

## PART I - FACE SHEET

<b>APPLICATION FOR FEDERAL ASSISTANCE</b>		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS):	3. DATE RECEIVED BY STATE:  13-DEC-10	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID:  11AC124322	4. DATE RECEIVED BY FEDERAL AGENCY:	FEDERAL IDENTIFIER:  09ACHPA0010003														
<b>5. APPLICATION INFORMATION</b>																
LEGAL NAME: United Way of York County  DUNS NUMBER: 162662928	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes):  NAME: Leslie Brengle  TELEPHONE NUMBER: (717) 771-3812  FAX NUMBER: (717) 843-4082  INTERNET E-MAIL ADDRESS: brenglel@unitedway-york.org															
ADDRESS (give street address, city, state, zip code and county): 800 East King Street York PA 17403 - 1781 County: York																
6. EMPLOYER IDENTIFICATION NUMBER (EIN):  231352588	7. TYPE OF APPLICANT: 7a. Non-Profit  7b. 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: <b>Corporation for National and Community Service</b>															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER:94.006 10b. TITLE: AmeriCorps State	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: SecureCorps															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Pennsylvania, York County, Lancaster County, Adams County, York City, Lackawanna County, Schuylkill County, Berks County, Dauphin County, Lehigh County, Cumberland County	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 09/01/11      END DATE: 08/30/12	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="PA 019"/> b.Program <input type="text" value="PA 019"/>															
15. ESTIMATED FUNDING: Year #: <input type="text" value="2"/>	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?  <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON:  DATE:  <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="text-align: right;">\$ 229,190.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 190,500.00</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;">\$ 419,690.00</td> </tr> </table>	a. FEDERAL	\$ 229,190.00	b. APPLICANT	\$ 190,500.00	c. STATE	\$ 0.00	d. LOCAL	\$ 0.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 419,690.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
a. FEDERAL	\$ 229,190.00															
b. APPLICANT	\$ 190,500.00															
c. STATE	\$ 0.00															
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e. OTHER	\$ 0.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 419,690.00															
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.																
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE:  Christy S. Renjilian	b. TITLE:  Senior Director of Community Initiatives	c. TELEPHONE NUMBER:  (717) 771-3808														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED:  12/06/10														

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### Executive Summary

SecureCorps, an AmeriCorps program at United Way of York County (UWYC), increases the capacity of local nonprofits to plan for and react to emergencies and disasters. SecureCorps' Emergency Operations Plans are designed to help nonprofit staff respond calmly and effectively in emergencies so they can maintain order until first responders arrive. Members work on disaster preparedness activities at UWYC and host sites in seven other counties. SecureCorps also provides free tax preparation services.

### Rationale and Approach

#### A. RATIONALE AND APPROACH

##### COMPELLING COMMUNITY NEED

SecureCorps, an AmeriCorps program (hereafter referred to as SecureCorps) at United Way of York County (UWYC), has been assisting emergency responders in York County by increasing the capacity of local nonprofit organizations to plan for and react to emergencies and disasters. In 2006, a free tax preparation program was added to SecureCorps' services because financial stability is essential to the emergency and disaster readiness of individuals and families.

First responders and emergency management professionals need the support of nonprofits, businesses, and community and faith-based organizations to help residents quickly and fully recover after an emergency or disaster. However, few organizations have staff available to plan for disaster mitigation and recovery efforts; tasks that require a large time commitment and careful attention to detail.

SecureCorps is the only AmeriCorps program in Pennsylvania to focus on emergency and disaster preparedness, and is filling a critical gap in the services of nonprofits by increasing their capacity to appropriately plan for and respond in times of emergency or disaster. Emergency Operations Plans (EOPs) written by SecureCorps Members (hereafter referred to as Members) are designed to help nonprofit agency staff respond calmly and effectively in an emergency so they can maintain order and control until first responders arrive. EOPs establish procedures for evacuation, lockdown, bomb threats, hostage situations, the securing of doors, windows, and air vents in situations requiring people to

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shelter-in-place, and the continuation of services to the community during a disaster. The ability of agencies to assist in disaster recovery is increased when the staff is properly trained in the EOP. Members work on disaster preparedness activities at UWYC and host sites at neighboring United Ways, Volunteer Centers, charter schools, and nonprofit organizations. These host sites located in York, Adams, Lancaster Counties and York City, do not have staff available to plan disaster response activities. At each host site Members are planning their agency's disaster mitigation and recovery efforts and increasing their capacity to plan for and react appropriately in times of emergency or disaster by creating and maintaining EOPs. They are helping their host site agency establish procedures for evacuation, lockdown, bomb threats, hostage situations, shelter-in-place, and the continuation of their services to the community during disasters. There are no AmeriCorps programs focused on disaster preparedness in the communities these host site Members serve.

Since 2007, Members have created or updated nearly 50 EOPs. However, UWYC's own Volunteer Center boasts a membership three times that large. Only about half of the agencies currently involved in York County VOAD (Voluntary Organizations Active in Disaster) and 32% of UWYC partner agencies have completed plans.

York County is vulnerable to tornadoes, hurricane effects, severe snow and ice storms, flooding, and house fires. Last year the York-Adams Chapter of the American Red Cross responded to 74 house fires. Due to its close proximity to large cities like Philadelphia, Baltimore, Harrisburg, and Washington, D.C., York County needs to be prepared for terrorist attacks and other manmade or technological disasters. York County has over 420,000 residents, many of whom live or work near any of 80 chemical facilities, two nuclear power plants (Three Mile Island Nuclear Generating Station and Peach Bottom Atomic Power Station), and many railways and major highways. Approximately 40,000, or 9.5%, of York County's residents live in York City. The remaining 380,000 York County residents are spread out over 905 square miles in 72 distinct municipalities. York County has neither a county-wide health department nor adequate public transportation, making it more difficult to establish county-wide

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disaster response and recovery plans.

VOAD, SNAP (Safe Neighborhood Awareness Program), ECRIN (Evacuating County Residents In Need), YAMMRS (York/Adams Metropolitan Medical Response System), and the CERT (Community Emergency Response Team) training program are striving toward cohesiveness in York County's emergency preparedness and response. These groups meet regularly and have identified needs in many service areas, but actual plans are slow to emerge. Members are needed to play a key role in establishing and coordinating these plans.

York County VOAD, a local affiliate of National and Pennsylvania VOADs, is designed to help agencies share resources and knowledge throughout all phases of disaster to decrease duplication of services and most effectively aid communities in disaster recovery. The staffs of VOAD partner agencies are often stretched very thin and Members are needed to perform tasks that will help ensure clear communication and streamlined services during a local emergency or disaster.

The goal of SNAP is to educate families in York City about the importance of having an emergency plan and how to live safely every day. Younger children also get the opportunity to meet police officers and firefighters in a safe, nonthreatening situation. SNAP takes place in neighborhoods identified as having high rates of juvenile crime and fire emergencies. Last year the York-Adams Chapter of the American Red Cross responded to 74 house fires. Since 2007 SNAP has facilitated the installation of over 1,600 free smoke detectors in homes in York City.

ECRIN was created by York County EMA, York County Human Services, and York City fire and rescue departments to help the county's 72 municipal Emergency Management Coordinators quickly and easily locate special needs residents using a GIS (Geographic Information Systems) based mapping system in the event of an emergency or disaster requiring evacuation from the local area. ECRIN has defined people with special needs as any non-institutionalized resident who is: bedridden at home with or without medical support equipment, wheelchair bound with or without medical support equipment, hearing or vision impaired, medically or mentally challenged needing support equipment or assistance,

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or ambulatory using support equipment or assistance. All information received by ECRIN about a person with special needs is voluntary and confidential. York County has 420,000 residents residing in 72 municipalities and approximately 15% qualify as having a special need. Coordination of services and disaster preparedness efforts is further complicated because each municipality may design its own plan for disaster response and evacuation. In addition, York County has a limited public transportation system, with routes mostly in the five square miles of York City. Therefore, developing plans to evacuate residents in the remaining 905 square miles of York County relies heavily on volunteers. Another issue facing local emergency management efforts is that York County does not have a county-wide health department. This makes it more difficult to identify residents with special needs and it complicates the process of establishing a county-wide disaster plan. The 2007 York County Human Services Needs Assessment conducted by Public Consulting Group, Inc., in collaboration with York County Human Services, York County Planning Commission, UWYC, and the City of York recognized ECRIN as a successful program serving an increasing number of physically and sensory disabled residents. The Needs Assessment also recommended increasing staff time dedicated to ECRIN.

YAMMRS (York/Adams Metropolitan Medical Response System) was created in the spring of 2002 to help ensure coordinated emergency preparedness and response within York and Adams Counties by sharing resources during public health crises. YAMMRS is comprised of various agencies including WellSpan Health, Memorial Hospital, Hanover Hospital, the American Red Cross, HealthSouth, York County EMA, Adams County EMA, and York City Bureau of Health. All of these organizations help mitigate the effects of disasters on both businesses and citizens of York and Adams Counties.

Additionally, it has been widely documented that people living in low income households are more severely affected by disasters than those with assets. People with low incomes feel the effects of being without checking or savings accounts, insurance, and assets during and after a disaster. They have neither the resources to evacuate during a disaster nor to help them survive. York County's unemployment rate is rising and several major employers, including Harley Davidson and BAE Systems,

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have laid-off employees or closed. In a county where the average per capita income is approximately \$24,000, SecureCorps has introduced a free income tax preparation program to address this need, which UWYC sees as a natural extension of the disaster preparedness program.

### DESCRIPTION OF ACTIVITIES AND MEMBER ROLES

Each summer, approximately 15 quarter-time Members focus on emergency and disaster preparedness activities. They all serve at UWYC and work in either partners or small groups to write EOPs and assist the VOAD, SNAP, ECRIN, and YAMMRS committees.

When assisting VOAD, Members coordinate awareness and networking programs tailored to the needs of local nonprofits and the 72 municipal Emergency Management Coordinators, update the VOAD directory to reflect changes in membership, contact information, and services, and help run disaster drills to practice inter-agency communication. VOAD membership currently stands at 28 organizations, including American Red Cross chapters for York and Adams counties and the Greater Hanover area, Community Progress Council, Family First Health, Lutheran Social Services, New Hope Ministries, Salvation Army, UWYC, York County Emergency Management Agency (EMA), York City Bureau of Health, and York County Transportation Authority. SecureCorps plans to continue to provide assistance to VOAD over the next grant period.

SNAP partners include the York-Adams Chapter of the American Red Cross, York City police and fire departments, York's Healthy Kids Coalition, York City Bureau of Health, and the Penn State Cooperative Extension nutrition department. The program's goal is to educate families in York City about the importance of having an emergency plan and how to live safely every day. Younger children also get the opportunity to meet police officers and firefighters in a safe, nonthreatening situation. SNAP takes place in neighborhoods identified as having high rates of juvenile crime and fire emergencies. Since 2007, SNAP has facilitated the installation of over 1,600 free smoke detectors in homes in York City. Members provide starter emergency kits for children and basic disaster preparedness information to residents. One of the neighborhoods visited this past summer was seriously damaged by a row home fire during

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the Members' term of service. Being near that site, and meeting some of the 30 or more people affected by the fire, added gravity to this summer's SNAP events. It underlined the importance of distributing information, smoke detectors, and emergency kits, and demonstrated to York City residents that someone cares about their well being and the safety of their children. SecureCorps plans to remain involved in SNAP activities to continue to provide needed education and resources to at-risk community residents.

Members help promote ECRIN awareness and participation by presenting the program to special needs clients, their service providers, and to municipal Emergency Management Coordinators. As of October 2009, only seven of York County's municipalities were fully implementing the ECRIN program. Sixteen were keeping paper registration forms or using a spreadsheet, but were not using the mapping system; 14 have thus far refused to take part in ECRIN. An additional seven are undecided about using the program, and 28 municipalities have not responded to communications by ECRIN.

Members are able to assist municipalities in the data entry and mapping processes after they have collected information from residents with special needs. This helps the municipal Emergency Management Coordinators save time and often gives them the push they need to start implementing ECRIN to its fullest potential. Additionally, Members have redesigned ECRIN's brochure so it can be better understood by senior citizens and special needs clients. SecureCorps plans to continue outreach and education on behalf of ECRIN to encourage collaboration and advocate for residents with special needs.

In the summer of 2008, YAMMRS approached SecureCorps with a request to develop a plan to implement strategies, in both York and Adams Counties, wherein Alternative Care Sites (ACS) could be created to handle the influx of patients and overcrowding at local hospitals during a pandemic influenza outbreak. The proposal written by Members was developed under A/H5N1 (avian flu) assumptions that at any given time one third of the workforce could be infected and unable to work and that there would be a 60% mortality rate for those infected. The 52 page plan provides for the operation of three separate

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ACS, located in Gettysburg, Hanover, and York. Each facility is designed to handle 100 beds over the course of 24 weeks, with the average patient staying between three and five days. In addition to ACS development, the plan provides for the operation of triage locations on hospital property at each local facility. Members researched the scope and progression of past flu pandemics, developed a plan for opening triage centers to slow the spread of the virus, developed a plan for opening ACS facilities, identified several possible ACS locations in York and Adams counties, and developed policies for ACS staffing, communications, nutrition, visitation, infection control, patient deterioration and transfer, and morgue area.

Currently, YAMMRS is coordinating efforts in York and Adams counties to administer upwards of 200,000 A/H1N1 (swine flu) vaccinations to high priority residents and are implementing some of the recommendations in the Members' report to do so. Although swine flu has not, as of yet, proven to be as dangerous as avian flu, the potential need to open ACS facilities remains. In this way Members are continuously increasing York County's capacity to plan for and react appropriately in times of emergency or disaster.

All disaster preparedness program Members, since 2004, have completed CERT training presented by York County Office of Emergency Management, so they are ready to respond to emergency or disaster situations in their neighborhood or at UWYC. Through this program Members learn triage, light search and rescue, disaster psychology, and stress management skills.

Members help VOAD, SNAP, ECRIN, and YAMMRS predominately during our summer program; moving forward we would like to have a position dedicated to working on these projects year round. Currently, SecureCorps staff members (hereafter referred to as the Staff) fill in on these projects when Members aren't available. A dedicated Member will increase the impact and scope of these projects, and serve as a resource for VOAD, SNAP, ECRIN and YAMMRS.

In addition to site-specific requirements, the approximately 10 Members serving at host sites, must create or update their host agency's EOP, leverage volunteers for their host site's programs, participate



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in National Day of Service activities, and attend a municipal government meeting. Written reflections about their experiences are required for completion of the program.

During the income tax filing season one full-, five quarter-, and eight minimum-time Members staff and coordinate the York \$ In York Pocket Coalition's Free Tax Preparation Program. Members serve out of UWYC and prepare taxes at any of 14 tax preparation sites. This program is an IRS recognized VITA (Volunteer Income Tax Assistance) program. VITA programs are sponsored by organizations who train volunteers to prepare basic tax returns for low-income people. VITA preparers are also trained to help their clients file for special credits such as Earned Income Tax Credit (EITC) and Child Tax Credit.

Each year our Members help to make a significant financial impact on York County. All Members and non-AmeriCorps volunteer tax preparers are IRS certified and complete 20 or more hours of practice based training in tax law and in the use of TaxWise e-filing software. In 2009, Members and community volunteers prepared over 1,700 tax returns for York County residents whose previous year's income was less than \$42,000. York County has an average per capita income of approximately \$24,000. In 2009, \$1.92 million (average \$1,222/client) was returned to the community. A combined total of \$4.5 million from 4,310 income tax returns was returned to York County in the past three filing seasons.

Additionally, the program has maintained an accuracy rate of 91% over the past two years. Ninety-eight percent of surveyed clients reported overall satisfaction with their experience, and an astonishing 100% of those surveyed indicated that they would recommend the tax program to family or friends, and that they would utilize the program in the future. In fact, the Members have prepared returns for several generations of a particular family who keep referring relatives to the program.

Members recruit and manage volunteers to keep all tax preparation sites running smoothly. They also partnered with 40 AARP Foundation volunteer tax preparers for York \$ In Your Pocket Coalition's first ever Tax Blitz Day on March 14, 2009. SecureCorps and AARP preparers collaborated at York County School of Technology and prepared over 65 tax returns in one day.

Post service, all Members involved in the 2008/2009 Free Tax Preparation Program reported that their

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service enhanced their understanding of the needs and problems facing York County and their ability to be a valuable resource to the community. One Member stated, "[you] can really see how vital this program is to the clients. Without our free services they would be losing a significant portion of their return. Every dollar counts for these families."

A caseworker with the York County Department of Mental Health/Mental Retardation brought in several clients. She noted that the Members interacted with their clients with the greatest respect and professionalism. The Members provide high quality tax services and a much needed service to community residents who often fall through the cracks.

York \$ In York Pocket Coalition partners for the 2008 filing season included United Way of York County, SecureCorps, Financial Stability Partnership of Lutheran Social Services, Community Progress Council, York College of Pennsylvania, York Educational Federal Credit Union, IRS, AARP Foundation, White Rose Credit Union, Penn State York, City of York, Community Engagement Team for PA Keys, PNC Bank, Harrisburg Area Community College, and York County School of Technology. Our free tax preparation program is the only VITA program in York County. No other organization provides free income tax filing services to York County residents who make less than \$42,000 annually. SecureCorps will continue providing support for the VITA program by serving as the project coordinator and IRS certified tax preparers.

### MEASURABLE OUTPUTS AND OUTCOMES

The performance measure that SecureCorps will focus on is in the area of disaster preparedness in the category of strengthening communities. The aligned output, intermediate outcome, and end outcome SecureCorps will focus on is EOP development and the organization's ability to respond to an emergency or disaster. Specifically, the output UWYC will measure is the number of EOPs created and revised for VOAD members, UWYC partner agencies, and nonprofit organizations. The target is 20 new or revised plans per year. The intermediate outcome is that area nonprofit staff will be trained to implement the EOP in the event of an emergency or disaster. The target is that 75% of staff at an organization with a

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new or revised EOPs will be trained. The end outcome is that VOAD members, UWYC partner agencies, and nonprofit organizations who have an EOP will increase their ability to appropriately respond to an emergency by conducting an emergency drill. The target is that 50% of organizations with a new or revised EOP will conduct an emergency drill. The drill will enable the staff at the nonprofit organizations to practice the policies and procedures in the EOP so that they are better prepared in the event of a real emergency. The drill will also reveal any problems with the EOP, including any omissions or revisions that need to be addressed. Running drills is the most effective way to assess preparedness to respond to a real emergency. While we hope that we never have an emergency in York County, the primary focus of the SecureCorps program is to assist our community in its efforts to be adequately prepared.

UWYC will use tally sheets to monitor the number of EOP that are developed or revised. The database will be maintained by the SecureCorps Director. VOAD members, UWYC partner agencies, and nonprofit organizations will keep written sign in sheets and meeting agendas that reflect the number of staff who were trained to implement the EOP in the event of an emergency. These records will be submitted to the SecureCorps Director who will maintain tally sheets. The end outcome will be monitored through the EOP plan, sign in sheets for the emergency drill, and surveys of agency staff who participated in the drill. The surveys will be used to assess the effectiveness of the drill, and highlight any problem areas or revisions that need to be addressed. The SecureCorps Director will maintain this information and work with the Members and agency staff to make any necessary revisions to the EOP.

The SecureCorps program's primary focus is disaster preparedness. We are the only AmeriCorps program in Pennsylvania with this focus. The secondary focus is on tax preparation/counseling.

### PLAN FOR SELF-ASSESSMENT AND IMPROVEMENT

Members formally evaluate the SecureCorps program at the end of their term of service as part of their exit interview. Members are asked to reflect on personal accomplishments, how they will continue giving back to their community after their service is over, how their service helped the community, and to what

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extent their service helped them learn to communicate well, follow through on commitments, work effectively with diverse groups, organize time well, and understand York County's needs. Members also report to what extent their service has helped them gain training and experience to advance their career, personal satisfaction from helping others, new strategies to solve community problems, and a lifelong commitment to volunteerism and community service. Additionally, Members give feedback on programmatic elements, such as the programs' most apparent strengths and weaknesses, and how Staff can better support Members. Disaster preparedness program Members share their thoughts about what worked and did not work in EOP writing and group projects (e.g., VOAD and ECRIN). VITA Members report about what worked and did not work in the training program and at the tax preparation sites. SecureCorps Staff will continue to provide members with opportunities to provide feedback on the program, their experiences, and conduct formal and informal assessments.

A strong 94% of disaster preparedness program Members reported that their service enhanced or significantly enhanced their ability to follow through on commitments. All Members involved in the 2008/2009 VITA program reported that their service enhanced their understanding of the needs and problems facing York County and their ability to be a valuable resource to the community. Additionally, 94% of disaster preparedness program Members, and 88% of VITA program Members, reported that through their service they have gained or significantly gained an appreciation for people from diverse backgrounds.

Member feedback on programmatic elements is and will continue to be seriously considered when the Staff begins planning the next year's projects. For example, because many EOP clients were slow to respond to Members' requests for agency information and floor plans, the SecureCorps Director is developing an orientation program for EOP clients prior to the Members' service. This orientation will highlight the time and materials required from an EOP recipient before, during, and after the EOP development process. This should weed out any agencies that are not committed to the project. Likewise, when designing the next year's training and member development plans, Staff look at

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Members' comments about training and their reports about what skills and competencies they feel the program has helped them to develop. For example, last year Members indicated that cliques emerged, sometimes making it hard to feel like a cohesive corps. Moving forward, the Staff will be much more proactive to discouraging cliques and will incorporate teambuilding activities throughout the course of the term. SecureCorps Staff will continue to hold regular meetings to plan member training and development activities.

Disaster preparedness program Members are evaluated by their EOP recipients and group project supervisors. Both sets of clients review the Members' professionalism, initiative, problem-solving abilities, attitude, leadership, responsibility, and appropriate use of feedback. EOP clients also report on what components of a comprehensive emergency plan the Members helped them establish, and the number of staff members, volunteers, and clients who may benefit from the agency having a comprehensive emergency plan. Group project clients also report on whether they would recommend the Member(s) to other nonprofits as employees or volunteers. This summer, the Members' ECRIN project supervisor from the York County Department of Human Services rated the Members' professionalism, quality of work, leadership qualities, initiative, and problem solving skills as "excellent" and reported that she would absolutely recommend them as employees or volunteers for another agency. SecureCorps Staff will continue to solicit feedback from EOP recipients and group project supervisors regarding Members performance.

Recipients of the VITA program's free tax preparation service complete a survey where they are asked to evaluate the appointment scheduling process, and the respectfulness and professionalism of the tax preparers. Ninety-eight percent of surveyed clients reported overall satisfaction with their experience, and an impressive 100% of those surveyed indicated that they would recommend the tax program to family or friends, and that they would utilize the program in the future. They are also asked how they heard about the program and what types of financial literacy and stability information they would like to receive. Information gleaned from these surveys helps us to make the program more client-friendly by

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adjusting our procedures, focusing our advertising efforts, and providing the most useful financial literacy tools. SecureCorps Staff will continue to solicit feedback from VITA clients on their experience with the program.

Staff evaluate all Members at the end of their term of service (mid-term evaluations are given to full-time Members) in the areas of professionalism, character, performance, and quality of work. This evaluation is discussed with the Member, and they are able to provide comments. Weekly progress checks with each Member or team are opportunities for the Staff to offer feedback on various projects. Additionally, all Members receive bi-weekly updates on their progress towards completing their minimum hours requirements. Monthly (or more frequent) meetings with VOAD, SNAP, ECRIN, and YAMMRS committees, as well as regular emails and phone calls with EOP clients, continuously provide opportunities to solicit and receive feedback. SecureCorps Staff will continue to perform regular evaluations on Members progress and performance.

### COMMUNITY INVOLVEMENT

The SecureCorps Director maintains relationships with VOAD, SNAP, ECRIN, YAMMRS, and York \$ In Your Pocket Coalition partners through monthly meetings. These meetings provide opportunities for feedback on Members' work. They are also useful for keeping a pulse on the changing community needs, and for identifying ways to help resolve them. Over the years White Rose Credit Union (WRCU) and Community Progress Council (CPC) have both significantly increased their involvement with the York \$ In Your Pocket Coalition. SecureCorps will maintain active involvement with all these partners.

WRCU joined the York \$ In Your Pocket Coalition in 2008. Initially, they agreed to set aside several hours each week to prepare taxes for their customers. Later, WRCU decided to offer all VITA clients the opportunity to put their income tax refund onto a WRCU debit card that could be used to make purchases or withdraw cash. Once the funds on the card were depleted, the card would be useless, but the client could go to any WRCU location and open an account. This card served a dual purpose of making the VITA program more competitive with fee-for-service tax preparers, and encouraging our

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clients to become involved with a bank or credit union. WRCU will continue to provide sites for the VITA program and debit cards for persons without accounts.

CPC has been involved with the York \$ In Your Pocket Coalition as a VITA tax preparation site since 2006. In 2009, through their Work Ready program, they were able to provide two bi-lingual (English and Spanish) workers to answer phone calls and schedule appointments at UWYC. CPC will provide sites for the VITA program and support for the Spanish speaking clients.

### RELATIONSHIP TO OTHER NATIONAL AND COMMUNITY SERVICE PROGRAMS

Staff attend all quarterly trainings and monthly conference calls presented by PennSERVE, the Governor's Office of Citizen Service, for Pennsylvania AmeriCorps\*State and National Direct programs. As the only program in Pennsylvania to focus on emergency and disaster preparedness, SecureCorps Staff have led group sessions about disaster preparedness at quarterly trainings. In 2008, Staff participated in a Peer to Peer Exchange with KEYS Service Corps, an AmeriCorps program in Pittsburgh. Exchange topics included host site selection, service hour tracking, and member recruitment. Staff and select Members have attended the National Conference on Volunteering and Service annually since 2004. Additionally, Staff and Members have participated in the following National Days of Service since 2004: National Family Volunteer Day, Martin Luther King Day of Service, and Global Youth Service Day. SecureCorps will continue to attend PennSERVE trainings and conference calls, the National Conference on Volunteering and Service, UWYC trainings, and other professional development opportunities. SecureCorps Staff will continue to lead workshops at PennSERVE trainings as requested. We will also continue to participate in National Days of Service.

### POTENTIAL FOR REPLICATION

PennSERVE, the Governor's Office of Citizen Service, now requires all programs to have some corps members and at least one staff member certified in CERT (Community Emergency Response Team) -- an emergency response training program that SecureCorps has been involved with since 2004. Over the years Members have developed EOP templates that can serve a variety of nonprofit organizations.

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Additionally, our VITA program materials are shared nationally through United Way and IRS listserves. SecureCorps will continue to share materials with AmeriCorps and VITA programs and United Way agencies.

### Organizational Capability

#### D. ORGANIZATIONAL CAPABILITY

##### SOUND ORGANIZATIONAL STRUCTURE

##### ABILITY TO PROVIDE SOUND PROGRAMMATIC AND FISCAL OVERSIGHT

UWYC has been a leading community steward in York County for nearly 90 years. UWYC runs a \$7 million campaign, annually, to help fund 81 programs at 34 partner agencies. All programs fall under one of the following focus areas: education, income, or health. In addition to supporting partner agency programs, UWYC administers Focus on Our Future -- a Success By 6 Initiative, the Financial Stability Partnership, York County's Free Information and Referral Service Teleline, and the Stay in School Initiative. UWYC has had a Volunteer Center since 1985; annual membership stands around 150 nonprofit organizations.

UWYC has been administering the federal AmeriCorps grant for SecureCorps since 2004, and currently administers state grants for Emergency Food and Shelter Program and Community Engagement. Fiscal oversight for the SecureCorps grant is provided by Beth Loucks, Senior Director of Finance, and Christy Renjilian, Senior Director of Community Initiatives. Ms. Loucks has been a CPA for 21 years and has been with UWYC for 15 years. She has a B.S. in Accounting from Elizabethtown College and is a member of the American Institute of Certified Public Accountants and the Pennsylvania Institute of Certified Public Accountants. Ms. Renjilian has been with UWYC since 2005 and SecureCorps since 2008. She has a B.S. in Psychology from SUNY Geneseo, and a Masters in Social Policy Analysis from University of Chicago. Programmatic oversight for SecureCorps is provided by the Senior Director of Community Initiatives, and Leslie Brengle, SecureCorps Director. Ms. Brengle has been with SecureCorps since 2007, first as a Member, then as Director in 2008. She has a B.S. in Psychology and



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Sociology from York College of Pennsylvania.

All host sites are required to designate one Supervisor for their SecureCorps Member(s) who acts as the liaison between the Members and the SecureCorps Director. SecureCorps selects host sites who are longstanding partners with SecureCorps and UWYC. All host sites conduct their own audits and evaluations, and have demonstrated their commitment to SecureCorps' mission, policies and procedures. Host sites are responsible for their own recruitment and pay a cash match to cover their Members' living allowance. Match amounts are as follows: \$11,842 for a full-time, \$1,600 for a half-time, \$870 for a quarter-time, and \$500 for a minimum-time member. Host sites will continue to provide in-kind support for office space and supplies, training, mileage, and background checks. Host site Members must provide the SecureCorps Director with bi-weekly timesheets. Host site Supervisors must provide the SecureCorps Director with monthly member and program progress reports. SecureCorps Staff have established procedures for site visits, including the opportunity to discuss fiscal management, service hour tracking, member management, member files, recruitment, systems development, training, and other issue areas. Host site Supervisors participate in an annual orientation. Host site Supervisors must provide the SecureCorps Director with copies of all Member evaluations.

In addition to site-specific requirements, Members serving at host sites must create or update their host agency's EOP, leverage volunteers for their host site's programs, participate in National Day of Service activities, and attend a municipal government meeting. Written reflections about their experiences are required for completion of the program. SecureCorps Staff will review and revise these policies and procedures as warranted.

### BOARD OF DIRECTORS, ADMINISTRATION, AND STAFF

Forty business and community leaders serve on UWYC's Board of Directors. UWYC's staff of 20 is led by Robert J. Woods, Executive Director since 1992. Mr. Woods oversees the SecureCorps grant. Specific duties related to the fiscal and programmatic oversight provided by the Senior Director of Finance,

## Narratives

Senior Director of Community Initiatives, and SecureCorps Director are as follows: the Senior Director of Finance oversees all fiscal management and monthly billing services. The Senior Director of Community Initiatives participates in the review and approval of monthly billing, reports on grant deliverables to UWYC's Board and PennSERVE, monitors program outcomes, and provides programmatic support to the SecureCorps Director. The SecureCorps Director is responsible for member recruitment, enrollment, retention, training, and supervision, as well as project development and coordination, and program assessment. The Senior Directors of Finance and Community Initiatives report to the Executive Director and are part of UWYC's management team. The SecureCorps Director reports to the Senior Director of Community Initiatives. The UWYC Board of Directors approves the SecureCorps program, and allocates United Way dollars to support the program. The Board is updated on the SecureCorps program monthly.

### PLAN FOR SELF-ASSESSMENT OR IMPROVEMENT

UWYC, as a member of United Way Worldwide (UWW), conducts a comprehensive assessment every three years. The assessment process includes Board members, staff, and partner agency representatives. The Standards of Excellence, developed by UWW, cover all aspects of the agency including fiscal management, campaign, resource allocation, program administration, and personnel issues. Each year, every department develops a work plan with measurable deliverables. The plan is reviewed and modified throughout the year to ensure that programs remain sound, well-managed, and responsive to community needs.

### PLAN FOR EFFECTIVE TECHNICAL ASSISTANCE

The Senior Director of Finance is a CPA and has been in her position for 15 years. She participates in PennSERVE trainings as they relate to the financial aspects of the SecureCorps program. The Senior Director of Community Initiatives and the SecureCorps Director attend all PennSERVE trainings. Staff attend the National Conference on Volunteering and Service, and United Way trainings and technical assistance programs. This year, the SecureCorps Director was accepted into a yearlong leadership

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training program. As training and technical assistance needs are identified, Staff will continue to take advantage of the applicable resources in our community and through UWW and PennSERVE.

Host site Supervisors must provide the SecureCorps Director with monthly member and program progress reports. These provide regular opportunities for host site Supervisors to identify any training or technical assistance needs. A host site or the SecureCorps Staff may, at any time, request a site visit. SecureCorps Staff have established procedures for site visits, which include the opportunity to discuss fiscal management, service hour tracking, member management, member files, recruitment, systems development, training, and other issue areas. Additionally, SecureCorps Staff are available for email and phone consultations at any time. The SecureCorps Director typically communicates with host site Supervisors once a week while a Member is serving with their organization. In future grant years, ongoing training and technical assistance will be provided to the host site Supervisors.

### SOUND RECORD OF ACCOMPLISHMENT AS AN ORGANIZATION

#### VOLUNTEER GENERATION AND SUPPORT

UWYC has had a Volunteer Center since 1985; annual membership stands around 150 nonprofit organizations. Community volunteers are recruited for UWYC's Day of Action through press releases to local newspapers, television, and radio stations, and by campaign coordinators through Volunteer Solutions. The annual Day of Action matches volunteers from companies who participate in the UWYC campaign with nonprofit organizations who will benefit from those monetary donations. Each year over 500 volunteers complete 90 projects for local nonprofits. Volunteer Center member agencies receive help with Volunteer Solutions to post their own volunteer opportunities, are featured in the Volunteer Center's monthly, quarterly, and annual publications, and are invited to participate in two yearly volunteer management trainings.

#### ORGANIZATIONAL AND COMMUNITY LEADERSHIP

UWYC staff serve approximately 30 community organizations, task forces, and boards. The Executive Director was recognized in 2009 as the YorkCounts Volunteer of the Year and by the Chamber of

## Narratives

Commerce as the Appointed Official of the Year. The Senior Director of Community Initiatives was recognized for her volunteer work with York Hospital. UWYC staff serve in positions of leadership in many organizations, both in their capacity as UWYC staff and as private citizens. UWYC staff is also actively involved in community events. The involvement covers nearly every major community organization in York County.

### SUCCESS IN SECURING MATCH RESOURCES

In fiscal year 2009-2010, SecureCorps is required to secure a 34% match, however, UWYC budgeted a 48% match. UWYC allocates \$89,400 and contributes an additional \$43,300 in-kind support. In addition, host sites contribute a portion of their Member(s) living allowance. Additional funds have been secured by area businesses such as PNC Bank and Glatfelter to support the VITA program.

### SUCCESS IN SECURING COMMUNITY SUPPORT

#### COLLABORATION

UWYC has developed a variety of collaborations to increase our impact on the community. The Financial Stability Partnership, created in 2007, brings financial institutions, social service agencies, faith-based community, and government organizations together to respond to the financial needs of our community. The York \$ In Your Pocket Coalition provides support to the VITA program. Coalition members represent banks and credit unions, AARP Foundation, community organizations, and businesses. York County's unemployment rate is rising and several major employers have laid-off employees or closed. More than ever, residents need the services of the Financial Stability Partnership and York \$ In Your Pocket Coalition.

The Executive Director of UWYC chairs the community collaborative that is spearheading efforts to initiate a county-wide health department. This collaboration involves a variety of partners including local hospitals, clinics, faith-based organizations, social service agencies, schools, and municipalities. UWYC plays a key role in VOAD, SNAP, ECRIN, YAMMRS, and other collaborative efforts to prepare for a disaster. The SecureCorps Director is Secretary of VOAD. These coalitions assist us in our efforts to

## Narratives

identify and respond to community needs.

### LOCAL FINANCIAL AND IN-KIND CONTRIBUTIONS

UWYC provides \$89,400 in cash and \$43,300 in-kind support to the SecureCorps program. In addition, community partners provide financial and in-kind support. Host sites provide cash support for a portion of the living allowance match. Host sites also provide in-kind support through office space, supplies, training, and mileage reimbursement. Other community partners have also contributed. York College of Pennsylvania provides computer labs for the training of the VITA Members and volunteers. They also serve as a location for the VITA tax program. For approximately four years, Community Progress Council, area schools, and nonprofits have also donated space, computers, printers, and office supplies to the VITA program. Last year, White Rose Credit Union donated space and staff time for the tax preparation program. They also provide debit cards and bank services to clients without accounts. This year, Glatfelter will be providing volunteers and sponsoring the volunteer recognition event. In addition, PNC bank has made annual contributions to support the marketing plan. Penn State York business students are developing marketing tools for the VITA program.

One community volunteer provides over 250 hours to the VITA program to train SecureCorps Members and community volunteers to become IRS certified tax preparers.

Each year more community businesses and organizations get involved in the work of SecureCorps and the amount of financial and in-kind contributions increases.

### WIDE RANGE OF COMMUNITY STAKEHOLDERS

UWYC's Board of Directors has approximately 40 members. They represent area hospitals, higher education, community organizations, businesses, law firms, financial institutions, and labor unions. During 2008, more than 2,900 people served as volunteers for UWYC in various capacities to support the work of the organization. An additional 600 volunteers participated in the annual UWYC's Day of Action and volunteered over 2,000 hours of service.

Over the past year, the number of volunteers serving UWYC has increased. UWYC began an Emerging

## Narratives

Leaders program for 21--40 year olds. This group has volunteered at a Boy Scout camp and at other UWYC events.

UWYC has experienced an increase in the number of baby boomers volunteering with the SecureCorps' program. These volunteers are active with the York \$ In Your Pocket Coalition, Financial Stability Partnership, ECRIN, and VOAD.

### SPECIAL CIRCUMSTANCES

The SecureCorps program has no special circumstances.

### Cost Effectiveness and Budget Adequacy

#### E. COST EFFECTIVENESS AND BUDGET ADEQUACY

##### COST EFFECTIVENESS

##### CORPORATION COST PER MEMBER SERVICE YEAR

The Pennsylvania maximum cost per Member Service Year (MSY) allowable is \$13,000. SecureCorps' proposed cost per MSY is \$13,000.

##### DIVERSE NON-FEDERAL SUPPORT

UWYC has committed \$89,400 in cash and \$43,300 in-kind for a total of \$132,700 to the SecureCorps program. In addition, host sites commit to \$11,842 in match for a full-time, \$1,600 for a half-time, \$870 for a quarter-time, and \$500 for a minimum-time member. Host sites also provide in-kind support for office space and supplies, training, mileage, and background checks.

Additional non-federal support is provided by area businesses including \$5,000 from PNC Bank and \$2,500 from Glatfelter. White Rose Credit Union provides in-kind support by providing four locations and 10 staff for the VITA program. Lutheran Social Services, Community Progress Council, York College of Pennsylvania, New Hope Ministries, Southern Community Services, Jefferson Center, and YMCA all provide space, computers, and office supplies to support the VITA program.

A York \$ In Your Pocket Coalition member, who has years of experience and training, provides training, at no cost, to SecureCorps Members and non-AmeriCorps volunteers to become IRS certified tax

## Narratives

preparers. This community volunteer contributes over 250 hours to the VITA program each year.

UWYC will continue to seek additional financial and in-kind support from area businesses, foundations, and individuals.

### DECREASED RELIANCE ON FEDERAL SUPPORT

UWYC has exceeded the required match for the past three years. This grant proposal budgets a 43% match even though the required match is 38% for programs in their seventh year.

The VITA program is doubling the number of free tax preparation sites; this year there will be 14 sites throughout York County. UWYC is able to accomplish this through an increase in community volunteers. All of the locations are provided at no cost.

### BUDGET ADEQUACY

UWYC budget adequately supports our program design and activities. Corporation funds are being requested to support the SecureCorps Director position and support costs and the members' living allowances and support costs. All other expenses will be supported by UWYC and its partners.

The Senior Director of Community Initiatives' and the SecureCorps Director's compensation are in line with United Way Worldwide salary guidelines for comparable positions. The Senior Director of Community Initiatives participates in the review and approval of monthly billing, reports on grant deliverables to UWYC's Board and PennSERVE, monitors program outcomes, and provides programmatic support and supervision to the SecureCorps Director. The SecureCorps Director is responsible for member recruitment, enrollment, retention, training, and supervision, as well as project development and coordination, and program assessment.

Benefits for the Senior Director of Community Initiatives and the SecureCorps Director are calculated at 30%. Specifically, Health Insurance is 12%, Retirement is 8%, Group Life is 1%, Group Disability is 1%, and Payroll Taxes are 8%.

Travel costs for Staff and Members reflect past expenditures. Travel is to PennSERVE quarterly trainings, and UWYC coalition meetings such as VOAD and York \$ in Your Pocket Coalition.

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The supply line will enable us to carry out our program activities including four National Day of Service projects. All gear that is purchased for Members will include the AmeriCorps logo. Office supplies and postage line items reflect past expenditures for the SecureCorps program.

Staff will attend the National Conference on Volunteering and Service in New York City in June 2010. Staff training funds are budgeted based upon 2009 costs.

Members will receive training in CPR, First Aid, and AED from certified Red Cross trainers. Specific training for the VITA program to become IRS certified tax preparers is provided in-kind by a community volunteer who is retired. CERT training is provided at no charge to the Members. Members will participate in team building and leadership development training including a ropes course. In addition, all Members will receive training on community service, civic engagement, UWYC, PennSERVE, and CNCS policies and procedures, diversity, and inclusion.

This year, UWYC will conduct the SecureCorps program evaluation utilizing existing Staff resources and support. This will enable us to administer an effective and thorough evaluation at a reduced cost.

Other program operating costs include costs associated with securing background checks on all Members. In-kind space and utilities support are calculated using the same cost per square footage as in 2009.

The living allowances reflect UWYC's commitment to adequately support our Members. The living allowance for a full-time member is at the maximum level. However, the living allowance for half-, quarter-, and minimum-time members are lower than the maximum amount allowed. Member support costs are calculated using the standard rates. Living allowances are paid in equal biweekly installments. FICA is calculated at 7.65% and Workers' Compensation at 0.0084 of the living allowances. Health care is provided for full time Members at the cost of \$120 per month.

The corporation fixed percentage is calculated using the 10% standard formula specified in Section III -- Option A of the grant application. Mr. Woods, Executive Director of UWYC oversees the SecureCorps grant. The Senior Director of Finance oversees all fiscal management and monthly billing services.



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Additional support is provided by the Finance and Administrative Assistant. No fundraising expenses are charged to the grant.

SecureCorps does not need to purchase any equipment nor we will utilize any contractual or consultant services.

Other Operating Costs: 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. Costs will be paid out of the United Way of York County's match. Criminal history background checks will 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 will be done for members, employees, or other individuals with recurring access to vulnerable populations.

The budget projects a match of 43% compared to the required match of 38%. UWYC is providing \$89,400 cash support and an additional \$43,300 in-kind support to the SecureCorps program. Host sites provide \$29,764 to support Members' living allowances. Host sites also provide \$10,140 of in-kind support.

The budget is linked to our desired outputs and outcomes through supporting training for Members to be better prepared in the event of a disaster or emergency. It also reflects our commitment to utilize community volunteers, nonprofits, and businesses to provide in-kind and financial support for the SecureCorps program.

### Evaluation Summary or Plan

The evaluation method is a pre-test/post-test design using two instruments developed by Project Star in conjunction with ACE and AMERICORPS. These surveys were further adapted for local use by Penn State staff members prior to the first and third years of the study. The first instrument, The Civic Activity Survey (CAS), contains items measuring community awareness, community involvement, and personal motivation to become involved in community activities. The second instrument, The Civic Engagement and Leadership Skills Assessment (CELSA), contains items measuring personal skills,

## Narratives

attitudes, and depth of knowledge and awareness of community issues.

The summer program recruits showed significant change in several aspects of attitude and behavior as a result of participation in the SecureCorps program.

### Amendment Justification

N/A

### Clarification Summary

ITEM 1)

SecureCorps is requesting 53 members.

14 members (1 Full, 3 Half, 9 Quarter, 1 Minimum time) serve at host sites, specifically: United Way of Lancaster County, PA; American Red Cross, Greater Hanover Chapter, PA; Volunteer Center of the Lehigh Valley, PA; Voluntary Action Center Scranton, PA

14 VITA (tax preparation) members (1 Full, 5 Quarter, 8 Minimum time)

25 disaster preparedness (3 Full 16 Quarter, 6 Minimum time)

ITEM 2)

Site coordinators manage a VITA site for the tax preparation program. Their responsibilities include making certain that the site has adequate supplies, quality review of tax returns, handle any problems with tax clients. They are not responsible for supervising other members or community volunteers.

ITEM 3)

Host site supervisors recruit members, conduct interviews, train members on site specific duties, policies and procedures, and expectations. They are responsible for completing a monthly report on member's activities and progress. They also conduct the evaluations of the members. Additionally, they review and sign their member's timesheets and submit them to the SecureCorps Director for review and

## Narratives

input into the tracking system. SecureCorps director conducts an annual training for host site supervisors and provides ongoing training and technical assistance.

### ITEM 4)

SecureCorps solicits members through job fairs at four college campuses, online college job boards, technical schools, historically black universities. We also have recruited members who have been laid off from local businesses and those who are retired. SecureCorps has members who require special accommodations. Several members are "baby boomers". We work with our United Way partner agencies, other nonprofit institutions, the United Way Board of Directors, and local school districts to recruit a diverse corps that is representative of our community.

### ITEM 5) Section II. A. Half Time Member Stipend

Member stipends are determined by the PennSERVE maximum MSY of \$13,000. While stipends are only required for full time members we believe that all members should receive a stipend. Therefore, we determine our stipends per term of service based upon the maximum cost per full time member of \$13,000. Please note that the only budget items that CNCS funds support are the salary for the SecureCorps Director position and corresponding benefits and the member stipends and corresponding benefits. All other costs associated with the SecureCorps program are covered by matching funds.

### Continuation Changes

#### Executive Summary:

SecureCorps, an AmeriCorps program at United Way of York County (UWYC), increases the capacity of local nonprofits to plan for and react to emergencies and disasters. SecureCorps' Emergency Operations Plans are designed to help nonprofit staff respond calmly and effectively in emergencies so they can maintain order until first responders arrive. Members work on disaster preparedness activities at UWYC and host sites in seven other counties. SecureCorps also provides free tax preparation services.

## Narratives

### Retention Information:

Of the seven Members who were exited without awards:

Two minimum-time slots were with a host site that has since been dropped from SecureCorps' program because they did not adhere to the SecureCorps Host Site MOU as it pertained to timely reporting and adequate paperwork management.

Three minimum-time slots were with the VITA program, that was a new host site in 2009/2010. These members barely missed completing their hours. We have worked with the host site to revise their program to ensure that this program year all members complete their term of service.

One full-time slot was refilled; that Member finished the term.

One quarter-time slot was refilled; that Member finished the term.

90% of the 48 slots awarded were filled with Members that completed their term of service and received an education award.

### Performance Measures:

We added the word "organizations" to the indicator section and intermediate outcome section to make the performance measure section more clear.

### Performance Measures

#### SAA Characteristics

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

#### Priority Areas

- |   |   |
|---|---|
| <input type="checkbox"/> Education                            | <input type="checkbox"/> Healthy Futures                      |
| <i>Selected for National Measure</i> <input type="checkbox"/> | <i>Selected for National Measure</i> <input 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 checked="" type="checkbox"/> Other                     |
| <i>Selected for National Measure</i> <input type="checkbox"/> | <i>Selected for National Measure</i> <input type="checkbox"/> |

Grand Total of all MSYs entered for all Priority Areas 0

#### Service Categories

- |                      |   |   |
|----------------------|---|---|
| Disaster Preparation | Primary <input checked="" type="checkbox"/> | Secondary <input type="checkbox"/>            |
| Tax Counseling       | Primary <input type="checkbox"/>            | Secondary <input checked="" type="checkbox"/> |

### SecureCorps Emergency Operation Plans (EOPs)

**Service Category:** Disaster Preparation  
**Measure Category:** Strengthening Communities

#### Strategy to Achieve Results

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

Up to 20 SecureCorps Members will work in pairs or small groups for 14 weeks to create or update EOPs for VOAD members, UWYC partner agencies, and local nonprofits. EOPs recipients will be involved in the planning and development of the EOPs. Throughout the grant year the SecureCorps Members will provide training to EOPs recipients on the procedures outlined in the plan and conduct disaster drills with them at their agencies.

#### Results

##### Result: Output

SecureCorps members will create or revise EOPs for VOAD members, UWYC partner agencies and nonprofit organizations.

Indicator: Number of organizations with new or revised EOPs.

Target: 20 organizations will have new or revised EOPs written for them. The organizations will include VOAD members, UWYC partner agencies and nonprofit organizations.

Target Value: 20

**Result: Output**

Instruments: SecureCorps Director maintains a tally sheet of the number of completed EOPs.

PM Statement:

Prev. Yrs. Data

**Result: Intermediate Outcome**

Staff of a VOAD member, UWYC partner agency, or nonprofit organization increase their knowledge of appropriate disaster responses.

Indicator: Percent of staff of a VOAD member, UWYC partner agency, or nonprofit organization

Target: 75% of the organizations with new or revises EOPs will train the majority of their staff on the procedures in the plan.

Target Value: 75%

Instruments: Sign in sheets and meeting agendas, indicating the date and number of staff trained, will be kept by organization staff. Copies will be sent to SecureCorps Director who will maintain tally sheets. The number of staff trained, and the percentage of the employees this represents, will be reported on the sign-in sheets.

PM Statement:

Prev. Yrs. Data

**Result: Intermediate Outcome**

who are trained in the proper methods to implement their organization's new or

**Result: Intermediate Outcome**

revised EOP in the event of an emergency or disaster.

**Result: End Outcome**

Staff of a VOAD member, UWYC partner agencies, and nonprofit organizations who have an EOP, will increase their ability to respond appropriately to an emergency by conducting an emergency drill.

Indicator: Percent of VOAD Members, UWYC partner agencies and nonprofit organizations with

Target: 50% of organizations with a new or revised EOP conduct an emergency drill.

Target Value: 50%

Instruments: EOPs, sign in sheets, and logs for emergency drill. Organization staff will complete a survey regarding the effectiveness of their emergency drill. SecureCorps Director maintains tally sheets.

PM Statement: 50% of VOAD members, UWYC partner agencies and nonprofit organizations with new or revised EOP will conduct an emergency drill to increase their ability to appropriately respond to an emergency or disaster. SecureCorps members and staff will oversee the organization's development and implementation of the emergency drill. The organization will develop an after action (post-drill) report that will include what went well during the drill, areas for improvement and a mitigation plan.

Prev. Yrs. Data



**Result: End Outcome**

new or revised EOPs that conduct an emergency drill. The purpose of the drill is to

**Result: End Outcome**

determine the ability of the staff to implement the EOP and to identify and revisions

## Required Documents

**Document Name**

**Status**

Evaluation

Not Applicable

Labor Union Concurrence

Not Applicable