



## Narratives

### Executive Summary

Catholic Volunteer Network (CVN) is a national membership organization of 188 faith-based volunteer programs. Since 1998, our member programs have expanded faith-based service opportunities to over 14,000 Americans through the AmeriCorps Education Awards Program (AEAP). CVN AEAP is planning to expand national service opportunities to new generations of Americans to solve community problems in the areas of education, healthy futures, and economic opportunity during the present economic downturn.

### Rationale and Approach

#### 1. Program Design

##### a. Assessing Community Problems

The major problems identified by our member programs and service sites focus on the areas of education, healthy futures, and economic opportunity. During the summer of 2010, CVN collected survey and program application data from active AmeriCorps programs serving a number of targeted low-income and high poverty communities. These communities are in some of the poorest cities in America including: Baltimore, Buffalo, Cleveland, Detroit, Los Angeles, Miami, and St. Louis (Forbes Magazine, August 2010). Other communities such as Houston, New York, and Washington D.C. are facing education problems such as low academic achievement rates and a high number of individuals without access to health care services. In addition, small communities such as Lumberton, New Mexico; St. Michaels, Arizona; and Salem, West Virginia are located in remote rural areas and/or Native American reservations with limited access to educational and social services. Our programs have identified problems in their communities through performance reports issued by local school districts, research studies developed by city governments/agencies, and/or quantitative data provided

## Narratives

through meetings with local community leaders and program participants. In other cases, CVN AmeriCorps programs have collected data from service site applications and federal government databases such as the American Community Survey and the National School Lunch Program.

In the area of education, most of our education programs reported the following problems in their communities: low academic performance rates, lack of education among parents or guardians (did not complete high school), and lack of educational resources (based on funding and/or isolated location) (2010 CVN AEAP Survey). One snapshot of these problems can be found in parts of the Bronx, New York, where only 50.9% of students in grades 3-8 meet or exceed standards in English, and 69% meet standards in math (compared with 68.8% and 81.8% respectively in the city overall). In addition, public high schools in the Bronx graduate fewer than 50% of their students (2009 CVN AEAP Applications). Several of our programs reported serving schools located in communities with rates of 16.7% or higher of families living below the poverty line (American Community Survey). This is considerably higher than the national average of 10% and demonstrates the need for quality educational resources for low income and high poverty communities. Our programs continue to report a growing need for AmeriCorps members to help address low academic performance rates and serve as educational role models to break the cycle of poverty among elementary students, middle school students, high school students and their families. At state and city levels, the lack of educational role models and school resources results in higher rates of student drop outs, youth incarceration, and unemployment among individuals without a high school diploma (Sagawa 2010).

In the area of healthy futures, our programs reported a lack of information among families about health care options and services as the main health problem in their communities (2010 CVN AEAP Survey). Specifically, our programs have documented a lack of access to primary care providers,

## Narratives

prenatal care, and pediatricians. Another health problem identified is the increase in obesity rates resulting from poor lifestyle choices, lack of physical activity, and poor nutrition. Health disparities between those with low incomes and those with higher incomes are almost universal in the previously mentioned communities served by our programs. For example, higher than average rates of obesity and hypertension, which are major risk factors for heart disease and stroke, have been linked directly with low income status (Sagawa 2010). In cities such as Detroit, Los Angeles, and Miami, where there are higher rates of poverty and a higher proportion of minorities compared to other metropolitan cities, local residents are significantly more likely to report fair or poor health status, lack health insurance options, and be overweight. Some of the communities being served by CVN AmeriCorps programs reported being in the bottom 25% of all local neighborhoods for general health, maternal and child health, and chronic diseases (2010 CVN AEAP Survey). Other CVN AmeriCorps programs reported that 30% of local residents say their health is "poor" or "fair", 38% of women receive late or no prenatal care, 10% of babies are born with low birthweight, and the infant mortality rate is 9.3/1,000. In addition, 27% of residents, including children, get no physical activity, 31% are obese, and 15% have diabetes. With regard to the homeless population, 28% have a chronic health problem, 23% are physically disabled, and 21% are mentally ill (2009 CVN AEAP Applications). AmeriCorps members are needed by CVN programs to assist at community health centers and raise awareness of health care options and services.

A growing number of our programs continue to report that people are suffering from economic problems including the need for emergency shelter, affordable housing, employment, job skills development, addiction recovery programs and programs for people who were previously incarcerated. In the area of economic opportunity, our member programs reported increases in the number of homeless people with rates between 32% and 40% during the present economic downturn

## Narratives

(2010 CVN AEAP Survey). The number of people who are homeless is actually much higher, as the above figures only count the number of people who are legally homeless and does not include people staying temporarily with friends or relatives, living in their vehicles or in someone's garage, or trading sex for a place to sleep. The National Law Center on Homeless and Poverty reports that the continued foreclosure crisis and 9% plus unemployment rate has resulted in a rate of homelessness as high as 61%. A snapshot of these economic problems can be found in the city of Detroit. Our programs report that 1 in 3 people (over 333,000 individuals) and nearly 50% of children in Detroit live under the official federal poverty line. The unemployment rate in Michigan and the home foreclosure rates are among the highest in the nation. At the national level, state budget cuts and reduction in unemployment benefits will result in fewer resources for social service agencies and non-profit organizations to provide services focused on affordable housing, addiction recovery and post-incarceration counseling, job training, legal services, and other human needs (2010 CVN AEAP Survey). With the state of the current unemployment rate, social service needs continue to grow, and community-based agencies are overwhelmed with new clients. AmeriCorps members can fill this growing social service gap by assisting organizations with their programming needs and expanding or creating new services addressing homelessness, unemployment, and case management/counseling.

### b. Solution: AmeriCorps Member Roles and Responsibilities

#### Member Roles and Responsibilities

Catholic Volunteer Network AmeriCorps members fulfill three roles during their term of service: their AmeriCorps role, their volunteer program role, and their service site role. CVN AEAP facilitates the integration of AmeriCorps members into their different roles to effectively benefit the community and

## Narratives

their own professional development. Towards this end, CVN AEAP works closely with program directors to establish a clear expectation of roles and responsibilities for each member. Their role as AmeriCorps members is established at the AmeriCorps orientation.

AmeriCorps orientations are conducted by CVN AmeriCorps program directors and take place as part of the overall program orientation. CVN AEAP provides a handbook and online training materials of the AmeriCorps program. These orientations include a review of the history of AmeriCorps, program rules and regulations (including prohibited activities), and an introduction to AmeriCorps resources including the National Service Resource Center and My AmeriCorps. A program orientation often includes self-assessment, team building, technical field trainings, and examination of members' ethics concerning civic participation. Members also receive an orientation at their service site from their supervisors. Furthermore, CVN AmeriCorps programs and CVN AEAP are constantly in communication to ensure that the members are fulfilling their roles and responsibilities at their service sites and in their communities.

### Member Service Activities

CVN AmeriCorps members are crucial in addressing the community problems identified by programs and service sites in the areas of education, healthy futures, and economic opportunity. In the area of education, AmeriCorps members provide services that include student academic development (teaching assistance or instruction), literacy support and tutoring services. The members will serve as positive role models to encourage learning cultures, positive peer behaviors and improved academic performance levels among students. Nearly 10% of current CVN AmeriCorps programs are teacher corps programs that provide teachers for elementary and high schools in inner city and rural

## Narratives

communities serving economically disadvantaged children and youth. Two programs serve high needs schools with a majority of Native American students in New Mexico and Arizona. Several of these programs are structured so that members are able to earn a graduate degree and/or teaching certification during their term of service.

CVN AmeriCorps programs that focus in the area of healthy futures provide services that include delivery of information on health care options and services. The main health care needs addressed by the members will include preventative health care, mental health services, maternal/child care, hospital/clinic support, and HIV/AIDS services. In addition, several members will provide nutritional services including educational sessions with the purpose of reducing childhood obesity among children and youth. The members will encourage active and healthy lifestyles among children and youth at high needs schools. In the area of economic opportunity, 40 to 50% of all programs serve homeless populations in shelters, including domestic violence victims, runaway youth, and veterans. Further social service activities include job skills training, housing assistance, volunteer management, case management/counseling, thrift store services, transportation, and legal services. CVN AmeriCorps members will directly assist homeless clients with reaching their goals of accessing housing services, nutrition programs, addiction recovery support, and job training opportunities. Other members will help manage the activities of the shelters, such as food and clothing drives, and recruit community volunteers to provide transportation and language training courses.

For the upcoming grant year, CVN is requesting 1563.9 Member Service Years (MSYs), which will be allocated as full-, half-, and minimum-time terms of service. The majority of CVN AmeriCorps programs in the areas of education, healthy futures, and economic opportunity offer full- or part-time service opportunities. A number of the programs are two-year commitments with consecutive year

## Narratives

enrollments. Minimum-time service terms apply to summer education enrichment and recreational programs, which serve children and youth under the age of 18. The different slot types reflect the programmatic approach and diversity of the CVN AmeriCorps programs, which expand faith-based service opportunities to new generations of Americans.

### c. AmeriCorps Member Selection, Training, and Supervision

#### Recruitment and Selection of AmeriCorps Members

Each grant year, CVN AmeriCorps programs develop and implement their own recruitment and selection strategies, which reflect the individual program's mission and needs. Some recruitment strategies include attending volunteer service fairs at college campuses, online postings on the AmeriCorps Online Recruitment System and alumni networking events. CVN also provides a variety of support services to help programs promote their faith-based service opportunities.

All CVN AmeriCorps programs are listed in the CVN RESPONSE Directory. CVN publishes and distributes RESPONSE, a comprehensive directory of domestic and international volunteer opportunities, with information on CVN AmeriCorps programs. RESPONSE is distributed free of charge to persons interested in volunteer opportunities with faith-based organizations. Annually, 34,000 copies are distributed to campus ministries, parishes, college and university career services offices, high schools, retreat centers, and individuals interested in service. RESPONSE can also be accessed online, and the CVN website allows potential applicants to create a volunteer profile to send to programs of interest. Last year, over 90,000 people visited the CVN website to learn about faith-based volunteerism and AmeriCorps service opportunities.



## Narratives

In addition to RESPONSE, the CVN Recruitment Coordinator and two short-term recruiters attend more than 50 volunteer and college fairs throughout the year to promote volunteer opportunities of CVN member programs and CVN AEAP. Additional campus recruitment associates (CRAs) are placed on 10 college and university campuses to recruit potential volunteers and AmeriCorps members. Some of the colleges and universities include Boston College, DePaul University, University of San Diego, University of Minnesota, University of Wisconsin - Madison and Washington University. CVN AmeriCorps programs also report using other recruitment strategies such as word of mouth referrals, the programs' own websites, and other online venues such as Idealist.org. Moreover, CVN works to promote racial and ethnic diversity from both within the organization and through its work with member programs. The Racial Justice and Diversity Initiative is presently being implemented by CVN to promote volunteer and national service opportunities at two Historically Black Colleges and Universities (HBCUs) and two Hispanic-Serving Institutions (HSIs). This diversity initiative is part of the CVN strategic plan.

For AmeriCorps applicants, the selection process typically involves a written application, an interview, and background checks. All AmeriCorps members have background checks performed that meet or exceed the requirements of the National Service Criminal History Record Check rule established by the Corporation for National and Community Service (CNCS). Careful attention is paid to matching prospective members' backgrounds, qualifications, and skills to the placement sites' needs as well as their ability to support the members professionally and personally. In most cases, applicants have completed an undergraduate degree and have served as student leaders and/or volunteers on college campuses and communities across the United States. CVN AmeriCorps directors are also interested in selecting individuals who are looking to join AmeriCorps to gain professional skills and empower

## Narratives

communities to solve local problems. After programs select and screen members, CVN AEAP reviews and approves enrollment paperwork to initiate the new term of service.

### Training and Supervision for AmeriCorps Members

Before starting a term of service, CVN AmeriCorps members receive a handbook that is updated with the latest AmeriCorps policies, procedures and resources. These handbooks are sent to each CVN AmeriCorps program before the grant year begins. The Member Handbook contains information on CVN and AmeriCorps, including a history of national service, program requirements, and all the forms individual members will need throughout their term of service. Each CVN AmeriCorps program conducts an AmeriCorps orientation with its members at the beginning of their term of service. In addition to the AmeriCorps orientation, CVN AmeriCorps programs provide one-to two-week technical and professional trainings to prepare members for their term of service. Some key topics include community outreach strategies, team building, social justice issues, focus area workshops, placement orientations, and community living reflections. Programs also hold one or two retreats per year, and many have weekly meetings where members reflect on their service and program staff can address needs and provide support. Community building and integration is a strong component of CVN AmeriCorps programs, and the majority of CVN AmeriCorps members live together, sharing a simple lifestyle in the communities where they serve. Throughout the grant year, CVN AmeriCorps members discuss the ethic of service and civic responsibility within this community living format. At the end of their term of service, AmeriCorps members participate in end-of-year retreats and fill out a member program evaluation that provides an assessment of service activities and member support. Program directors and site supervisors are crucial in providing adequate training, support, and guidance to the members throughout the program year.

## Narratives

CVN AEAP provides program directors with the Program Directors' Handbook which also includes information on program policies and procedures. During the upcoming grant year, webinars will be scheduled to review the handbooks, highlight recent policy changes and provide technical assistance in using the Bonner Web-Based Reporting System (BWBRs), an online time tracking and data collection system. CVN AmeriCorps program directors are also required to select site supervisors for the members and conduct an AmeriCorps orientation for these supervisors. Site supervisors are required to sign a site supervisor contract and ensure that allowable activities are being completed by the members. CVN AEAP will schedule additional webinars to check in with program directors and provide best practices for ensuring that supervisors have clear duties and responsibilities, including approval of time logs, certification of allowable service activities, and the completion of member performance evaluations. CVN AEAP and program directors will use BWBRs to monitor and review the time logs, service accomplishments, and evaluations revised by site supervisors.

Training and technical assistance is provided on an ongoing basis to CVN AmeriCorps program staff, site supervisors, and AmeriCorps members. The CVN AEAP staff is available to answer questions on AmeriCorps policies and procedures, access to the My AmeriCorps Portal and national service resources through a toll-free 1-800 number and via email. Further training and support is provided at an annual meeting of CVN AmeriCorps program directors. At the annual CVN AEAP meeting, a series of training workshops are offered based on program feedback. Past workshop topics have included background check policies, multi-site management, the Kennedy Serve America Act, volunteer management strategies, and Life After AmeriCorps resources.

d. Outcome: Performance Measures

## Narratives

CVN developed 24 performance measure targets to address community problems in the areas of education, healthy futures, and economic opportunity. Some of these performance measures will assess the impact of CVN AEAP on organizational capacity building and member development. These performance measures were based on survey data provided by CVN AmeriCorps programs and service activities completed by CVN AmeriCorps members in 2009-2010. Further input was provided by CVN AmeriCorps program directors and service sites through annual program reports and bi-monthly conference calls. CVN AmeriCorps members will provide direct services that will result in improved academic performance among students, better access to health care options, and social services in the area of economic opportunity. Furthermore, members will develop personal and professional skills through faith-based service experiences that will lead to continued engagement in active civic participation and volunteerism.

A set of output measures and intermediate outcomes were developed to reflect the number of individuals and/or clients served by CVN AmeriCorps members in the areas of education, healthy futures, and social services. In the area of education, members will serve 170,000 elementary, middle and high school students at high need schools including charter and parish schools in high poverty communities. A total of 120,000 students are expected to demonstrate improvements in academic performance levels as reported by members through grade reports and service accomplishment logs. CVN Teacher Corps programs will place 110 AmeriCorps teachers who will serve as education role models at high needs schools. 90% of these members will continue to work as teachers after the term of service. In the area of healthy futures, 91,000 clients will receive information on health insurance, health care access or health benefits from CVN AmeriCorps members. 60,000 clients are expected to gain knowledge about health insurance options and other health care programs after receiving

## Narratives

services from CVN AmeriCorps members. In the area of economic opportunity, AmeriCorps members will serve the following populations: children (birth-9 years old), youth (10-23 years old), adults (24-55 years old), and seniors (over 55 years old). CVN AEAP expects that members will serve 17,000 children, 18,000 youth, 321,000 adults, and 33,000 seniors. Members will provide social services such as housing assistance, case management/counseling, legal services, transportation, and job training. These services are crucial to support low income and high poverty communities affected by high unemployment rates, housing foreclosures, and financial instability during the present economic downturn. There are also output performance measures that track the number of non-AmeriCorps volunteers recruited, trained, or supervised by CVN AmeriCorps members and the total number of hours contributed by these volunteers.

In addition to the service-based performance measures, CVN AEAP has developed outputs and outcomes to assess the lasting impact of CVN AEAP on community-based organizations, faith-based organizations, and on member development. CVN AEAP developed two outcome measures to assess the impact of capacity building at the service site level. Two additional outcome measures will assess how AmeriCorps members' personal and professional skills have changed and/or improved as a result of their service experiences. Furthermore, the measures will document how faith-based service impacts future engagement in active civic participation and volunteerism.

Performance measures are collected online through service accomplishment logs submitted on the Bonner Web-Based Reporting System (BWBRs). Additional data is collected through annual reports and surveys posted online through Survey Monkey. Program directors and members are reminded to complete the monthly logs via email and online notices on BWBRs. Final performance measure results will be reported through the AmeriCorps Grantee Progress Report (GPR) submitted annually

## Narratives

to the Corporation for National and Community Service (CNCS).

### e. Volunteer Generation

CVN AEAP has developed performance measures to encourage volunteer generation at service sites and local communities. At their service sites, CVN AmeriCorps members are crucial in recruiting and engaging volunteers of all ages. Many members coordinate volunteers at their service site, while others organize and run short-term volunteer immersion experiences such as Alternative Spring Break or summer of service for high schools, churches, and other groups. Non-AmeriCorps volunteers provide services such as after-school support, registration of homeless clients, food bank assistance, and other social services. These volunteer experiences introduce thousands of individuals to national service opportunities including AmeriCorps programs. Based on annual reports submitted by CVN AmeriCorps directors, most of these volunteers tend to be ongoing and returning volunteers.

CVN AEAP directly collects information on community volunteers from members on the Bonner Web-Based Reporting System (BWBRs). Members report on the number of non-AmeriCorps volunteers recruited, trained, or supervised during their experiences at service sites. In addition, members report on the total number of service hours provided by the non-AmeriCorps volunteers. In 2009-2010, CVN AmeriCorps members generated 61,777 non-AmeriCorps volunteers. These volunteers conducted 494,216 hours of service. In 2011-2012, CVN AmeriCorps members will generate 70,000 non-AmeriCorps volunteers and these volunteers are expected to contribute over 500,000 hours of service.

### f. Partnerships and Collaboration

## Narratives

CVN engages and collaborates with a wide range of partners to promote national service opportunities and raise awareness of international volunteer opportunities with faith-based organizations. Some of the key partners include: dioceses across the country, universities, and other faith-based volunteer organizations. CVN staff participates in various advisory groups to share ideas, programs, and resources among administrators of voluntary service organizations. CVN is a member of the Council of Religious Volunteer Agencies (CRVA), and the Building Bridges Coalition, a partnership of government, corporate, educational, religious, and non-profit entities which seeks to increase the number of volunteers serving abroad. CVN also collaborates on a regular basis with the St. Vincent Pallotti Center which also promotes volunteer service and offers specific post-service support to volunteers. In addition, CVN partners with providers to offer discounted services to CVN member programs such as health insurance and volunteer development resources, which enhance the quality and reach of CVN's services.

CVN AmeriCorps programs have strong community stakeholders and partnerships in the places where AmeriCorps members are placed and provide services. More than 900 civic, community-based, and educational service sites throughout the U.S. are able to support and expand programs and services because of presence of CVN AmeriCorps members (2009-2010 AmeriCorps Grantee Progress Report). CVN AmeriCorps directors engage stakeholders and partners through local leadership and community committees. Community stakeholders and partners assist CVN AmeriCorps program directors and service sites to identify local problems, assess the need for specific service activities, and set program performance targets. Some of the key stakeholders and partners include: school principals, civic leaders, parents, service clients, faith-based institutions, higher education institutions, local health providers, campus ministries, and board of directors members. Other CVN programs also

## Narratives

engage individual donors, government officials, business leaders, and national service partners such as State Service Commissions and other AmeriCorps partners. CVN AmeriCorps programs meet with stakeholders and partners at least twice a year.

### g. Sustainability

The majority of CVN programs are privately incorporated (501) (c) (3) organizations and are experienced, well known programs with an infrastructure and budget in place that allows them to continue to operate without funding from the Corporation. Despite their organizational statuses, CVN programs are small with limited staff and financial resources. These programs are located in high poverty and low-income urban, rural, and/or Native American communities. CVN programs provide critical support services through AmeriCorps members placed within the communities. CVN AEAP connects these programs to the national service movement and provides professional and personal development experiences to eligible members serving across the United States.

CVN programs note that the Segal AmeriCorps Education Award is a vital part of the recruitment process on an annual basis. As programs report increasing competition from income-generating options or graduate studies, the education award and the option for student loan forbearance have become important financial incentives for applicants considering a year or more of service. These national service incentives are crucial program benefits to attract a diverse and professional pool of individuals of different ages, backgrounds, and income levels. Without the Segal AmeriCorps Education Award, CVN programs would attract fewer financially marginalized individuals and would have greater difficulty expanding their scope of services to high poverty and low-income communities.



## Narratives

### h. Requirements for Tutoring Programs

CVN programs offering tutoring services require that applicants have a high school degree and/or undergraduate degree before starting a year of service. In addition, some CVN programs require that applicants have certified training as professional tutors from higher education institutions. In other cases, programs provide direct training to members through a structured, school-managed cross-grade tutoring program. CVN AEAP requires that program directors and members complete an eligibility form for the tutoring requirement before enrolling members on eGrants.

### **Organizational Capability**

#### a. Organizational Background

Catholic Volunteer Network (CVN) was founded in 1963 as the International Liaison of Lay Volunteers in Mission. Presently, CVN is an independent, nonprofit affiliate of the U.S. Conference of Catholic Bishops and is the premier resource for volunteer program management among faith-based organizations. It has promoted and facilitated the establishment and operation of hundreds of member volunteer programs that have helped thousands of individuals experience personal transformation by serving those in need throughout the U.S. and around the world. CVN supports and enhances the work of member programs by providing capacity building trainings and resources, networking opportunities and national service advocacy. CVN staff hosts Formation Workshops that provide the opportunity for new programs to become immersed in the logistics of volunteer program management including topics of interest such as recruiting, screening and interviewing and orientation and retreat models. As a membership organization, CVN also enables programs to pool resources and access a variety of services and benefits that promote and strengthen service in faith-

## Narratives

based organizations. Currently, CVN has 188 member programs with service sites in all states and 114 countries (as listed in the 2011 CVN RESPONSE Directory). The total number of member programs has increased from 182 in 2009 to 188 in 2010. The majority of CVN programs serve urban communities with high poverty and low-income rates and/or rural or remote communities. By allowing member programs to easily share best practices and learn from each other's experiences, CVN presents a unique model that can be easily replicated by membership-based organizations. About 40% of CVN's total membership participates in the CVN AmeriCorps Education Awards Program (CVN AEAP) each year.

CVN worked closely with the Corporation for National and Community Service (CNCS) as it began its own full-time volunteer corps (AmeriCorps) in the early 1990s. The CVN Executive Director participated in meetings and led member programs in supporting the bill that established AmeriCorps. In 1995, CVN received funding from the Corporation, under a Training and Technical Assistance (T/TA) Cooperative Agreement and was a T/TA provider for ten years. Since 1998, CVN has successfully managed a National EAP grant under the CVN AmeriCorps Education Awards Program (CVN AEAP).

A staff of eleven full-time employees works in the CVN national office in Takoma Park, Maryland. CVN is governed by a Board of Directors primarily responsible for financial oversight, policy, and planning. Four out of the 17 board members represent the CVN AmeriCorps programs coordinated and supported by CVN AEAP. A full-time Executive Director oversees the daily management and financial affairs of the organization. A part-time accountant prepares financial statements, handles payables/receivables, and payroll and, along with the Executive Director, monitors cash flow. An annual audit by an independent accounting firm is conducted in accordance with Generally Accepted

## Narratives

Accounting Principles (GAAP) standards. A full-time Coordinator, Assistant Coordinator, and Program Assistant work exclusively for CVN AEAP. Furthermore, an administrative associate provides part-time support to process AmeriCorps service data and member surveys. CVN has the programming systems and policies in place to continue managing a successful AmeriCorps program.

In addition to the EAP grant, CVN receives financial support from various non-federal sources. A full-time Development Director has secured funding for its non-AmeriCorps programs. Principal sources of revenue include membership dues and service fees, advertisements and investments, foundation grants, and private contributions. These contributions are from individuals, dioceses, churches, universities, and other organizations (both non-profit and for-profit) which share CVN's mission of promoting faith-based volunteer service. CVN also receives funds through the Combined Federal Campaign. The percent breakdown of CVN revenues includes: 65% EAP grant funds, 12% membership program fees, 9% individual contributions, 7% foundation grants, 5% conferences and workshops, and 2% advertising. The Development Director is working on a new strategic fundraising plan to expand non-federal sources such as individual donors and outreach activities with AmeriCorps alums from CVN AEAP.

### b. Staffing

AEAP is supervised by the CVN Executive Director, Jim Lindsay. He has an extensive background in non-profit management, having held his current position for more than fourteen years and his previous position as Director of a residential medical facility for the homeless for more than nine years. Joseph Alustiza joined the CVN staff as the AEAP Coordinator in July of 2009. Mr. Alustiza is an AmeriCorps alum and has worked in non-profit management for more than four years. He has a

## Narratives

graduate degree in community development and project management from a Peace Corps Fellows Program at Illinois State University. Kristen Wolford has been the AEAP Assistant Coordinator since August 2007. Ms. Wolford is an AmeriCorps alum and is presently working on completing a graduate certificate in nonprofit management from George Washington University. CVN AEAP is further supported by a full-time program assistant and a part-time administrative associate, who work mostly on processing AmeriCorps service data and provide technical support. In 2011, CVN is hoping to integrate an additional staff member to assist with increased compliance review activities, such as site visits, and to network more with State Service Commissions and other AmeriCorps partners.

CVN AEAP works closely with CVN AmeriCorps program directors to provide member management and support. Once an eligible applicant has been accepted, their enrollment paperwork is sent to CVN AEAP for processing. CVN AEAP processes all paperwork in-house, and enters the data into the Bonner Web-Based Reporting System (BWBR) and My AmeriCorps Portal. AEAP staff reviews the enrollment form, service contract, position description, eligibility requirements (including background checks), and approved time logs and service accomplishments. In 2011-2012, CVN AEAP will be integrating electronic enrollment and exit forms into BWBR. Members and program directors will complete the forms online and CVN AEAP will review and approve the forms on BWBR. Also, online time logs and service accomplishments will be submitted by members and approved by site supervisors and program directors on BWBR. The online forms and signature features on BWBR will assist CVN AEAP in streamlining the enrollment and exit processes for CVN AmeriCorps programs. The initial use of BWBR has resulted in time saved enabling the CVN AEAP staff to approve time log and service accomplishments at a faster pace, minimize data entry error, and monitor member exits with accurate data. Also, BWBR will continue to assist members in tracking their progress toward completing service requirements and qualifying to receive an education award.

## Narratives

BWBRS will also continue to facilitate a centralized and consistent communication system between CVN AEAP, program directors, site supervisors, and AmeriCorps members. BWBRS can be accessed directly on the AEAP section of the CVN website or on [bwbrs.org](http://bwbrs.org).

CVN AEAP also provides training/technical assistance to CVN AmeriCorps programs. AEAP staff ensures that CVN AmeriCorps programs and members are provided clear and consistent information regarding AmeriCorps policy updates, AEAP programming reminders, and other AmeriCorps regulations. Policies and regulations are included in training materials (handbooks and online tip sheets) for program directors, site supervisors, and AmeriCorps members. CVN AEAP also conducts scheduled bi-monthly phone calls and refers programs to the National Service Resource Center for ideas and materials on programming and member management. CVN AEAP also provides programs with program development and national service resources through the CVN AEAP Annual Meeting at the CVN National Conference, an email distribution list, the online CVN Resource Library, and resource articles published in the monthly newsletter, *How Can I Help*. In 2011-2012, CVN AEAP will develop webinars on topics related to BWBRS, National Days of Service and Life After AmeriCorps resources for members.

As an AmeriCorps grantee, CVN AEAP also monitors CVN AmeriCorps programs and sites for compliance with AmeriCorps policies. At the beginning of the program year, program directors sign a Program Agreement with CVN AEAP to ensure that they have read and understood the CVN AEAP policies and procedures required by the Corporation. Site supervisors also sign a site supervisor contract stating that they understand the rules, regulations and responsibilities required to be an effective AmeriCorps site supervisor. CVN AEAP ensures that program directors, site supervisors, and members understand the latest AmeriCorps policies and regulations posted on [nationalservice.gov](http://nationalservice.gov). As

## Narratives

a follow-up to signing program agreements and contracts, CVN AEAP schedules site visits to assess the programming systems in place for CVN AmeriCorps programs and meets with site supervisors and AmeriCorps members. Moreover, CVN AEAP conducts a comprehensive review of one third of member files from each active CVN AmeriCorps program. At the end of the grant year, CVN requests an independent audit by an external firm to review a random number of member files and AEAP financial statements at the CVN national office. In 2011-2012, CVN AEAP plans to increase the annual average number of site visits with the addition of a new staff member.

### c. Consultation with State Service Commissions

CVN AEAP has developed a three-step strategy to network and consult with State Service Commissions. First, CVN AEAP contacted 20 State Service Commissions to inquire about the initial consultation process via phone calls in the summer of 2010. Second, CVN AEAP drafted and emailed initial consultation forms to the State Service Commissions between November 2010 and January 2011. CVN AmeriCorps programs are proposing to place members in the following states and territories: Alabama, Arizona, Arkansas, California, Colorado, Delaware, District of Columbia, Florida, Georgia, Idaho, Illinois, Indiana, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Mexico, New York, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, Texas, Utah, Washington, West Virginia and Washington. As a third step, CVN AEAP staff and programs registered on some of the Commissions' e-listings, participated in conference calls and attended events hosted by the Commissions. Furthermore, the CVN AEAP Coordinator served as a panelist for a Serve DC panel discussion on faith-based volunteerism and CVN AEAP invited the New Mexico Commission for Community Volunteerism to participate at the CVN AEAP Meeting in Albuquerque, NM.

## Narratives

### d. Selection of CVN AmeriCorps Programs and Service Sites

Based on CVN AEAP surveys and program applications, proposed service sites will be located in the states listed under the previous section on State Service Commissions. CVN AmeriCorps programs will place members in two types of communities: large or mid-sized cities with high poverty rates, and remote/rural communities with limited access to educational services and other social services. Some examples of cities include Baltimore, Buffalo, Cleveland, Detroit, Los Angeles, St. Louis and Washington D.C. In the case of remote communities, CVN AmeriCorps programs will place members in rural communities and/or Native American communities such as Salem, West Virginia; Alamosa, Colorado; Lumberton, New Mexico; and St. Michaels, Arizona. These service sites are selected by CVN AmeriCorps programs after meeting and consulting with community-based partners and stakeholders.

CVN programs must apply for membership in the CVN network. Screening of new programs involves a review of their mission, ethic, service activities, and assurances that they represent a successful, full-time, volunteer program with a faith-based organization. Annual membership dues are also a requirement. CVN programs may then apply to participate in CVN AEAP. CVN AEAP has a competitive application process in place to ensure that programs meet the following AmeriCorps regulations: 45 CFR §2522.475 and 45 CFR §2522.450. Annually, CVN programs submit an AmeriCorps program application with additional attachments to CVN AEAP. The purpose of this application process and review is to ensure that programs meet the criteria required by AmeriCorps regulations and are in compliance with grant guidelines. The majority of CVN AmeriCorps programs are well-known and established programs with extensive experience in the field of faith-based service

## Narratives

and volunteerism. CVN AmeriCorps programs take special care to ensure that members have sufficient resources for the necessities of daily living. All programs meet the basic needs (room and board, basic living allowance, and health insurance) of their members during their terms of service. The amount of the living allowance varies from program to program, but living allowances fall well under the established maximum allowance for AmeriCorps programs. CVN AEAP is continuing to work with an AmeriCorps Task Force composed by program directors and CVN Board members to test and finalize a new program performance tool that will make the selection of CVN AmeriCorps programs more competitive in 2011-2012.

### e. Recruitment and Retention

Each grant year, there are several factors that affect CVN's enrollment rates, including programs' recruitment rate and the number of programs that participate in AEAP. CVN AEAP selects between 70 and 80 programs to participate annually in AEAP. However, as noted on eGrants, some programs do not meet their recruitment targets and end up not using all allocated AmeriCorps slots.

Although CVN has not filled 100% of its awarded MSYs, it has significantly improved its enrollment rate compared to previous years. In 2009-2010, CVN AEAP filled 97.9 % of its awarded MSYs, compared to 90% in 2006-2007. Filling all of our awarded slots continues to be a priority for CVN AEAP. A slot allocation monitoring schedule has been developed as a way to check in with CVN AmeriCorps programs and ensure that slots are filled by the end of the grant year. Furthermore, CVN AmeriCorps programs that do not use allocated slots will not receive an increase in slots for the following grant year.



## Narratives

CVN AEAP has also demonstrated a strong retention rate during past grant years. In 2006-07, 80% of enrolled members earned an award. The total retention rate increased to 95.9% in 2009-2010. Several programs reported that the following factors positively affected retention rates: supportive living community, mentorship from program staff, professional trainings at service sites, and opportunities to complete an advanced degree. Some programs reported that their members continued to serve because they were part of the national service movement and were committed to completing a service term to receive an education award. CVN AEAP will continue to schedule monitoring site visits and bi-monthly conference calls to remind programs of the importance of pursuing the highest enrollment and retention rates.

### **Budget/Cost Effectiveness**

For the 2011-2012 grant year, CVN is requesting 1,563.87 MSYs (1,443 full-time, 141 half-time, and 238 minimum-time members) at the maximum cost per MSY (\$800). The budget supports the AmeriCorps program design, management and monitoring activities of the CVN AEAP. These funds will cover the costs of administering the AEAP for over 70 CVN programs. In the next year, CVN AEAP will increase its use of web-based technologies to develop online AmeriCorps member forms and provide webinars to program directors and members. CVN AEAP also expects to expand service opportunities to new faith-based programs and add a new staff member to assist with compliance review activities.

Prior to the past grant year, CVN realized that the \$600 per MSY previously offered was not sufficient to cover the actual expenses incurred in administering the Education Awards Program (EAP) for up to 1,300 members. The \$720 per MSY received in 2010-2011 has helped toward this end but has proven inadequate in allowing CVN AEAP to provide the kind of support and compliance oversight for the CVN AmeriCorps programs that would be ideal. In particular, CVN AEAP has not been fully able to

## Narratives

assist our programs in the field with their substantial monitoring and reporting requirements. CVN AEAP has eight programs that each place more than 50 members annually (some significantly more) in various states at multiple sites. A survey of these programs has indicated that the staff time, FBI background checks, postage, phone, and travel costs to the Annual CVN AEAP Meetings are significantly more than what CVN is currently able to offer the programs in compensation. In some instances, larger programs with more than 100 members have had to hire part-time staff to oversee their AmeriCorps members. Moreover, program directors and service sites have reported a growing trend of increases in the demand for basic social services, education and health care since 2009. Based on the 9.4% unemployment rate reported by the U.S. Bureau of Labor Statistics, CVN AEAP expects the demand for services to continue to rise in the coming program year. CVN believes that offering CVN AmeriCorps programs additional funding will help to ensure that proper monitoring, recordkeeping, and reporting takes place. This increased request reflects our desire to grow our EAP from 1018.9 MSYs to 1563.9 MSYs.

In addition to funding CVN AmeriCorps programs in the field and the salaries and benefits for 3.5 full-time Education Awards staff, the additional funds from this grant will allow CVN to hire a part-time staffer to assist with compliance review activities and outreach to State Service Commissions. EAP grant funding will also support the overall efforts of CVN in recruiting members for part-time and full-time domestic service and in offering our programs training in order to have them build more effective volunteer programs. In traveling to more than 50 college campuses each year, CVN recruiters promote AmeriCorps service opportunities. The RESPONSE directory and CVN website make AmeriCorps positions known to thousands of individuals who are ready to serve.

CVN receives support from various non-federal sources. Funding support for CVN operations comes

## Narratives

from membership dues, service fees (including attendance at our national conference), foundation grants, and private contributions. These contributions are from individuals, dioceses, churches, universities, and other organizations (both non-profit and for-profit) which share CVN's mission of promoting faith-based volunteer service. CVN also receives funds through the Combined Federal Campaign.

CVN AmeriCorps programs provide a full range of benefits and services to their volunteers from their own resources. The programs provide basic needs such as room and board, basic living allowance, health insurance, and other service benefits required by AmeriCorps regulations. All programs have an assigned staff member who serves as the AmeriCorps program director and is the principal contact between CVN AEAP and CVN AmeriCorps members.

### **Evaluation Summary or Plan**

CVN AEAP has developed a summary report based on the internal evaluation completed between 2009 and 2010. The internal evaluation included an assessment of programming systems at the CVN national office. Additional information was collected from CVN AmeriCorps program assessments completed by program directors and members. CVN AEAP also collected focus group data from CVN AmeriCorps directors and CVN Board of Directors members through the CVN AmeriCorps Task Force.

### **Amendment Justification**

N/A

### **Clarification Summary**

CLARIFICATION B2

CVN contacted the following state commissions by phone:

## Narratives

Alaska, Delaware, Florida, Illinois, Maryland, Minnesota, North Carolina, Wisconsin, West Virginia

CVN submitted an initial consultation form to the following commissions:

Alabama, Arizona, California, Delaware, Florida, Georgia, Illinois, Louisiana, Maryland, Michigan, Minnesota, North Carolina, New Mexico, Pennsylvania, Wisconsin, West Virginia

CVN has identified 44 states that our programs will operate in for the 2011-2012 term. CVN sent emails to provide contact information for each program in the state as well as the State Service Commission contact information. Each commission contact was CC'd on these messages. CVN/AEAP has an event calendar on the CVN website that lists service commission events. Further, CVN will resubmit consultation forms to mark the beginning of the new grant term.

### CLARIFICATION B3

The updated MSY count reflects CVN's efforts to maintain funding to programs that impact the areas of Education, Healthy Futures and Economic Opportunity. Almost all programs touch on the three priority areas:

#### Education

89.1% of programs indicate that they will provide services to at risk children/youth

84.8% of programs indicate that Education is a program focus area.

## Narratives

### Healthy Futures

51% of programs indicate that they will provide service related to Health Care

57.6% of programs indicate that they will provide services to individuals with physical/mental disabilities

64.1% of programs indicate that they will provide services to medically uninsured or underinsured individuals

55.4% of programs indicate that Health is a program focus area.

### Economic Opportunity

95.7% of programs indicate that they will work within low-income/high poverty communities

64.1% of programs indicate that they will provide services to homeless individuals

60.9% of programs indicate that they will provide services to unemployed individuals

89.1% of programs indicate that they will provide services to at risk children/youth

70.7% of programs indicate that Economic Opportunity is a program focus area

### CLARIFICATION B4

Directors sign a Program Agreement to verify that they are compliant with AmeriCorps Regulations and Provisions, including the Non-Supplementation, Non-Duplication and Non-Displacement policy. Our application also asks programs how they remain in compliance with this policy. Compliance is monitored during site visits and desk reviews.

## Narratives

### CLARIFICATION B5

CVN will not approve positions that are related to thrift store services.

### CLARIFICATION B6a

Programs verify compliance with this policy in the AEAP application and the program agreement.

Compliance is monitored during site visits/desk reviews.

### CLARIFICATION B6b

Programs verify compliance with this policy in the AEAP application and the program agreement.

Compliance is monitored during site visits/desk reviews.

### CLARIFICATION B6c

Program Directors verified that they do not take on paid staff or existing volunteers as AmeriCorps members.

### CLARIFICATION B6d

Programs are provided with a School Placement and Eligibility policy that indicates that eligible placement schools are categorized as Title I schools. Any school with a 35% student poverty rate qualifies as a CVN AEAP placement. The placement policy lists other qualifiers for eligible placement.

## Narratives

This policy is included in handbooks provided at the beginning of the grant term.

Most programs use Title 1 standards to determine placement eligibility and need for AmeriCorps members. Programs also review government FAFSA forms for communities that their members serve in.

Each program works with principals and community partners to determine shortages within schools. Positions are chosen based on: shortage of teachers for that subject area, difficulty recruiting teachers and the expertise of members entering positions. Most programs distribute forms for their partner schools to indicate which subjects and grade levels are in need of teachers, based on these factors.

Some programs use AmeriCorps members to create specific educational programs for their communities. The Central City Teaching Partnership, the Midtown Educational Association and the South Bronx Educational Foundation host summer programs to provide additional education support to students. Most summer programs are largely staffed by volunteers and CVN AmeriCorps members.

Other programs place CVN AmeriCorps members within their own schools to fill positions that are vacant due to lack of funding or lack of recruitment.

Lalanne, Loyola Marymount Place Corps, Loyola University Choice, Urban Catholic Teacher Corps, and Pacific Alliance for Catholic Education, are two-year teacher formation programs that are part of the University Consortium for Catholic Education (UCCE). The UCCE places AmeriCorps members in under-resourced Catholic and parochial schools that serve poor and low-income communities.

## Narratives

Schools where members are placed are facing budget cuts. Having CVN AmeriCorps members enables schools to cut costs and support tuition assistance and scholarship programs.

Other programs are unable to recruit teachers due to geography and constituent population. St. Michael's Indian School and St. Francis are two school sites that serve primarily Native American Communities. Each site is isolated geographically and low on public funds, which makes recruiting quality teachers difficult. Having AmeriCorps members allows these programs to provide their students with long term support.

CVN AmeriCorps members fill a need for educators in underserved neighborhoods. AmeriCorps members are placed in schools that serve low-income students, in rural areas as well as cities. Programs have characterized the population served as racially diverse communities, at-risk of dropping out of school, homeless, immigrant and Native American communities. These members provide structure for their students and schools. CVN staff monitor AmeriCorps member service positions to determine appropriate placement. Placement strategies are monitored during site visits.

### CLARIFICATION B7

Slot allocation is based on program requests. If available funding does not allow for full allocation, some programs opt to offer a larger number of PT or MT awards to accommodate growing applicant pools.

Many programs offer less than full time slots, even if their members are serving with that program for up to 12 months. Programs choose to offer differing slots based on the following factors:



## Narratives

The ability to offer flexible terms to potential members.

The ability for volunteers to perform duties that are outside their AmeriCorps role.

Some programs partner with a wide variety of community organizations. Consequently, their members may serve with several sites during the year. CVN/AEAP members are only permitted to have up to 2 active positions at any given time. A variety of slots allows programs in this situation to continue to partner with more organizations.

Programs noted that AmeriCorps positions offer service sites the opportunity to create new positions to address community problems.

AmeriCorps allows for a wide variety of service roles. Members are not constrained by staff positions, and can touch on more aspects of service provided by sites.

Some programs have multiple cycles that do not always accommodate full time slots.

CVN AmeriCorps members provide direct service as teachers, case workers, tutors, volunteer coordinators, social workers, shelter staff, food pantry assistants, health care providers, etc. Each position is reviewed by the site supervisor, Program Director and CVN Staff to ensure that member activities are eligible for AmeriCorps service

### CLARIFICATION B8

The AEAP Coordinator and Assistant Coordinator will implement a schedule to monitor, process and complete exits and enrollments. All CVN/AEAP staff will be engaged in the enrollment and exit process throughout the busy season.

## Narratives

The Bonner Web Based Reporting System (BWBR) is expected to be entirely paperless for the 11-12 grant term. This development is expected to decrease the amount of paperwork that is processed at the national level, allowing the enrollment and exit process to be much smoother.

### CLARIFICATION B9

CVN/AEAP provides Program Directors, Site Supervisors and members with handbooks that outline roles. Handbooks include AmeriCorps terms, provisions and regulations, AmeriCorps Goals and Philosophies and the AmeriCorps Pledge. Each AmeriCorps member receives some kind of service gear. Program Directors are required to provide an AmeriCorps orientation to members and site supervisors. AEAP staff monitors AmeriCorps identity through site visits and desk reviews.

CVN/AEAP will continue to conduct a series of AmeriCorps trainings. In April 2011, AEAP staff conducted a 'Life After AmeriCorps' webinar for current members. For the 11-12 grant term, CVN/AEAP will conduct a re-orientation webinar that all Program Directors will be required to participate in. This webinar will include the value of the AmeriCorps experience for our programs, partners and members. We will also conduct a series of member trainings, including AmeriCorps 101, National Days of Service and Life After AmeriCorps.

Finally, the AEAP office keeps programs, partners and members abreast of national service issues and events through a monthly AEAP Update section of the CVN How Can I Help? Newsletter.

### CLARIFICATION B10

## Narratives

CVN/AEAP conducts an end-of-term member assessment to rate member experiences. The results are reviewed internally, and released to our member programs so that our partners can continue to improve. During site visits, CVN/AEAP staff have the opportunity to conduct member interviews to address the quality of service experiences.

### CLARIFICATION B11

Maximum living allowance amounts are listed in handbooks released at the beginning of each grant term. When submitting the application and signing the Program Agreement, directors indicate that they are aware of the maximum living allowance. During site visits and desk reviews, CVN/AEAP asks programs to list the benefits that they make available to AmeriCorps members. CVN will also incorporate a question regarding living allowance totals on the annual AEAP application to gauge average totals for our programs.

### CLARIFICATION B12

Criminal history checks for CVN/AEAP staff will be updated to be in compliance with the new regulations. Programs have been informed that criminal history regulations have changed. All CVN/AEAP AmeriCorps members enrolled after April 21, 2011 will be required to undergo three checks: the NSOPR check, a statewide criminal repository check and the FBI fingerprint check. Each enrollment packet includes an updated criminal history check verification form.

July Clarification

## Narratives

### CLARIFICATION A1

The selection process will be more competitive. Priority will be given to programs that can demonstrate compliance with program requirements, knowledge of AmeriCorps, commitment to National Service and engagement with AmeriCorps partners.

Member positions address critical needs in high-poverty, low income communities. Members serve in underserved urban and rural communities, and address poverty-related issues such as providing health care for underserved individuals, teaching at risk youth in under-funded schools and providing support for underserved individuals by serving in food banks, shelters and residential facilities.

The 2011-2012 CVN/AEAP application asked sub-grantees to outline community needs and strategies to leverage their AmeriCorps members in order to meet these needs. Community need documentation will require statistical analysis of the service area, which will be provided by our sub-grantees and researched at the grantee level. CVN/AEAP will carefully select sites that are able to demonstrate community needs and the impact that an AmeriCorps presence has in those communities.

CVN/AEAP will work with Directors to determine that best practices are in place for data collection and reporting. This process will include training at the sub-site level on performance measures, data collection and reporting.

At the placement site level, site supervisors will work with sub-site directors to create meaningful service positions. AmeriCorps is an important resource for the organizations that work with CVN/AEAP. Many of these organizations are under-resourced, and having an AmeriCorps presence

## Narratives

allows dedicated members to serve in a full-time capacity. Having an ongoing AmeriCorps presence allows organizations to go beyond normal operations and do more to address community needs. Position descriptions will include data on community needs, and how the service site expects an AmeriCorps member to address those needs. Position descriptions will be reviewed by CVN/AEAP to determine the appropriateness of AmeriCorps member placement. Only positions that add to the goals of the CVN/AEAP and improve the scope of the placement site will be considered.

The 2010-2011 Service Site Impact survey sent to active site supervisors asks placement sites to report on the level of increased services due to AmeriCorps member service. This survey will be a required reporting tool for site supervisors in the 2011-2012 grant term.

Sub-grantee and placement site compliance with AmeriCorps regulations, provisions and policies will be addressed in a series of required trainings at the sub-grantee and placement site level. Training and monitoring strategies will be discussed in section B.

### CLARIFICATION A2

Funding for 760 MSY will fill approximately 56% of initial requests for the 2011-2012 term. Site selection will be based on demonstration of community need in the CVN/AEAP application and the program's fit with CVN/AEAP's performance measures. Slot allocations will be based on the program's initial request. Half-time slots will only be allocated to programs that have requested them, and they will be allocated to members who are fulfilling a half-time AmeriCorps role.

CVN/AEAP will also track slot usage for sub-grantees. Many of our programs enroll members on a

## Narratives

rolling basis, which requires oversight to ensure full enrollment. In the 2011-2012 term, CVN/AEAP will follow up on unused slots on a quarterly basis. Programs will be asked to confirm their ability to enroll their slot allocation, and slots will be reallocated as necessary.

### CLARIFICATION B1

Program Directors will be required to participate in an orientation for the 2011-2012 grant term. Directors will be required to certify their participation in this training in the program agreement. The PD Orientation session will include a review of the AmeriCorps program as a whole, policies and procedures, criminal history checks, appropriate member service positions and a review of the CVN/AEAP PD handbook.

CVN/AEAP will also hold a training meeting in conjunction with the 2011 CVN conference. Topics will include criminal history check requirements as well as performance measure monitoring. Training at a national one-on-one level is essential to the success of our program. As such, attendance at the annual training meeting will be mandatory for programs participating in the CVN/AEAP.

CVN/AEAP will continue to inform Directors of any changes in policy and procedure through regular conference calls.

In the 2011-2012 grant term, CVN/AEAP will provide a standardized training module to orient Site Supervisors to their role within the AmeriCorps network. Training will include a review of the AmeriCorps program as a whole, appropriate member service positions and a review of the CVN/AEAP SS Handbook. Site Supervisors will certify that they have received an orientation in the

## Narratives

Site Supervisor contract that is submitted to CVN/AEAP. CVN/AEAP staff members also conduct site supervisor interviews on site visits. These interviews determine the supervisor's knowledge of AmeriCorps, CVN/AEAP policy and procedure and the appropriateness of member activities.

For the 2011-2012 grant term, CVN/AEAP will provide Program Directors with a standardized Member Orientation module that they will be required to present to enrolling members. The Member Orientation will include a description of the CVN/AEAP program, their role as a member of the AmeriCorps network, member service requirements, approved and prohibited member service activities, National Service days and a review of the CVN/AEAP Member Handbook. Members certify their participation in an AmeriCorps orientation on the Acknowledgement Form submitted to CVN/AEAP in the Member Enrollment Packet.

CVN/AEAP will hold regular member trainings throughout the year. Training topics will include National Service Forbearance and student loans, National Service Days/MLK Day of service and Life After AmeriCorps.

Monitoring efforts include technical assistance for programs using the BWBRS system and programmatic support for sub-grantees, site supervisors and members. In the 2011 grant term, CVN/AEAP will continue to perform a mid-year file review for active members. Staff members will review roughly 1/3 of member files and report on compliance issues as necessary. Programs will be given deadlines to address compliance issues. For the 2011-2012 term, CVN/AEAP will provide an end-of-term report for all active members. These reports will anticipate potential issues and provide steps for programs to address these issues prior to exit.

## Narratives

CVN/AEAP plans to increase site visit and desk review monitoring in the 2011 term.

CVN/AEAP provides a program calendar to update programs with information on national service events and State Service Commission updates. Entries are organized by state to facilitate participation. This calendar is helpful for program compliance because it keeps programs abreast of AmeriCorps related trainings that can supplement best practices provided by CVN/AEAP.

### CLARIFICATION B2

Criminal background checks, prohibited activities, non-supplantation, non-duplication and non-displacement, equal opportunity and qualified member service activities will be outlined in the orientation trainings mentioned above. These requirements are listed in handbooks and materials provided to programs, site supervisors and members.

As of April 21, 2011, CVN/AEAP AmeriCorps members have been required to complete a state registry check, the FBI fingerprint check and the NSOPR check. Programs have been provided with the updated National Service Criminal History Check policy and all new enrollments are required to have an updated criminal history check form.

Each enrollment is reviewed to ensure that the criminal history check form is filled out correctly, and that the checks have been performed. Any enrollment that is out of compliance with this policy is not processed. The enrollment is placed on hold until the checks are compliant. CVN/AEAP monitors criminal history check documents as part of regular site visit procedure. If a criminal history check is found to be out of compliance, the program is cited and must resolve the issue within 30 days of



## Narratives

notice.

Prohibited activities are included in handbooks. Prohibited activities are listed in the Member Service Contract, which is signed by the Member and PD and submitted for review to CVN/AEAP. Each member service position is reviewed to ensure that service activities are compliant and do not include prohibited activities. If a member service position is found to include prohibited activities, the enrollment is not processed and the program is required to find alternate placement for the member. If a member is found to be participating in prohibited activities during service, the CVN/AEAP office notifies the program that member hours will not be credited towards an AmeriCorps award until:

- The program certifies that they, and the member, have reviewed prohibited member activities.
- The program certifies that the member position submitted to CVN/AEAP matches the actual service role.
- The program ensures that hours counted towards AmeriCorps service include only approved service activities.

Member service roles and prohibited activities are reviewed as part of regular site visit procedure. In the 2011-2012 grant term, site visits will include a pre-visit position review, a review of positions on-site, a review of allowable and prohibited activities during the visit and a discussion of allowable and prohibited activities during the member and site supervisor interviews.

Programs are required to certify that member service positions do not supplant, duplicate or displace staff or volunteer roles at the placement site. In the 2011-2012 grant term, the service description form will require the site supervisor to certify that an AmeriCorps member does not supplant,

## Narratives

duplicate or displace any roles performed at the placement site. Non-supplantation, non-duplication and non-displacement policies will be discussed as part of regular site visit procedure.

Due to the severity of this issue, any position that is determined to be non-compliant will be put into suspension. The program will be required to find appropriate placement for any members placed in that position. CVN/AEAP will provide support and oversight for other members serving with the program, provided that the program can provide documentation that remaining positions are in compliance with this policy. Once members are fully exited from AmeriCorps service, any program found to be in violation of this policy will not be eligible to apply for CVN/AEAP in future grant terms.

In April of 2011, CVN/AEAP conducted review of volunteer applications to ensure that each program followed equal opportunity requirements. CVN/AEAP addressed compliance and received confirmation from CNCS that the steps taken were sufficient. CVN/AEAP will regularly review program volunteer applications to ensure that applications remain in compliance. Programs will be required to submit a copy of their current volunteer applications when they apply to CVN/AEAP. Applications will be reviewed before slot allocation.

Qualified service activities are outlined in handbooks provided at the beginning of each term. Each position description is reviewed by CVN/AEAP to monitor qualified member service activities.

### CLARIFICATION B3

CVN/AEAP has developed performance measures to track the impact that our members have in the

## Narratives

areas of Education, Healthy Futures and Economic Opportunity. New reporting requirements and the reach of our large national network create the need for increased training, communication and monitoring for participating programs.

At the beginning of the 2011-2012 grant term, CVN/AEAP will conduct a training to review performance measures, reporting and monitoring strategies. Trainings will clarify the performance measures chosen for the current grant term. They will also emphasize the importance of program oversight to ensure accurate reporting.

Performance measures data is submitted monthly through member service accomplishments. Service accomplishments are reviewed and approved by Program Directors. In the 2011-2012 grant term, accomplishments will also be reviewed by site supervisors to ensure accuracy at the placement level. CVN/AEAP staff members also monitor these accomplishments for accuracy before monthly time logs are approved.

Performance Measures in the Healthy Futures area require input from the placement site to track growth in community knowledge regarding health care opportunities. CVN/AEAP will require that programs submit client satisfaction surveys in order to track this portion of our performance measures.

Our Education performance measure requires more significant placement site input. In order to track academic success in the areas of math and literacy, CVN/AEAP will require base-line performance reports for students and an end-of-term performance report. These reports will track academic improvement in these areas, and will be supported by other data provided by sub-grantees and

## Narratives

placements sites, such as annual reports and service site impact surveys.

### CLARIFICATION C

At each of CVN's semi-annual Board of Directors' meetings, there is a written report from our staff EAP Coordinator, which highlights activities and issues related to the program. An opportunity for discussion takes place at the meeting. At the November 2011 and April 2012 Board meetings, there will be Board trainings on our AmeriCorps program, so that all Board members will be well-versed in the implementation of our program. On monthly conference calls with the Executive Committee of the Board, the Executive Director addresses issues related to CVN/AEAP.

A Board member has been designated as a liaison to the CVN/EAP. This individual serves as chair of an advisory committee, which participates in conference calls to confer regarding changes in policies and procedures, review CVN/EAP program and training materials and discuss best practices.

The Executive Director meets at least weekly with the staff EAP Coordinator to discuss program successes, challenges and other issues. The EAP Coordinator is required to have at least an annual evaluation with the Executive Director.

The Executive Director will attend all appropriate grantee meetings as well as the National Conference on Volunteering and Service and will stay abreast of all CNCS activities, taking advantage of CNCS-sponsored conference calls and webinars. The Executive Director will pay attention to the CNCS Strategic Plan, the Serve America Act, and any subsequent Notifications of Funding Opportunities published by CNCS and will seek guidance from our CNCS Program Officer as appropriate.

## Narratives

### CLARIFICATION SECTION D

AmeriCorps members will be identified as distinct from other volunteers and staff at placements sites through several key steps. First, each position description will list 'AmeriCorps Member' in the title in order to distinguish the member role from other staff or volunteers. Further, each member will participate in a CVN/AEAP directed orientation to inform them about their role within the AmeriCorps network, as well as make them aware of National Service Days and other AmeriCorps-specific resources. Other trainings will relate to AmeriCorps identity and requirements. CVN/AEAP will collect member assessments at the end of each term to gauge the quality of the AmeriCorps member experience. AmeriCorps identity will also be monitored during site visits and member interaction at the national level.

Each placement site is required to recognize the importance of the AmeriCorps member's presence by placing an AmeriCorps poster near the member's service area to identify the member as serving with AmeriCorps. CVN/AEAP will continue to provide AmeriCorps service gear to members serving with us.

The CVN/AEAP calendar updates programs and members on national service events, State Service Commission events and AmeriCorps member opportunities. Each entry is organized by state to facilitate participation.

### **Continuation Changes**

N/A

## Performance Measures

### SAA Characteristics

- |  |  |
|--|--|
| <input type="checkbox"/> AmeriCorps Member Population - None c | <input checked="" type="checkbox"/> Geographic Focus - Rural |
| <input checked="" type="checkbox"/> Geographic Focus - Urban   | <input type="checkbox"/> Encore Program                      |

### Priority Areas

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Economic Opportunity                 | <input type="checkbox"/> Environmental Stewardship                       |
| <i>Selected for National Measure</i> <input checked="" type="checkbox"/> | <i>Selected for National Measure</i> <input type="checkbox"/>            |
| <input checked="" type="checkbox"/> Education                            | <input checked="" type="checkbox"/> Healthy Futures                      |
| <i>Selected for National Measure</i> <input checked="" type="checkbox"/> | <i>Selected for National Measure</i> <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Veterans and Military Families                  | <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 759.09

### Service Categories

- Other Education
- Hospital and Clinical Support Services including Rehabilitation
- Other Human Needs

## National Performance Measures

### Priority Area: Healthy Futures

#### Strategy to Achieve Results

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

In the 2009-2010 grant term, CVN AmeriCorps members provided health care information to 39,159 underserved individuals and provided direct health care services to 49,303 individuals. In the 2010-2011 grant term, 120 members are expected to deliver health care services and information to their service communities.

For the 2011-2012 grant term, 70 CVN AmeriCorps members will spend between 20 and 40 hours a week, from August 1st, 2011 through July 31st, 2012, serving individuals in the area of Healthy Futures. Members will provide a variety of health care services in community health centers, hospitals, physical/mental disability programs and organizations, and social service agencies in low-income communities across the country. Specific activities will vary from site-to-site, but may include serving as nurses, midwives, and physician's assistants; organizing an immunization campaign; serving in an HIV/AIDS residential and treatment facility; or staffing a nutritional community center.

#### Result: Output

Result.

Individuals who are uninsured, economically disadvantaged, medically underserved or living in rural areas will receive health care related information from community organizations.

Indicator: H2: Clients to whom health information is delivered.

Target :38,500 individuals will receive health care information by the end of the grant term.

Target Value: 38500

Instruments: Monthly Service Accomplishment Logs, Annual Reports submitted by programs.

PM Statement: Individuals who are uninsured, economically disadvantaged, medically underserved or living in rural areas will receive health care related information from community organizations. 38,500 individuals will receive health care information by the end of the grant term.

#### Result: Intermediate Outcome

Result.

Individuals will report that they have increased knowledge regarding community health services.

Indicator: Increased knowledge of community health programs.

Target :20,000 individuals will report increased knowledge about services.

Target Value: 20000

Instruments: Service Site Impact survey, Annual Reports, Client questionnaire created for health care programs.

PM Statement: Individuals will report that they have increased knowledge regarding community health services. 20,000 individuals will report increased knowledge about services.

#### Result: Output

## National Performance Measures

### Result.

Individuals who are uninsured, economically disadvantaged, medically underserved or living in rural areas will receive a variety of health care services in their communities.

Indicator: H1: Uninsured, economically disadvantaged clients.

Target :31,500 individuals will receive direct health care services by the end of the program year.

Target Value: 31500

Instruments: Monthly service accomplishment log, Annual Reports submitted by programs

PM Statement: Individuals who are uninsured, economically disadvantaged, medically underserved or living in rural areas will receive a variety of health care services in their communities. 31,500 individuals will receive direct health care services by the end of the program year.

### Priority Area: Economic Opportunity

#### Strategy to Achieve Results

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

In the 2009-2010 grant term, CVN AmeriCorps members logged 117,291 hours in service positions related to housing services. During this term, 97,693 individuals were provided housing services and information. Eight months into the 2010-2011 grant term, CVN AmeriCorps members have already logged 93,421 hours related to housing services.

In the 2011-2012 grant term, 100 CVN AmeriCorps members will spend between 20 and 40 hours a week providing housing services to 70,000 individuals. Housing services include distributing information, service as residential assistants, shelter staff and housing managers, etc. 50,000 individuals will be placed in safe, healthy and affordable housing.

#### Result: Output

### Result.

Individuals will receive housing placement services from CVN AmeriCorps programs.

Indicator: (PRIORITY) O5: Individuals receiving housing placement services.

Target :70,000 individuals will receive housing placement services by the end of the grant term.

Target Value: 70000

Instruments: Monthly Service Accomplishment logs, Annual Reports submitted by programs.

PM Statement: Individuals will receive housing placement services from CVN AmeriCorps programs. 70,000 individuals will receive housing placement services by the end of the grant term.

#### Result: Intermediate Outcome

### Result.

Individuals will be placed into safe and affordable housing.



## National Performance Measures

### Result.

Indicator: (PRIORITY) O11: Individuals transitioned into housing.

Target :50,000 individuals will be placed into safe housing by the end of the grant term.

Target Value: 50000

Instruments: Monthly Service Accomplishments, Annual reports submitted by programs, Service Site Impact surveys.

PM Statement: Individuals will be placed into safe and affordable housing. 50,000 individuals will be placed into safe housing by the end of the grant term.

### Priority Area: Education

#### Strategy to Achieve Results

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

530 CVN AmeriCorps members are expected to provide education related service to communities. CVN

AmeriCorps members will serve between 20 and 40 hours a week. Our teaching positions include several Teaching

Corps programs, which support teachers in full time service and allow them to complete graduate courses. Other

teaching positions include teaching elementary, middle and high school courses, tutoring children and youth and

service in after school and summer academic support programs.

#### Result: Output

### Result.

Number of students who start a CVN AmeriCorps Education Program. Programs include direct education, tutoring, after school and summer programs.

Indicator: ED1: Students who start in an AC ED program.

Target :150,000 students will begin a CVN AmeriCorps Education program.

Target Value: 150000

Instruments: Monthly service accomplishment

PM Statement: Number of students who start a CVN AmeriCorps Education Program. Programs include direct education, tutoring, after school and summer programs. 150,000 students will begin a CVN AmeriCorps education program.

#### Result: Intermediate Outcome

### Result.

CVN AmeriCorps Education Programs will reach students who are at risk of not completing education programs in the areas of math and literacy. Students will improve academic performance in math and literacy.

Indicator: (PRIORITY) ED5: Students with improved academic performance.

Target :40,000 at-risk students will improve academic performance in the areas of math and literacy.

Target Value: 40000

Instruments: Member position descriptions, monthly service accomplishments, base-line and end of term reports

## National Performance Measures

Result.

for members serving in education, service site impact surveys

PM Statement: CVN AmeriCorps Education Programs will reach students who are at risk of not completing education programs in the areas of math and literacy. Students will improve academic performance in math and literacy. 40,000 at-risk students will improve academic performance in the areas of math and literacy.

### Result: Output

Result.

Students who complete a CVN AmeriCorps Education Program. Students will advance to the next level of education after participating in a CVN AmeriCorps Education program.

Indicator: (PRIORITY) ED2: Number of students who complete an AC ED program.

Target :120,000 students will advance to the next level of education.

Target Value: 120000

Instruments: Monthly service accomplishments

PM Statement: Students who complete a CVN AmeriCorps Education Program. Students will advance to the next level of education after participating in a CVN AmeriCorps Education program. 120,000 students will advance to the next level of education.

## Required Documents

<u>Document Name</u>	<u>Status</u>
Labor Union Concurrence	Sent
Evaluation	Sent