amounts beside them are for cash match.

Adopt-A-Mom/Guilford County	$5,165
AIDS Leadership	$7,752
Alcohol/Drug Council	$5,168
Downtown Health Plaza	$7,752
Forsyth County Public Health	$5,168
Thriving at Three	$5,168
African Service Coalition	$ 5,168
Centro La Communidad	$5,168
El Centro Hispano	$ 7,235
Montagnard Dega Association	$2,584
NC Society of Hispanic Profess.	$ 5,168
United Hmong Association	$10,335
Boat People SOS	$10,335

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Coalition for Family Peace $5,168

Fam. Violence & Rape Crisis Sers. $5,168

Guilford Child Development $4,649

Latin American Coalition $5,168

Cath. Soc. Sers. of the Dio. of Char. $10,335

Church World Services - Greensboro $5,168

Church World Services - Durham $ 5,168

Faith Action $7,235

Multicultural Center of Hope $5,168

Inter-Faith Council $5,167

YWCA - Greensboro $ 5,168

Amigos International $ 2,584

Children First of Buncombe Cty $5,168

Center for New North Carolinians $ 5,168

Forsyth County Public Library $2,584

Reading Connections $5,167

Children's Museum $ 7,752

Glenwood Library $7,752

Guilford cty Sch.- Newcomers School $ 7,235

Latino Migration $2,067

Total cash match from partner agencies $191,205

In-kind match from partner agencies (includes $31,500 for supervisory time, $4,725 for supervisory fringe benefits, $3,600 for travel, $ 350 for supplies, $10,800 for cost of space and and $2,400 for phone/internet access for a total of $53,375

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Match from UNCG:

Salaries of Faculty/staff $36,900

UNCG Fringe (28%) $10,332

Interpreter Trainer (UNCG or other agency) $2,160

UNCG Indirect Cost $214,240

Total Match $508,212

Continuation Changes

Rationale and Approach

No changes.

Organizational Capability

No changes.

Cost Effectiveness and Budget Adequacy

No changes.

Evaluation Summary or Plan

Program data collection tools were submitted to an independent program evaluator for assessment and feedback. According to the evaluator the ACCESS program members allowed the partner agencies to (1) reach more immigrant/refugee clients, (2) improve the lives of clients served, (3) increase their capacity to serve this client population, and (4) free up limited agency resources to expand their service potential. The collection of the target activities enhanced the capabilities and professional development of ACCESS members. A hard copy of a more detailed report is submitted to the NC Commission on Volunteerism and Community Service.

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Amendment Justification

No changes.

Clarification Summary

No changes.

New Site Locations (including new counties)

Due to economic hardships and the loss of 9 partner agencies, ACCESS recruited a new partner agency

in Randolph County, Latino Coalition of Randolph County and new partner agencies in Guilford County.

The loss of those 9 agencies allowed for room to add new service sites and expand to an underserved

county and target more specific immigrant/refugee groups.

Randolph County has been added as a new service site area in the current program year. Randolph

County was not originally included in the initial three year funding cycle submitted in Dec. of 2008.

ACCESS is now addressing the exceptional need for resources to assist the immigrant community.

Though Randolph County has a high concentration of Latinos, it is rural and lacks the resources such as

social, educational, and cultural services to aid the community's large Latino population. Through an

AmeriCorps member, ACCESS will help meet the following needs of immigrants in Randolph County

through new partner agency, the Latino Coalition of Randolph County: information and referrals about

additional services in the county, transporting immigrants to medical and legal appointments, providing

outreach to increase awareness of services and fundraising (10% of service hours) to support agency

programs. ACCESS is able to support this agency due to the loss of 9 partner agencies, one of which was

located in Buncombe County (Asheville), thus allowing for room to expand to this underserved county.

ACCESS has recruited the following new service sites within Guilford County: Senior Resources of

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Guilford, UNCG -- Center for Women's Health and Wellness, and UNCG -- Project Effort. These service

sites allow ACCESS to serve more specific target groups such as aging refugee community members,

immigrants/refugees in relation to health and wellness issues, and immigrant/refugee youth to promote

personal and social responsibility.

Explanation of any changes in the Budget

ACCESS reduced costs for several line items (supplies, contractual/consultant services) to allow for

increases in budgeting for health insurance for full-time EAOs, increase in living allowances and

increase in salary due to reclassification of program director's position. Details of budget changes have

been provided in the budget narrative.

Justification in any increase in requested cost per MSY

In the 2010-11 proposal, ACCESS did not budget for the full MSY amount. For 2011-12, ACCESS has

adjusted the budget to account for the full MSY allowed. The increase in the MSY is due to the additional

budgeting for health insurance for EAOs and the increase in member living allowances.

2011-12 Member Slots Request:

ACCESS proposes the following designation of member slots for the 11-12 program year: 26 FT, 18 HT,

16 HT Education Award Only (EAO), and 8 FT EAO.

Enrollment:

In the 09-10 program year, ACCESS had an enrollment rate of 90%. ACCESS was unable to meet 100%

enrollment rate due to unfilled slots of 6 full-time (EAO) and 1 reduced half-time. Finding committed

individuals to serve positions that do not offer stipend was a real challenge due to the economic

hardships in North Carolina. Another contributing factor was that we had lost 7 site placements due to

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budget cuts and other management issues. These challenges contributed to the program's inability to meet 100% enrollment rate.

The enrollment rate for the current 10-11 program year is 74%. Due to continuing economic hardships, it was extremely difficult to recruit members to take on non-stipend positions. In addition, ACCESS lost a total of 9 site placements and, out of those, 4 were due to budget reductions. Other factors that contributed to a lower recruitment rate were that, during the program's most crucial recruitment period, the program lost a Training Coordinator and another staff went on family medical leave. For reasons mentioned, this severely impacted our ability to recruit 100%.

Enrollment Improvement Plan:

Though ACCESS enrollment and retention has been excellent overall, the current year saw a decline in enrollment for non-stipend (EAO) positions. This is related to the declining economy. For this coming year ACCESS is implementing additional strategies to meet enrollment goals for EAO positions. Most of those positions are being converted to half time positions and a university wide recruitment strategy is being launched to target students who are doing coursework in related fields. Departments and faculty will be contacted in mid-winter to arrange yearlong internships that can be correlated with AmeriCorps positions. One of the strategies is to target the UNCG Office of Service Learning to assist in recruitment and connect ACCESS to other related service learning projects. Another strategy is to reach out to other universities and colleges within the counties where ACCESS has existing site placements.

In addition, ACCESS will continue to maintain an ongoing recruitment plan and list of candidates who express interest in becoming members after being exposed to the ACCESS program as volunteers or clients of immigrant community service providers. Though most members are recruited from local communities, ACCESS will continue to supplement this process with recruitment through its

Narratives

community outreach, website, university contacts, and networks within immigrant and social service communities across North Carolina.

Retention:

In the 09-10 program year, ACCESS's retention rate was 85%. Out of 62 members enrolled 5 left the program due to financial hardships and 4 were exited from the program for other reasons.

The retention rate for the current 10-11 program year is 98%. Disappointingly, half-way through the first month of service, a member realized that serving 18-20 hours per week was too much of a commitment and decided to withdraw. Though the Program Director discussed the negative impact this member's leaving would have on the program, the member shared that he felt bad but not bad enough to stay and complete his term.   The member was exited 9/14/2010.

Retention Improvement Plan:

To increase member retention rate, in addition to offering conflict resolution training to members, this year ACCESS provided AmeriCorps-specific supervisory skills training to our site supervisors to improve the supervisor-member relationship and satisfaction with the AmeriCorps experience for both agencies and members. The ACCESS staff will continue to provide ongoing support and be accessible to members and site supervisors to assist with any issues as they arise. Through incentives and personal approach, ACCESS will continue to celebrate and recognize members on their birthdays and accomplishments at monthly trainings, in quarterly newsletters, and site visits.

2011-12 Race Relations Plan:

The thematic emphasis of bridge building and equitable integration between ethnic communities, and between newcomer and long-term communities, will be maintained for the 11-12 program year. This will serve as an ongoing component of the training program and remains central to the mission of the

Narratives

ACCESS Project. Members will receive diversity and cross-cultural values trainings during the first quarter of the program year. The members will be engaged in race relations activities at their service sites to develop bridge building activities and encourage integration and mutual appreciation of cultural differences and similarities in immigrant/refugee and larger communities, which their supervisors will then required to report to the program. In addition, ACCESS will continue to offer ongoing program activities with special emphasis on inclusion and equity. MLK Day and conflict resolution activities will be used as an educational tool for newcomer communities to better understand US history and their own potential roles for equitable integration and unity with mainstream populations.

2011-12 Disaster Preparedness and Response Plan:

In the 11-12 program year, ACCESS will continue to participate in the statewide Disaster Response Team. As a service to the state, ACCESS plans to have members distribute disaster preparedness materials to the immigrant/refugee communities. ACCESS plans to provide disaster preparedness training for all members and provide additional "train the trainer" instruction for members to conduct disaster preparedness workshops for these populations. Local immigrant community service providers will be coached to become partners in local disaster preparedness plans, especially through the services of the AmeriCorps members placed with their organizations. Members will coach local programs in provision of culturally competent ways to reach immigrant communities and be responsible for communicating disaster preparedness and response information to local limited English population communities. Additionally, ACCESS will identify 12 members to serve as part of the statewide Disaster Response Team.

2010-11 Summary of Accomplishments to Date:

Disaster Preparedness Accomplishments

Narratives

In the 10-11 program year, thus far, ACCESS has identified 12 members to serve as part of the statewide Disaster Response Team.

Race Relations Accomplishments

Members received the diversity and cross-cultural values trainings during member orientation in September 2010. The members are engaged in activities at their service sites that promote race relations and cultural awareness and build bridges between immigrant/refugee and larger communities. Members serving at refugee resettlement agencies serve as cultural brokers for newly arrived refugees from a variety of nationalities, cultures, races, and ethnic groups.

Performance Measurements Accomplishments

Accomplishments from Sept. -- Oct. 2010 are as follows:

Cross Cultural Human Services -- members provided 4757 cross cultural human services to a total of 2718 immigrants/refugees.

Interpretation -- members provided 903 interpreting services to a total of 477 immigrants/refugees.

ACCESS Disaster Preparedness Outreach -- members distributed disaster preparedness literature to 13 immigrants/refugees.

English to Speakers of Other Languages (ESOL) -- members provided ESOL instruction to 254 immigrants/refugees.

Volunteer Recruitment -- members recruited 224 volunteers who provided a total of 1413.5 hours.

Narratives

2011-12 Performance Measurement Changes:

ACCESS has no performance measurement changes for the 2011-12 program year.

Application Information:

ACCESS has included Randolph County to the "Areas affected by program" section of the Application

Info.

Performance Measures

SAA Characteristics

[x] AmeriCorps Member Population - None [ ] Geographic Focus - Rural

[ ] Geographic Focus - Urban [ ] Encore Program

Priority Areas

[ ] Education [ ] Healthy Futures

Selected for National Measure [ ] *Selected for National Measure* [ ]

[ ] Environmental Stewardship [ ] Veterans and Military Familie

Selected for National Measure [ ] *Selected for National Measure* [ ]

[ ] Economic Opportunity [x] Other

Selected for National Measure [ ] *Selected for National Measure* [ ]

Grand Total of all MSYs entered for all Priority Areas   0

Service Categories

Other Human Needs	Primary [X]	Secondary [ ]
Homeland Security: Disaster Preparedness and Relief	Primary [ ]	Secondary [X]

Cross Cultural Human Services

Service Category: Other Human Needs

Measure Category: Needs and Service Activities

Strategy to Achieve Results

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

Throughout the program year, members will attend the cross-cultural human services trainings including Diversity, Tutoring and English to Speakers of Other Languages, Interpreting (bilingual members only), Immigration Law, Effective Cross Cultural Communication, Cross Cultural Conflict Resolution, Crisis Intervention, and Community Resources. Members will demonstrate increased cross-cultural competency as a result of participating in development trainings and be able to provide human services to the immigrants/refugees in a culturally competent manner. Members who complete trainings and demonstrate competency in topic areas listed above will receive the Cross Cultural Human Services Credential. Members will provide human services to immigrants/refugees doing one or more of the following activities: English language instruction, interpretation, referrals, educational support, crisis intervention, financial/food assistance, and refugee resettlement assistance. Through

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

the members' delivery of culturally competent human services, agencies will report that their

organizations' capacity to provide human services to the immigrant/refugee populations has

increased.

Results

Result: Intermediate Outcome

Members will demonstrate an adequate level of competency in providing cross cultural human

services to immigrants and refugees.

Indicator: The percent of members who demonstrate an adequate level of competency in

Target: 85% of members will demonstrate an adequate level of competency in providing cross cultural

human services to immigrants and refugees each program year.

Target Value: 85%

Instruments: A. Member Competency Assessment
B. Agency Quarterly Report

PM Statement: Each program year, 85% of members will demonstrate an adequate level of competency in providing cross cultural human services to immigrants/refugees.

Prev. Yrs. Data

Result: Intermediate Outcome

> providing cross cultural human services to immigrants and refugees.

Result: End Outcome

Member's adequate level of competency in providing cross cultural human services will increase the

agency's capacity to serve immigrants and refugees.

Indicator: The percent of agencies reporting that their capacity to provide services to immigrants

Target: Each year, 70% of agencies whose members provide human services will report that their

capacity to serve the immigrants and refugees has increased due to the members¿ adequate

level of competency in providing cross cultural human services.

Target Value: 70%

Instruments: A. Agency Quarterly Report

PM Statement: Each year, 30 members will receive Cross Cultural Human Services training, 85% of members trained will demonstrate an adequate level of competency in providing cross cultural human services, and 70% of agencies whose members provide human services will report that their capacity to serve the immigrants and refugees has increased due to the members¿ adequate level of competency in providing cross cultural human services.

Prev. Yrs. Data

Result: End Outcome

and refugees increase resulting from the members¿ adequate level of competency.

Result: Output

Members will receive Cross Cultural Human Services (CCHS) training.

Indicator: The number of members who receive CCHS training.

Target: 30 members will receive CCHS training each program year.

Target Value: 30

Instruments: Training Tracking Form

PM Statement: Each program year, 30 members will receive Cross Cultural Human Services training.

Prev. Yrs. Data

English for Speakers of Other Languages (ESOL)

Service Category: Other Human Needs

Measure Category: Needs and Service Activities

Strategy to Achieve Results

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

Members will receive English to Speakers of Other Languages (ESOL) training and will provide

English language instruction to immigrants and refugees. Members will be trained to develop lesson

plans on English language instruction, provide one-on-one assistance to clients, and organize

community volunteers to provide English language instruction.

Results

Result: Output

AmeriCorps members will provide English language instruction to immigrants and refugees.

Indicator: The number of immigrants and refugees who receive English language instruction

Target: Each program year, 400 immigrants/refugees will receive English language instruction from

AmeriCorps members.

Target Value: 400

Instruments: Member Activity Log

PM Statement: Each program year, AmeriCorps members will provide English language instruction to 400 immigrants and refugees.

Prev. Yrs. Data

Result: Output
        from AmeriCorps members.

Interpretation Training

Service Category: Other Human Needs

Measure Category: Participant Development

Strategy to Achieve Results

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

Professional interpretation training will be provided to bilingual ACCESS members. Members will provide interpretation to immigrants/refugees at their placement sites, various health and human service providers, and community events. The Interpreter ACCESS Project is a UNCG Center For New North Carolinians program with a history of providing quality, multi-level health and human services interpretation training. Full and part-time bilingual members will be required to complete interpreter training as part of ACCESS's cross-cultural training curriculum. Bilingual members who successfully complete trainings receive a UNCG-CNNC Interpreter Credential and are also eligible to join the North Carolina Professional Interpreter Association (NCPIA). NCPIA promotes connections between interpreters, heightens awareness of interpreting issues, promotes nationally recognized competency standards, advocates for additional professional trainings, and informs members of on-going opportunities.

Results

Result: Intermediate Outcome

Trained bilingual members will report an improvement in their interpreting skills by providing interpretation services to immigrants and refugees.

      Indicator: The percent of trained bilingual members who report that their interpreting skills

        Target: 75% of trained bilingual members will report that their interpreting skills improved through

             interpretation.

  Target Value: 75%

   Instruments: A. Member Quarterly Report

PM Statement: Each program year, 20 bilingual members will receive interpreter training, and 75% of trained bilingual members will report that their interpreting skills improved through interpretation.

  Prev. Yrs. Data

Result: Intermediate Outcome

improved.

Result: Output

Bilingual members will receive interpreter training.

Indicator: The number of bilingual members who receive the interpreter training.

Target: 20 bilingual members will receive interpreter training each year.

Target Value: 20

Instruments: A. Training Sign In Sheet

PM Statement: Each program year, 20 bilingual members will attend interpreter training.

Prev. Yrs. Data

ACCESS Disaster Preparedness Outreach

Service Category: Homeland Security: Disaster Preparedness and Relief

Measure Category: Needs and Service Activities

Strategy to Achieve Results

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

Members will be trained in disaster preparedness. They will assist their local partner organizations to

become connected with local disaster preparedness programs. They will advise local disaster

preparedness programs on culturally competent ways to reach immigrant communities. Members will

arrange and conduct disaster preparedness workshops and disseminate disaster preparedness

literature in various languages to immigrants/refugees They will provide or arrange interpretation as

needed for the workshops. Members will assist disaster preparedness agencies in translation of

appropriate documents, interpretation and in response to crisis as needed.

Results

Result: Output

Members will conduct disaster preparedness workshops for immigrants and refugees.

Indicator: The number of disaster preparedness workshops conducted by members.

Target: 8 disaster preparedness workshops will be conducted by members each program year.

Target Value: 8

Instruments: Member Activity Log

PM Statement: Each program year, 8 disaster preparedness workshops will be conducted by members.

Prev. Yrs. Data

Result: Intermediate Outcome

Immigrants and refugees will increase their knowledge of disaster preparedness as a result of

participating in a member-conducted disaster preparedness workshop.

Indicator: The number of disaster preparedness workshop participants who demonstrate an

Target: 75% of immigrants and refugees who attend member-conducted disaster preparedness

Result: Intermediate Outcome

increase in knowledge due to their participation in a workshop conducted by a

workshops will demonstrate an increase in knowledge about disaster preparedness.

Target Value: 75%

Instruments: Pre and Post Tests

PM Statement: 75% of immigrants and refugees who attend member-conducted disaster preparedness workshops will demonstrate an increase in knowledge about disaster preparedness.

Prev. Yrs. Data

Result: Intermediate Outcome

member.

Required Documents

Document Name	**Status**
Evaluation	Sent
Labor Union Concurrence	Not Applicable