

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 01/21/11	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 11ND125387	4. DATE RECEIVED BY FEDERAL AGENCY: 01/21/11	FEDERAL IDENTIFIER: 10NDHCA002														
5. APPLICATION INFORMATION																
LEGAL NAME: Interval House Crisis Shelters DUNS NUMBER: 113510176	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes):															
ADDRESS (give street address, city, state, zip code and county): 6615 E Pacific Coast Hwy Ste 170 Long Beach CA 90803 - 4221 County: Los Angeles	NAME: TELEPHONE NUMBER: FAX NUMBER: INTERNET E-MAIL ADDRESS:															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 953389113	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based Organization Faith-based organization Law Enforcement Agency National Non-Profit (Multi-State)															
8. TYPE OF APPLICATION (Check appropriate box). <input type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input checked="" type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER:94.006 10b. TITLE: AmeriCorps National	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Interval House AmeriCorps National Direct															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): States: California & Hawaii	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 07/01/11 END DATE: 06/30/12	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="CA 046"/> b.Program <input type="text" value="CA 046"/>															
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;">\$ 312,000.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 155,742.00</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;">\$ 467,742.00</td> </tr> </table>	a. FEDERAL	\$ 312,000.00	b. APPLICANT	\$ 155,742.00	c. STATE	\$ 0.00	d. LOCAL	\$ 0.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 467,742.00	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	\$ 312,000.00															
b. APPLICANT	\$ 155,742.00															
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e. OTHER	\$ 0.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 467,742.00															
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: Sharon J. Wie	b. TITLE: Director of Programs and Development	c. TELEPHONE NUMBER: (562) 594-9492 231														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 04/29/11														

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Executive Summary

The Interval House AmeriCorps National Direct Program expands upon Interval House's 30-year history of addressing the self-sufficiency needs of underserved and economically vulnerable communities exposed to violence in California and Hawaii. The Program is designed to strengthen individuals, families and communities by providing emergency and transitional housing, household establishment, healthcare access, financial literacy and career skills development.

Rationale and Approach

COMMUNITY NEED

The Interval House AmeriCorps National Direct Program will continue to expand our successful 30-year history of addressing critical violence intervention and prevention service needs in the most underserved communities of California and Hawaii. Interval House has IDENTIFIED COMMUNITY NEEDS through internal evaluations with program participants, local community assessments, published community profiles, and statistics from local, state and national sources.

Domestic violence is the leading cause of injury to women in the United States. Between 1.8 and 4 million women are injured by an intimate partner each year in the U.S. and an additional 4 million children also affected by family violence in their own homes (Department of Justice, 2007). The abuse often has fatal results: over 30% of the women murdered in California and Hawaii each year are killed by their husbands, ex-husbands, or boyfriends (Office of Violence Against Women, 2006).

These factors are compounded by the impact of the turbulent economy. The Interval House National Direct program will target services in REGIONS HARDEST HIT BY THE DECLINING ECONOMY. Five of the Interval House AmeriCorps sites are located within these communities.

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In CALIFORNIA, Interval House will target services in Los Angeles and Orange Counties. Los Angeles County is the largest county in California and in the nation, with a population of 9.9 million (U.S. Census Bureau). Due to the CHALLENGING ECONOMY in recent years, Los Angeles is becoming one of the nation's capitals of economic deprivation, with nearly 40% of the county's residents unable to meet their basic needs, close to one-third of full-time workers earning less than \$25,000 a year and more than 20% of children living in extreme poverty (LA County Statistical Background). This picture is aggravated by the recent economic downturn, causing high rates of unemployment, increased homelessness and foreclosures, and limited accessibility to health insurance. These economic factors contribute to the high incidence of domestic violence in LA County, where one-half of domestic violence homicides in California take place (Attorney General).

Interval House provides services to all of LA County, which remains one of the nation's most culturally and ethnically underserved communities, comprised of 44% Latinos, 34% Caucasians, 12% Asian/Pacific Islanders, and 10% African Americans (LA County Statistical Background). Approximately 17% of residents within the City of Long Beach live below the federal poverty line; 40% have an annual income under \$25,000; and more than 11% of households depend on public assistance (US Census Bureau). The City of Compton is located in South LA County and has the highest crime rate per capita in the nation.

Interval House will also serve communities in Orange County, which is the 2nd largest county in California and the 5th largest county in the nation. Orange County was hit hard by the COLLAPSE OF THE SUBPRIME LENDING INDUSTRY, as well as a slowdown in tourism and the FLATTENING OF NEW HOME CONSTRUCTION. Orange County is projected to LOSE 43,200 jobs this year while employment will continue to drop in 2010 (One Stop Resource, 2009). Orange County has one of the nation's most diverse populations, ranking fourth for Asians and sixth for Latinos. Nearly 20% of residents have less than a 12th-grade education and over 400,000 households are low- to extremely low-

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income (US Census Bureau). Interval House will primarily serve the West and Central regions of the county, which has the lowest per capita income and the highest crime rate. This area includes the cities of Santa Ana, Anaheim and Garden Grove, which report the highest incidences of domestic violence in Orange County (Department of Justice, 2001), and is home to the largest populations of immigrant and low-income families. Orange County accounts for the third highest number of reported domestic violence calls in California, with over 11,000 domestic violence and sexual assault calls made to law enforcement agencies in 2007 (CA Attorney General, 2008).

In HAWAII, Interval House will target services on the island of Molokai. Molokai is a shoe-shaped island, nine miles wide and 27 miles long, with a population of 7,000. The island of Molokai is characterized by extreme poverty, rural isolation and limited educational opportunities that contribute to an environment that fosters violence. The per capita income is among the LOWEST in the state, with the HIGHEST PERCENTAGE OF CHILDREN LIVING IN POVERTY, at 48.4% (University of Hawaii Center on the Family, Molokai Area Community Profile, 2004). The island suffers from double-digit unemployment and the highest rate of public assistance among all the Hawaiian islands.

Molokai is known as "The Most Hawaiian Island", with over 60% of the residents identifying themselves as full or part Native Hawaiian. Molokai Data Book surveys indicate the importance residents place on traditional values to the local community including: 'ohana (importance of family and neighbors), education, a rural lifestyle, community cohesiveness, the 'aina (preserving the island's pristine environment), jobs, a subsistence lifestyle and the Hawaiian culture. Interval House Molokai will continue to address violence prevention by strengthening individuals and families, promoting economic development and providing educational opportunities and resources for a healthier community, while respecting the traditional values embraced by the community.

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In CALIFORNIA, services for victims of domestic violence have been available to some degree, but the isolated populations traditionally served by Interval House still have limited access to such services. Women of color, in particular, often have difficulty finding help and services due to high rates of poverty, poor education, limited job resources, language barriers and fear of deportation (Women's Institute for Leadership Development for Human Rights).

In 2008, there were over 54,000 domestic violence calls to law enforcement in Southern California regions targeted by the Interval House AmeriCorps Program (CA Attorney General, 2008). In addition, over 14,200 calls were made to Interval House emergency multilingual hotlines (Interval House, 2008).

In HAWAII, there were a total of 8,964 domestic violence reports made in 2008, however, non-reporting of domestic violence continues to occur due to fear of revictimization, cultural inhibitions and frustration with the criminal justice responses (Hawaii Attorney General, 2009). Of the 280 murders in the state, 68 were domestic violence-related. An alarming 43% of all female murders were attributed to domestic arguments (Hawaii Attorney General).

WORSENER BY THE CHALLENGING ECONOMY in California and Hawaii, the rate of domestic violence victims (primarily from the high-risk groups traditionally served by Interval House) calling for help to Interval House crisis hotlines has increased over 42% since last year. Over 55% of callers who contacted Interval House were previously turned away from other providers due to language barriers, lack of space, or lack of expertise in services needed by the victim. Because of our history of providing comprehensive support to underserved communities and organizational capacity to speak 60 DIFFERENT LANGUAGES (as a result of the diversity of our AmeriCorps members), Interval House is oftentimes the ONLY available resource in our region for UNDERSERVED, ISOLATED, AND SPECIAL NEEDS populations.

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REASON FOR SELECTING NEED AS FOCUS

THIS NEED WAS SELECTED TO MEET THE INCREASED DEMAND in our communities for housing, financial, employment and healthcare services for victims of domestic violence and their children from the highest risk and most underserved communities.

ACTIVITIES AND MEMBER ROLES

The proposed program will dramatically enhance our agency's capacity to deliver cutting edge programs and life-saving services to address a demonstrated need in our community- helping underserved victims of domestic violence and high-risk populations to secure safety and the resources they need to build new, healthy lives.

The Interval House AmeriCorps program will address TWO PRIORITY AREAS: 1) HEALTH and 2) OPPORTUNITY. 24 AmeriCorps members will expand the following key services: 1) emergency and transitional housing for homeless victims of domestic violence; 2) household establishment and life skills assistance; 3) healthcare access; 4) financial literacy; 5) career and job skills development; 6) greater opportunities for AmeriCorps members; and 7) volunteer generation and management.

Specific objectives are as follows:

CALIFORNIA SITES:

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1. EMERGENCY AND TRANSITIONAL HOUSING

Members will provide emergency and transitional housing assistance for 300 homeless victims of domestic violence and their children. 95% of victims will find safety and secure housing upon completion of the program as measured by goal tracking and client exit forms.

For 30 years, Interval House has provided Emergency Shelter as the foundational "lifeline" for individuals and families who are left homeless as a result of domestic violence. The Emergency shelter programs offer a safe, caring, and homelike environment for women, adolescents, and children in life-threatening situations and left homeless as a result of domestic violence and abuse. Since 1982, Interval House has also operated Transitional Housing Programs that offer continued support to families needing a longer transition period to become self-sufficient members of their communities. National Direct members will assist in providing comprehensive case management, client advocacy, safety planning, and goal tracking to shelter residents in over 60 different languages.

2. HOUSEHOLD ESTABLISHMENT

Members will provide household establishment and living skills assistance to 500 low-income victims of domestic violence. 70% of victims will be successfully transitioned into permanent affordable housing, as measured by client exit forms.

Household establishment support will include affordable housing search, housing resources, setting up a new household (such as acquiring donations of appliances, furniture and other essential household items), and related housing assistance. Members will also expand and create partnerships with apartment associations and permanent housing agencies that enable us to move clients into safe, permanent housing.

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3. HEALTHCARE ACCESS

Members will assist in addressing specialized health needs of victims of domestic violence and their children. Members will provide education on health insurance, health care access and health benefits to 300 low-income victims of domestic violence, who will have increased access to healthcare services, as measured by goal tracking and progress notes.

Members will work closely with licensed volunteer physicians and health providers to provide health and wellness services, including health screenings, physical exams, health assessments, health education groups, assistance with health insurance enrollment and comprehensive medical referrals. Members will also expand nutritional, physical fitness, and stress reduction programs.

HAWAII & CALIFORNIA SITES:

4. FINANCIAL LITERACY

Members will provide financial literacy and financial management services to 500 disadvantaged individuals, with 75% increasing financial income as a result of services received as measured by goal tracking and progress notes.

Financial literacy assistance includes education and linkages to available financial resources including public assistance, victims of crime compensation, and employment-related financial resources.

Members will also conduct financial literacy workshops and individual sessions on basic budgeting, banking, financial management, savings, financial planning, and determining financial goals that move individuals towards economic self-sufficiency.

5. CAREER AND JOB SKILLS DEVELOPMENT

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Members will provide career, educational, and vocational skills development to 300 disadvantaged individuals, with 90% acquiring skills needed as measured by goal tracking and progress notes.

Members will assist economically disadvantaged youth and adults to explore career pathways and educational opportunities, linkages to training and on-the-job experience, linkages to educational and vocational programs, access to employment centers, training on job searches, resume preparation, interview preparation, employment readiness workshops, and follow up services.

6. GREATER OPPORTUNITIES FOR AMERICORPS MEMBERS

Interval House will provide support to economically disadvantaged AmeriCorps members with opportunities for skills development and career advancement that will lead members to achieve future employment goals, including working with members to achieve higher-level education, linking them to specialized educational and career advisors, and exploring scholarship opportunities. A minimum of 17 out of the 24 National Direct AmeriCorps members serving at Interval House will be economically disadvantaged individuals who were unemployed prior to their service, with 90% securing employment within one year of completing AmeriCorps.

7. VOLUNTEER RECRUITMENT

AmeriCorps members will assist in recruiting and mobilizing 150 new community volunteers who will contribute a total of 28,800 hours, as measured by volunteer timesheets and client service tracking. Interval House has 30 years of positive relationships with local educational institutions placing students for community service activities as well as with boomers, who offer professional expertise, mentoring, and assistance to our families in crisis.

In addition, Interval House will continue to engage AmeriCorps alumni as ongoing volunteers. A

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significant accomplishment of the Interval House AmeriCorps program has been our ability to retain over 1,000 AmeriCorps ALUMNI since Interval House began our successful AmeriCorps program 12 years ago. They have completed their terms of service and continue to stay involved as community volunteers serving diverse at-risk populations. These AmeriCorps alumni have become important guides and teachers who continue their ethic of service and have also expanded Interval House's reach by recruiting additional volunteers to enhance their communities.

Interval House has provided crisis intervention and comprehensive supportive services to the lowest income and highest risk communities since 1979. We operate two emergency shelters, four transitional housing sites, two community service centers, and 10 satellite offices. The Interval House AmeriCorps program will continue to be operated out of 5 of these sites in California and Hawaii.

Interval House's award-winning comprehensive services include:

International Institute Against Violence; 24-Hour Crisis and Teen Hotlines; Emergency Shelters; Transitional and Permanent Housing; Community Service Centers; Counseling; Economic Self-Sufficiency Programs; Leadership Development; Legal Program; Emergency Response Team; Health and Wellness Program; Children and Youth Programs; Teen Dating Violence Program; Elder Abuse; LGBTQ Support Services; Substance Abuse Recovery Support; Community Education, Prevention, Training and Development; and Pioneering Multicultural Programs.

PARTNERS

Interval House has strong partnerships with over 100 community organizations including churches, schools, law enforcement, after school programs, other violence intervention programs who provide

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referrals to our programs, cross training, and support to our families in crisis.

Interval House also works closely with community agencies supported by the Corporation, including the California State Commission's Governor's Conference for Women- Volunteer Village, University of Hawaii/Queen Medical Center domestic violence initiatives, Boys and Girls Clubs' National Kid's Day, Red Cross disaster preparedness training and outreach, VISTA programs working with homeless and foster children, and many other organizations to effectively address the needs in our communities.

DISTINCTION FROM STAFF AND VOLUNTEERS- Members are distinct from program staff and long-time volunteers, as members do not have the time commitment, training background or experience to provide the same level of services as program staff. AmeriCorps members provide services with a structured curriculum or program and under direct supervision of program staff. Program staff and consultants provide a myriad of other support services that require more specialized training and qualifications.

PROGRAM ALIGNMENT- Interval House is requesting 24 AmeriCorps National Direct MSYs, who will serve at five Interval House service sites in California and Hawaii. National Direct members have successfully enabled Interval House to expand critical housing, financial, employment, and healthcare services into our most economically declining and disadvantaged communities.

NON-DUPLICATION, NON-DISPLACEMENT, AND NON-SUPPLEMENTATION

The Interval House AmeriCorps Program does NOT use AmeriCorps members for supplantation, duplication, and displacement of program staff, volunteers, and activities. We do not utilize any

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AmeriCorps resources to supplant or replace any National, State, or local public funds. With program activities, AmeriCorps members do not duplicate any activity that is already provided by the program. Members DO provide support services in additional languages, groups and sessions, and assistance to additional families each year that are not be possible with existing program staff and volunteers. Further, no active or former employees and volunteers are displaced by AmeriCorps members. This is also ensured throughout program staff training, member recruitment, interviewing, position description development, orientation, training and site visit monitoring.

MEMBER DEVELOPMENT, TRAINING, AND SUPERVISION

Member development support includes assistance with further education, transitions into employment, and career advancement. AmeriCorps members will be trained extensively under direct supervision of staff and advocates. As a result, they will become experts in violence and the roots of violence. Their gained knowledge and ability to provide direct services and prevention activities will help Interval House to achieve our desired outcome to expand safety and critical resources underserved communities.

All members are provided with an orientation designed to enhance member security and sensitivity to the targeted community and ongoing training relevant to member service activities. At minimum, members receive critical training that covers domestic violence advocacy, case management skills, safety planning, goal tracking, financial education, housing, and health advocacy. In addition, AmeriCorps members participate in ongoing training related to citizenship & civic responsibility, disaster preparedness, public speaking skills, community mobilizing, conflict resolution, cultural diversity, public health and public safety.

All AmeriCorps members will be supervised directly at assigned program sites by qualified Interval

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House advocates and on-site supervisors. Weekly monitoring, coaching, and guidance will be facilitated by staff, program directors and AmeriCorps members to review and assess clients, program activities or processes. The Program Director, Executive Director, and Board of Directors are available to analyze and evaluate all potential issues at all sites.

PROHIBITED SERVICE ACTIVITIES

During Interval House's 12 years with AmeriCorps, we never experienced any incidents or challenges with members regarding AmeriCorps prohibited service activities. We will continue to provide comprehensive orientation and trainings, which include prohibited activities, prior to the start and throughout the members' term of service. Site Supervisors monitor day-to-day activities of members through schedule of events, calendar of activities, daily log, daily data collection reports, and activity reports submitted by AmeriCorps members and program staff- ensuring that service activities comply with rules on prohibited service activities. Open discussion of concerns and questions are also encouraged at ongoing member meetings, weekly case meetings, monthly supervisory meetings, and at most AmeriCorps related activities.

ADDING VALUE TO EXISTING ACTIVITIES

The AmeriCorps National Direct program adds value to the Interval House program by:

- Increasing the number of advocates within our program by 24 FTE AmeriCorps members who are providing support to families affected by violence and the economy, as well as high-risk populations
- Assisting an additional 2,000 victims and children through support services including: emergency and

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transitional housing, household establishment, healthcare access, economic self sufficiency

- Generating an additional 150 community volunteers who will help us to expand support services to the most vulnerable communities in California and Molokai

MEASURABLE OUTPUTS AND OUTCOMES

The Interval House AmeriCorps Program will address two priority areas: HEALTH AND OPPORTUNITY. In addition, the program will utilize the Corporation's standardized NATIONAL PERFORMANCE MEASURES in both priority areas to track member outputs and outcomes.

As a result of economic self-sufficiency services in the OPPORTUNITY priority area, Interval House will measure the:

- Number of economically disadvantaged individuals receiving financial literacy services
- Number of economically disadvantaged individuals with improved financial knowledge
- Number of economically disadvantaged individuals receiving job training and other skill development services
- Number of economically disadvantaged individuals, including homeless individuals, receiving housing placement services
- Number of economically disadvantaged individuals, including homeless individuals, transitioned into

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safe, healthy, and affordable housing

- Number of economically disadvantaged AmeriCorps members who are unemployed prior to their term of service

- Number of economically disadvantaged AmeriCorps members that secure employment during their term of service or within one year after finishing AmeriCorps

As a result of services in the HEALTH priority area, Interval House will measure the:

- Number of individuals who are uninsured, economically disadvantaged, medically underserved, or living in rural areas utilizing preventive and primary health care services and programs

- Number of clients to whom information on health insurance, health care access and health benefits programs is delivered

- Number of clients participating in health education programs

One specific ALIGNED MEASURE anticipated includes:

OUTPUT

Number of economically disadvantaged individuals, including homeless individuals, receiving housing placement services

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INTERMEDIATE OUTCOME

Number of economically disadvantaged individuals, including homeless individuals, transitioned into safe, healthy, and affordable housing

END OUTCOME

Number of economically disadvantaged individuals who have attained self-sufficiency and permanent housing.

Interval House will continue to track outputs and outcomes through:

1. PROCESS EVALUATION will describe the amount and types of services rendered and describe members of the target population who receive these services. Quantitative methods will include reviewing and extracting numerical data from program records, attendance sheets, and planning documents. Qualitative methods include staff, AmeriCorps member, volunteer, and participant interviews/surveys and observational data gathered by the evaluation team.
2. OUTCOME EVALUATION will document the effectiveness of the Interval House AmeriCorps members and volunteers providing services. It will answer specific questions regarding the effectiveness of the program and its ability to achieve the stated objectives.

PLAN FOR SELF ASSESSMENT AND IMPROVEMENT

Program evaluations are designed to gather input from all stakeholders to assess effectiveness of

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programs and guide any improvements needed. Daily reports, weekly staff meetings, client satisfaction surveys, and public speaking questionnaires are collected to evaluate progress towards goals, solicit feedback, and identify areas of weakness and/or strengths. Regular evaluations and community advisory meetings provide an additional opportunity for staff, volunteers, AmeriCorps members, and community residents to share feedback.

COMMUNITY INVOLVEMENT

The AmeriCorps program at Interval House is a true representation of community involvement and diversity, with over 40% of members who are graduates of Interval House programs and representing the targeted community. This stems from the Interval House philosophy of engaging active participation from clients, community residents, and other stakeholders in the planning, development and implementation of programs. This community involvement and collaborative effort ensures that needs are fully identified and addressed.

Interval House has established a compete network of community stakeholders who are involved in all aspects of the program. For example, Interval House works closely with the largest multicultural advocacy support groups in California and Hawaii who represent our target community, including:

- ASIAN WOMEN SPEAK is the LARGEST active advocacy group of formerly battered Asian women in the nation, with 200 members who together speak 22 different Asian languages
- HERMANAS is the FIRST comprehensive Latino program for domestic violence victims in the United States, and is the largest in the nation with 300 active members

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- SALAAM is the ONLY Middle Eastern advocacy group in the nation led by formerly battered Middle Eastern women who are now recognized as pioneering experts in the field. 200 members strong and speaking all languages of the Middle East.

- SLAVIC VOICES is the ONLY Slavic advocacy group in the nation with over 200 members offering services in 11 different Slavic languages.

- CREATING A SAFE ENVIRONMENT (CASE) is a "model" domestic violence project started in the State of California working with faith leaders and advocates to develop a more effective approach to helping individuals, families, and communities impacted by violence. CASE has provided training on a national scale.

- AFRICAN AMERICAN NETWORK FOR VIOLENCE-FREE RELATIONSHIPS

is a regional "network" of advocates, faith leaders, scholars, survivors and other disciplines committed to promoting violence free relationships within the African American Community through education, advocacy and collaboration while encouraging leadership, moral & ethical accountability and culturally appropriate legislation, programs and services.

Other partnering agencies include national and local county domestic violence hotlines, domestic violence agencies, mental health agencies, children's service agencies, local schools and youth programs, literacy programs, parenting groups, community learning centers, legal aid, law enforcement agencies, hospitals, universities and supportive service agencies.

The ROLES AND RESPONSIBILITIES of these community members include: 1) identifying service gaps and barriers to assist program development; 2) facilitating a greater understanding of violence issues

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relevant in the community; 3) advising community leaders of issues critical to the success of victims and high risk populations; and 4) educating service providers about other resources and time-sensitive service opportunities. Community partners and stakeholders will CONTINUE to participate in program planning and development, provide training to AmeriCorps members in specialized areas, refer families in need of assistance, and collaborate on community wide events to increase outreach and awareness.

RELATIONSHIP TO OTHER NATIONAL AND COMMUNITY SERVICE PROGRAMS

Interval House has successfully managed AmeriCorps members since 1998. We CURRENTLY MANAGE: 20 FTE National Direct Recovery members, 250 FTE AmeriCorps Education Award members (since 1998), and previously managed the AmeriCorps Promise Fellows program from 2001-2004.

Interval House has also forged strong partnerships with community-based agencies, organizations and groups supported by the Corporation. Some of these groups and activities include the California State Commission's Governor's Conference for Women- Volunteer Village (INTERVAL HOUSE WAS RECOGNIZED FOR OUR LEADERSHIP BY FIRST LADY MARIA SHRIVER FOR THE PAST TWO CONSECUTIVE YEARS), Boys and Girls Clubs' National Kid's Day, Red Cross disaster preparedness training and outreach, VISTA programs working with homeless and foster children, and many others.

The Interval House National Direct Program serves as a critical component of Interval House's mission to ensure safety and personal growth for underserved and at-risk communities, including transitioning homeless individuals into affordable housing, providing shelter support services, increasing access to healthcare, and providing access to educational and economic self-sufficiency opportunities. Interval

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House's AmeriCorps Ed Awards Program have distinct roles, in that they are focusing on prevention and intervention activities, including: Counseling, 24-Hour Crisis Hotline, Legal Assistance, Community Education, Emergency Response, and Mentoring Services. While these are separate services, the two programs serve as an important bridge to unserved and underserved populations- offering them support, strength, and important resources for safety and self-sufficiency.

STATE CONSULTATION

In preparing our application and programs, Interval House consulted with State Commissions in California and Hawaii, where AmeriCorps members serve. Interval House successfully provided updates on AmeriCorps activities within their States, submitted information requested on consultation forms, and sent copies of proposed applications. Interval House has always provided program updates and announcements regularly, and Interval House AmeriCorps Program site supervisors have provided training to other Hawaii-based programs per request from the Hawaii State Commission. Interval House has also been recognized by the California State Commission through its annual Women's Conference over the past 2 years for our outstanding programs and service opportunities for women and children.

POTENTIAL FOR REPLICATION

Interval House continues to share program resources and evaluation assessments on the development, planning, and design of AmeriCorps programs. Although each community faces diverse needs and strengths, interested programs are given written tools to assist in replicating programs for their own community. Interval House has a successful strategy of utilizing Interval House AmeriCorps graduates

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to transfer the knowledge and skills they have gained through our programs to the communities in which they live and work. In total, we have OVER 1,000 AMERICORPS ALUMNI who have completed their term of service and transitioned into becoming community volunteers who participate in local support groups that were originally started and now sustained by diverse groups of Interval House AmeriCorps graduates.

Organizational Capability

AGENCY HISTORY & EXPERIENCE

Interval House was founded in 1979 and is a nationally recognized program serving victims and at-risk populations in over 60 languages. Over the last 30 years, Interval House has evolved from operating in a small, cramped garage into an award-winning comprehensive agency - one of the oldest, the largest and MOST CULTURALLY DIVERSE domestic violence programs in the nation.

Interval House provides comprehensive services, including emergency shelters and transitional housing, 24-hour crisis hotlines, an emergency response team in collaboration with local law enforcement agencies and hospitals, counseling, economic self-sufficiency and housing programs, legal services, youth programs, community education and development programs, and other critical support services. Families in crisis work hand-in-hand with individuals who have, themselves, risen from the ashes of poverty and violence to become confident and empowered leaders in their communities. OVER 99 PERCENT of Interval House staff and advocates are multilingual, ethnically diverse, and have been personally affected by violence.

EXPERIENCE WITH AMERICORPS

Interval House has successfully managed AmeriCorps Education Award Programs since 1998,

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AmeriCorps National Direct since 2009, as well as the AmeriCorps Promise Fellows program from 2001-2004.

During the past 12 years, we have:

- Enrolled, trained, supervised, and supported OVER 1,500 FTE AmeriCorps members
- Recruited OVER 10,000 community volunteers.

OVER 1,000 Interval House's AmeriCorps alumni CONTINUE their active commitment to the community as ongoing volunteers and mentors.

ACCOMPLISHMENTS AND OUTCOMES

The Interval House AmeriCorps program has been a legendary labor of love and the program has exceeded and accomplished all projected outcomes. The current Interval House AmeriCorps National Direct program has SUCCESSFULLY ENROLLED 100% of MEMBER SLOTS and RETAINED 100% of members. Our members have enabled Interval House to provide services over 60 different languages and our California and Hawaii programs have received the most prestigious honors including the Presidential Award for being a life-saving "model" to all prevention programs across the nation as well as the California Governor's Awards for outstanding service in advancing victims rights and services.

During the first 7 months of our National Direct Recovery Grant, we have met and exceeded our Performance Measurement outcome goals. Through the AmeriCorps National Direct members:

- 472 clients received services related to financial literacy, exceeding goal by 161%
- 372 clients received healthcare access assistance, exceeding goal by 182%

Narratives

- 281 women and children victims of domestic violence were provided with housing access and shelter support services, exceeding goal by 161%
- 130 homeless victims of domestic violence have successfully transitioned into affordable housing upon exit, exceeding goal by 106%
- 130 participants have acquired and maintained safe permanent housing, exceeding goal by 106%
- AmeriCorps members recruited 132 new community volunteers, including disadvantaged youth, college students, and baby boomers, exceeding goal by 151%. These community volunteers contributed a total of 26,496 hours to assist with AmeriCorps service activities

FINANCIAL MANAGEMENT CAPACITY

For 30 years, Interval House has always been in compliance with federal, state, local laws, and OMB financial control and reporting standards. Interval House monitors financial and other required systems on site. Strict controls are detailed within various policy and procedure manuals including the Financial Manual, Personnel Policies and Procedures Manual. Contracts are regularly reviewed and monitored by Interval House's Finance Director and Executive Director. The Interval House AmeriCorps program will document hours of service through individual time sheets to be completed daily and turned in bi-monthly. Program activities will be documented through daily data collection sheets and activity reports that are compiled monthly.

MULTI-SITE OVERSIGHT & MONITORING

Interval House will continue to place all 24 FTE members at FIVE Interval House sites in California and Hawaii. A comprehensive site monitoring plan has been developed using AmeriCorps grant provisions, federal regulations, and guidelines from the Corporation. Site monitoring is intended to assist with continuous program improvement and to address any items of concerns in a supportive manner.

Narratives

Interval House monitors programs sites through daily reports and communication, weekly supervisor reviews, monthly management meetings, and quarterly site visits using the Interval House Program Site Monitoring Tool. In addition to weekly and monthly report review and analysis, program directors will hold quarterly face-to-face program meetings between sites in Hawaii and California.

BOARD, ADMINISTRATORS, AND STAFF

Policy is developed by the Interval House Board of Directors and carried out by the staff. The Board of Directors is legally responsible for the affairs of Interval House and also ethically responsible for providing high-quality services to Interval House clients. The Executive Director has complete charge of daily operations at Interval House. She represents the organization to the community and founders, keeping board members informed of all activities. She also supervises staff either directly or through delegation, ensuring that board policies are implemented according to the board's instructions. The Interval House Executive Director, Program Directors and staff coordinators meet weekly to discuss the agency's progress toward meeting strategic objectives and to identify and resolve problems affecting implementation of the objectives. A report on compliance is presented quarterly to the Board of Directors.

KEY STAFF

The Interval House AmeriCorps program is coordinated and supervised by Interval House's Executive Director, Clinical Director, Program Director, and on-site Supervisors. These staff have ALL been involved with supervising the AmeriCorps program for over 12 years and are recognized as experts in AmeriCorps program administration. The program staff make Interval House unique from all other domestic violence programs in the nation. Our founders, directors, and staff average over 30 years in

Narratives

the violence prevention and intervention field and have been long-time, passionate grassroots advocates in the anti-violence movement, with a specialization in working with at-risk groups affected by poverty, immigration issues, and cultural and linguistic barriers.

PLAN FOR SELF-ASSESSMENT AND IMPROVEMENT

Daily reports, weekly staff meetings, client satisfaction surveys, and public speaking questionnaires are collected to evaluate progress towards goals and identify areas of weakness and/or strengths.

Additionally, evaluations, board meetings and community advisory meetings provide an additional opportunity for staff, volunteers, AmeriCorps members, and community residents to share input that guide the planning and implementation of support services provided.

PLAN FOR EFFECTIVE TECHNICAL ASSISTANCE

Interval House has a long successful partnership with the Corporation in securing financial and programmatic technical assistance from Program Officers and Grant Officers. Ongoing conference calls, telecommunication, and site visits have provided comprehensive support on program administration.

During the past year, Interval House AmeriCorps program staff also created a comprehensive AmeriCorps Procedure Manual that was reviewed in depth by our Program Officer at the Corporation.

Financial technical assistance is often provided by the Grant Officer and Interval House's own financial consultants. Technical assistance for performance measures have been provided by Project Star and by Interval House's own evaluation consultants.

All financial and programmatic technical assistance is conveyed to program staff and on-site supervisors at all 5 Interval House AmeriCorps program sites in California and Hawaii. Information is

Narratives

communicated through daily reports and memos, weekly supervisor reviews, monthly management meetings, and quarterly visits to each site.

VOLUNTEER GENERATION AND SUPPORT

Volunteers enhance our organizational capacity by offering direct services, administrative support, and fundraising assistance that dramatically strengthen our programs. During the last 12 years, we have recruited over 10,000 community volunteers. Interval House regularly conducts outreach with local universities, corporations, community centers, and local media to increase awareness and interest in volunteer. Volunteers are thoroughly trained on violence, support services, and community resources.

One of our greatest accomplishments has been our ability to retain AmeriCorps alumni as ongoing volunteers. In total, we currently have over 1,000 AmeriCorps alumni who have completed their term of service and transitioned into becoming community volunteers who participate in local multicultural support groups serving diverse at-risk populations. These AmeriCorps graduate volunteers have become important guides and teachers who continue their ethic of service by supporting community members and groups, and training new Interval House AmeriCorps members using the expertise they've gained through the program.

ORGANIZATIONAL AND COMMUNITY LEADERSHIP

Interval House has received over 400 prestigious awards including: Two Governors Awards, Three Presidential Awards, and the U.S. Department of Justice Award. Interval House staff have been recognized with numerous awards, including:

Narratives

- The very first Lifetime Achievement Award from the California Partnership to End Domestic Violence, a statewide coalition representing over 100 domestic violence agencies throughout California.

- Lifetime Achievement award from the International Institute on Violence, Abuse and Trauma for exemplifying tireless dedication to serving victims in need.

- "Woman of the Year" by California Legislature for the most extraordinary achievements in the field of domestic violence intervention and prevention.

- Sunshine Peace Award from the Sunshine Lady Foundation in recognition of extraordinary contributions to the domestic violence movement. The Sunshine Lady Foundation is a private family foundation co-founded by billionaire investor Warren Buffet and sister Doris Buffet.

Some of our firsts and facts include:

- Unique in the nation for providing all services in 60 DIFFERENT LANGUAGES 24 hours a day, 7 days a week. Over 99% of Interval House advocates are multilingual, ethnically diverse, and have been personally affected by violence.

- The FIRST domestic violence program in the nation offering comprehensive and specialized services for Latino victims of domestic violence since 1979. Winner of the U.S. Department of Justice Award for pioneering leadership in the Latino community.

- The FIRST domestic violence shelter in Southern California to offer comprehensive domestic violence specialized programs and services for Asian women and children. Over 22 Asian languages and dialects

Narratives

spoken by staff and advocates.

- The FIRST community faith domestic violence project working with the African American community called Creating A Safe Environment.

- The FIRST Slavic Program for victims of domestic violence. Nationally acclaimed and provides specialized services in over 11 different Slavic languages.

- The FIRST domestic violence shelter in the nation to offer comprehensive and specialized services for Middle Eastern victims of domestic violence.

- The FIRST teen violence prevention program and 24-hour teen hotline developed by young people who grew up with violence, named the ¿Second Generation¿

- The FIRST SHELTER in the nation to open transitional second-stage housing for battered women.

Interval House's Executive Director has the unique distinction of being appointed by four different California Governors to serve on the Governor's Domestic Violence Advisory Council for an unprecedented number of terms (consecutively since 1995). Additionally, Interval House was appointed to the Advisory Council for the California Emergency Management Agency (formerly the Governor's Office of Emergency Services) to provide guidance on shelter, housing resources, and support services for families in crisis across California. Interval House also serves in leadership positions on community coalitions and task forces including chairing the Police Chief's Advisory Councils, chairing the Shelter Services Committee for OC Family Violence, as well as serving on the Board for End Abuse Long Beach.

Narratives

SECURING MATCH RESOURCES

Interval House has raised private funds to cover all of the remaining costs involved with administering our AmeriCorps National Direct program. AmeriCorps members at Interval House will be financially responsible for their own living expenses. When AmeriCorps members are in need of financial living support, Interval House will assist in identifying resources and options for participants. In the past, Interval House volunteers, staff, and board have hosted AmeriCorps members- providing lodging and food. AmeriCorps members who are students or who need to continue their employment for financial support will be given flexible hours for their service term.

COLLABORATIONS

As active members and leaders of numerous coalitions, Interval House and AmeriCorps members are constantly developing connections and resources for families we serve, linking them to a broader range of resources to meet their individualized needs. AmeriCorps members work closely with Interval House's Faith Community Program, Creating A Safe Environment (CASE), multicultural advocacy support groups Hermanas, Asian Women Speak, Salaam, Slavic Voices, The Graduates, and the African American Network for Violence-Free Relationships, which enable Interval House to expand our reach and provide services to isolated and culturally underserved communities.

Members also work in collaboration with community agencies including national and local county domestic violence hotlines, domestic violence agencies, mental health agencies, children's service agencies, local schools and youth programs, literacy programs, parenting groups, community learning centers, legal aid, law enforcement agencies, hospitals, universities and supportive service agencies.

Narratives

As part of the National AmeriCorps initiative, members take pride in collaborating with AmeriCorps Week, Martin Luther King Jr. Day of Service, and other activities with partnering AmeriCorps programs including the California State Commission's Governor's Conference for Women- Volunteer Village (INTERVAL HOUSE WAS RECOGNIZED FOR OUR LEADERSHIP BY FIRST LADY MARIA SHRIVER FOR THE PAST TWO CONSECUTIVE YEARS), Boys and Girls Clubs' National Kid's Day, Red Cross disaster preparedness training and outreach, VISTA programs working with homeless and foster children, and many others.

These community organizations strengthen our AmeriCorps program by serving as advisors, working closely with our agency to identify and address community needs and enabling our agency to reach further into isolated and underserved communities. Referrals are made to these agencies on a regular basis to provide additional support. Interval House also collaborates with these partners on community wide events to increase outreach and awareness.

FINANCIAL AND IN-KIND CONTRIBUTIONS

Local contributions and funds have been increasingly leveraged through our annual fundraisers and gift-giving by Board members and outside donations. In-kind services have also expanded in scope including training resources, volunteer support, program materials, and administrative support. Individual donors, private foundations, corporations, and government sources will also provide additional sources of revenue to provide long-term sustainability.

COMMUNITY STAKEHOLDERS

Community stakeholders include community partner organizations (as described in collaboration section), clients, graduates, volunteers, and general community members. For the past 30 years,

Narratives

contributions from community stakeholders have enabled Interval House to expand and address the growing needs of our communities. Non-financial support key to the success and growth of our programs include: donated consultation and volunteer time, such as pro bono attorneys, medical providers, peer counselors, children's program advocates, etc; donated equipment and program supplies; and donated food and clothing.

SPECIAL CIRCUMSTANCES

1) AGE AND RATE OF GROWTH- In 1979, Interval House opened our first shelter in a small house, with an office in a cold, sterile garage with a single desk despite protests from neighborhood residents who filed a 400-signature petition against the shelter. Today, we have evolved into an award-winning comprehensive agency and expanded into two emergency shelters, four transitional housing sites, and 10 satellite offices across California and Hawaii. Over the past 30 years, Interval House has worked tirelessly to develop innovative programs that have been recognized with over 400 awards. Interval House is the ONLY domestic violence program IN THE NATION that has received THREE PRESIDENTIAL AWARDS, two GOVERNOR'S AWARDS, and the U.S. Department of Justice Award citing Interval House as a "model" domestic violence program in the nation.

Interval House has grown tremendously since beginning our AmeriCorps program in 1998. We were selected as one of the first AmeriCorps grantees, and have been with AmeriCorps each and every year thereafter. We began with very little assistance and managed our program 100% with private funds. Today, we are managing 250 Ed Award members and 20 National Direct Recovery members with a retention rate of 100%. Over the last 12 years, we have: enrolled, trained, supervised, and supported over 1,500 FTE AmeriCorps members and recruited over 10,000 community volunteers.

Narratives

2) RESOURCE POOR COMMUNITY- Interval House serves the most economically disadvantaged communities in California and Hawaii. Our targeted communities of Southern California and Molokai Island includes the City of Long Beach in Los Angeles County, is the 5th largest city in California. Roughly 17% of Long Beach residents live below the federal poverty line; 40% have an annual income under \$25,000; and more than 11% of households depend on public assistance (US Census, 2000). We also target the West and Central areas of Orange County, which has the lowest per capita income and the highest crime rate in the County. This area includes the cities of Santa Ana, Anaheim and Garden Grove, which report the highest incidences of domestic violence in the County (Department of Justice, 2001), and is home to the largest populations of immigrant and low-income families.

Due to the isolated and rural nature of MOLOKAI, there are extremely limited opportunities, double-digit unemployment, and the highest rate of public assistance among all the Hawaiian islands (University of Hawaii Center on the Family. Molokai Area Community Profile, 2004). The per capita income is among the LOWEST in the state, with the HIGHEST PERCENTAGE OF CHILDREN LIVING IN POVERTY (48.4%).

Cost Effectiveness and Budget Adequacy

DIVERSE NON-FEDERAL SUPPORT

Since the Interval House AmeriCorps National Direct Program was formalized, Interval House has utilized diverse non-federal resources and private funds to support and sustain the program. The corporation funds are the only federal funding source used for the AmeriCorps program, which is used to cover member stipends. Interval House exceeds the match requirement, by providing 38% of the program budget through non-federal financial support from the County of Los Angeles, OC Community Services, and private, corporate and foundation resources, as well as leveraged funds through fundraising events and activities. In addition, In-kind resources from volunteer hours valued at

Narratives

\$288,000 contribute to the cost effectiveness of our budget.

Interval House has been committed to sustaining and expanding AmeriCorps program activities, as members provide a critical a lifeline for victims of domestic violence and the community. Program expansion is carefully assessed and planned based on community need and the fiscal management necessary to secure stability and full provision of services.

RESOURCE COMMITMENTS

Non-Corporation resource commitments secured for the Interval House AmeriCorps program include private contributions in the amount of \$67,482 and public sources totaling \$123,252. In addition, In-kind resources from volunteer hours valued at \$288,000 contribute to the cost effectiveness of our budget.

In order for our program to remain truly sustainable, we also engage our extensive network of community businesses, members, and social service partners to contribute in-kind human and financial resources. As local community organizations continue to recognize the need for domestic violence support services, we seek and expand partnerships that benefit the families we serve. Community members and volunteers assist us to obtain donations and assistance to build capacity and strengthen our programs. In addition to the required match outlined in our budget, Interval House leverages in-kind resources committed to our program, including: pro bono attorneys, physicians, community volunteers, training speakers and workshops, and space.

Narratives

DECREASED RELIANCE ON FEDERAL SUPPORT

Over the past 30 years, Interval House has never relied heavily on federal support. Nearly 40% of program costs are covered by Interval House. Our share of costs have exceeded program goals since the Interval House AmeriCorps program started in 1998, without increasing any federal support.

Of our total organization budget, only 11% is from federal funds, including Corporation AmeriCorps grants. With the current economic crisis and increasing instability with federal funds, Interval House aims to decrease even more reliance on federal support.

We maintain an experienced and knowledgeable Board of Directors who are recruited from the local community, our service consumers, social services fields, and the business world. Interval House's board of directors holds legal and fiduciary responsibility for the agency and is charged with development of the agency's mission and long-term direction, strategic response and financial planning. As such, breakout committees are maintained in the areas of finance and fundraising. The goal of Interval House's fundraising plan is to gain widespread private and non-Federal public support, in the interest of sound financial management. The fundraising plan, which is based on Interval House's long-term strategic plan, is to raise the entire budget for each program annually through proven as well as innovative methods.

Sustainability planning also involves collecting information to monitor changing community needs, using evaluation data to identify successful elements of our program, and defining future project activities. As evidence of our commitment to the communities we serve and our continued growth, Interval House has evolved into one of the largest and most comprehensive domestic violence programs in the United States. We are confident that with ongoing planning and carefully targeted fundraising,

Narratives

Interval House will be able to sustain its services in the future.

BUDGET ADEQUACY

Interval House is requesting 24 FTE AmeriCorps National Direct members to expand our critically needed services in California and Hawaii. We are requesting \$312,000 from the Corporation, with the remaining 38% of program budget (over \$190,700) being supported by non-federal funds secured by Interval House.

The proposed National Direct Program budget includes the following:

Program Operating Costs

- Salaries and benefits for a Program Director and a Member Training Staff
- Program Supplies: office supplies and printing for member enrollment and training packets
- Travel to CNCS-Sponsored meetings: airfare, lodging, transportation and food for one staff person to attend 2 trainings per year

Member Costs:

- Living allowance and support costs (FICA, SUI, Workers Comp, and Medical Insurance) for 24 National Direct members

Nearly 40% of these costs will be covered by non-federal, non-Corporation funds including those from corporations, private foundations, and fundraising. These supplemental funds form a strong budget that provides the necessary resources and support for our Members to successfully provide services and

Narratives

prevention activities to our low-income, isolated communities. As a result, Interval House will be able to expand safety and the critical resources underserved communities need to build become healthy, productive individuals.

Evaluation Summary or Plan

N/A

Amendment Justification

N/A

Clarification Summary

FY 2011 (CONTINUATION GRANT) CLARIFICATIONS:

RETENTION RATE

The two members who had to exit the Program were serving on the island of Molokai. Both Starlet Luczon and Clint Joao suffered from extenuating financial problems that forced them to exit the Program. Coupled with a lack of employment opportunities, Molokai suffers from the highest electricity and gas rates in the nation. Most food is imported resulting in exorbitant food costs.

Starlet was juggling a few on-call positions, along with her National Direct position. Additionally, her father was awaiting a kidney transplant and she had returned home to Molokai to assist her family with this responsibility. Starlet was unfortunately unable to fulfill her AmeriCorps commitment due to these stresses. She was offered a full-time position as a CNA, with full benefits and opportunity for advancement, which she reluctantly accepted due to financial duress.

Clint Joao was employed on a part-time basis when he enrolled in the National Direct program. He subsequently lost the position and could not meet his financial obligations, including a mortgage for his

Narratives

first home. Although the director of the program assisted Clint with securing modest part-time employment, he was burdened by crushing financial difficulties. He was offered a full-time position with room for advancement, which he accepted.

Interval House Molokai currently has two excellent National Direct members who are completely committed to our program for the entire length of their terms and quite possibly after their year of service.

Plans to improve retention rates include multiple interviews and clarifications regarding commitment to term with potential candidates. Efforts have been made to modify schedules for members, in addition to supporting and assisting members' efforts to seek part-time employment (that does not interfere with their AmeriCorps service) in order to help alleviate financial stress, which is very common on Molokai due to the lack of employment opportunities and high cost of living on the island.

BUDGET CLARIFICATIONS

We have changed the budget to say that the \$1,000 amount budgeted will be used for one staff person to attend ONE required meeting, not two as previously stated.

The California and Hawaii State Commissions have stated that state unemployment insurance is NOT required for National Direct members. We have revised our budget to reflect this.

PERFORMANCE MEASUREMENT CLARIFICATION

Narratives

We have revised our Healthy Futures intermediate outcome to be more rigorous. Our new measurement is: 200 clients will demonstrate improved health behaviors with successful enrollment into a health insurance plan, identified health care provider for routine medical care, and/or increased frequency of exercise. Outcomes are documented on client Exit Forms upon program completion and compared to baseline Intake information to assess health insurance enrollment, ability to identify a primary health care provider, and increased frequency of exercise.

FY 2010 CLARIFICATIONS:

BUDGET CLARIFICATION ITEMS

1. The Member Training Staff listed in the budget is the Clinical Director discussed in the grant. We have updated the budget narrative to include the actual title of Clinical Director as the Member Training Staff position.
2. Member training is done in-house so Interval House does not have training associated costs other than the office supplies and printing expenses listed in the Supplies section of the budget. We have added a note in the Member Training Section of the budget with this information.
3. Interval House has not included the cost of criminal history checks in the budget because we do not

Narratives

currently have costs associated with conducting the criminal history check.

As an organization serving victims of domestic violence and their children, Interval House has historically required criminal background checks for ALL staff, volunteers, and AmeriCorps members agency-wide. As a non-profit organization, Interval House does not need to pay the state departments in Hawaii and California providing the criminal history check records. The fingerprinting is conducted and costs covered by local law enforcement partners through collaborative grants.

PROGRAMMATIC CLARIFICATION ITEMS:

1. To adequately address the needs of domestic violence victims and population size in Southern California and Molokai Island in Hawaii, Interval House currently plans to have 18-20 members in California and 4-6 members in Hawaii.

2, 3, & 4 Combined:

Interval House has successfully operated Education Awards Only Programs (with no living allowance) since 1998. We have one of the highest enrollment rates and retention rates for our Education Awards only program with all slots filled each term and over 99% retention rate historically.

During this time, we also enrolled Promise Fellows and National Direct Recovery members (with living allowances) without any problems. Interval House will ensure that the difference in benefits will not lead to morale problems by enrolling members who are completely aware and interested in the program

Narratives

they are accepted into.

National Direct and Education Awards Only members do not duplicate any roles and activities. They will be serving in completely separate departments and program areas.

National Direct Member Activities:

- * Emergency & Transitional Housing
- * Household Establishment
- * Healthcare Access
- * Financial Literacy
- * Career & Job Skills Development

Education Award Member Activities:

- * Counseling
- * 24-hour Crisis Hotline
- * Legal Assistance
- * Emergency Response
- * Parenting
- * Creating Caring Learning Environments
- * Mentoring
- * Community Education & Development

New applicants will receive an Interval House AmeriCorps Application Package with application forms

Narratives

and background information about both Interval House AmeriCorps Programs (Education Award & National Direct). Prospective applicants may apply to one or both programs.

Members will be selected and enrolled based on:

- * Review of applicant's eligibility documentation
- * Review of Application Package
- * Member Interview
- * Matched interests for National Direct or Education Awards Program
- * Reference Checks
- * Language Skills Interview
- * Assessment of Experience, Skills, and Training

Interval House anticipates receiving more applications to serve in National Direct program proportionate to the number of slots available than the Education Awards program. This will enable us to be more selective and choose higher skilled individuals in placing National Direct members. We also anticipate continuing to receive more applications for the Education Awards program than slots available, as we do historically. Most members hear about the Interval House Education Awards program through word of mouth from AmeriCorps alumni and are specifically interested in the Education Award program activities.

5. Interval House utilizes information conducted from program evaluation and monitoring to measure the impact of domestic violence services, make necessary program improvements, increase training needed, add new services based on need, and to determine if adequate progress is being made toward

Narratives

project objectives.

6. Interval House has been hugely successful in recruiting AmeriCorps members to fill all member slots since the program started in 1998. Members are recruited year-round from local communities, educational institutions (ie. colleges and universities), Interval House graduate volunteer programs, active and alumni AmeriCorps members, and the national AmeriCorps recruitment website. All community education efforts conducted by AmeriCorps members also provide opportunities to increase awareness on the impact of AmeriCorps and opportunities for community members to serve in the program. During every enrollment period, Interval House typically has waiting lists of qualified applicants to enroll in the program because of the community awareness, word of mouth outreach, and satisfaction by active members.

7. 98% of Interval House AmeriCorps members are culturally diverse, formerly battered women, and represent the diverse communities we serve. Interval House is unique in the nation for providing domestic violence support services in over 60 different languages. Our program philosophy of inclusion has naturally recruited culturally diverse community volunteers and prospective AmeriCorps members from all backgrounds, age, gender, and cultures.

8. All members are placed at Interval House sites and supervised directly by Interval House staff. Specific sites include: 1 Emergency Shelter, 2 Transitional Shelters, and 2 Outreach Centers.

AmeriCorps program staff and site supervisors have over 12 years of experience working with

Narratives

AmeriCorps members. All AmeriCorps program staff and site supervisors complete required AmeriCorps training covering AmeriCorps regulations and provisions, member management, grant management and documentation, program elements, and ongoing topics impacting the AmeriCorps program. Job descriptions are outlined for site supervisors and regular meetings are conducted to ensure consistent feedback and support for members.

Site monitoring plans have also been developed to assist Interval House AmeriCorps programs comply with rules, regulations, and reporting required by the Corporation. Interval House monitors program sites through daily reports and communication, supervisor reviews, monthly management meetings, and AmeriCorps program site visits.

9. Interval House provides ongoing structured opportunities for members to reflect on their service experience to help achieve the skills and education needed for productive and active citizenship. Program meetings, events, and member gatherings provide space for members to reflect on their contributions, ethic of service, and needs to engage the community more effectively. All members who are eligible to vote are also encouraged to register to vote prior to completing their term of service.

10. Policy is developed by the Interval House Board of Directors and carried out by the staff. The Executive Director has complete charge of daily operations at Interval House and provides oversight to the AmeriCorps program. The Executive Director works closely with the AmeriCorps Program Director, who supervises site supervisors and training for members. The Executive Director and Program Director meet weekly to discuss progress towards meeting AmeriCorps objectives and to identify or resolve issues affecting implementation. The Program Director meets with on-site supervisors as well as

Narratives

members on a regular basis for review of accomplishments, needs, member support, and program support.

11. Interval House conducts organizational evaluations to: 1) monitor agency components and activities; 2) measure the impact of services; 3) provide feedback from clients, program advocates, and evaluation finding to improve progress toward agency goals.

Process evaluation is conducted to assess the delivery of services and complement the outcome of evaluation. This approach describes the amount and types of all services rendered, as well as describes members of the target population who receive these services. Quantitative methods include reviewing numerical data from program records, attendance logs, and planning documents. Qualitative methods include staff interviews, client interviews/surveys, and observational data.

Outcome evaluation is conducted to document the effectiveness of Interval House services and focuses on measuring the agency's impact on domestic violence victims and the community. Data is collected from questionnaires, post-tests, interviews, and specifically designed evaluation tools.

12. Interval House requires all prospective AmeriCorps Education Award Program applicants to submit fingerprints for a State criminal registry check prior to acceptance into the program. All Interval House staff and volunteers working with clients or supervising AmeriCorps members are also required to complete a Criminal History Check.

The State criminal registry search is performed in the State in which the program operates as well as the

Narratives

state in which the individual resides at the time of application. In California, the Department of Justice, Bureau of Criminal Information & Analysis (Live Scan). In Hawaii, Department of the Attorney General, Hawaii Criminal Justice Data Center.

PERFORMANCE MEASURES CLARIFICATION:

Interval House has re-entered our performance measures using the new National Performance Measures on eGrants.

PROGRAM START DATE:

Interval House would like to request an earlier start date for the National Direct Program if funded. We would like to start the program July 1, 2010 rather than September 1, 2010. This update has been made in the Application Information section of the Grant Application.

Continuation Changes

RETENTION RATE:

Since its inception in 1998, the Interval House AmeriCorps program has held a history of strong retention rates year after year, largely due to the successful recruitment, innovative member development, valuable training, and comprehensive supervision support. In the 2009-2010 program year, Interval House's member retention rate for the National Direct program was 95% due to the unfortunate loss of one member, who passed away during his term of service.

Narratives

The Interval House AmeriCorps Program will continue to maintain the highest retention rate possible through providing members with continuous support, flexibility, and meaningful experience.

STATE CONSULTATION:

In preparing our application and programs, Interval House consulted with State Commissions in California and Hawaii, where AmeriCorps members serve. Interval House successfully provided updates on AmeriCorps activities within the respective States, submitted information requested on consultation forms, and sent copies of proposed applications. Interval House maintains open communication with the State Commissions, providing program updates and announcements regularly.

Interval House AmeriCorps Program site supervisors have provided training to other Hawaii-based programs per request from the Hawaii State Commission. Interval House has also been recognized by the California State Commission through its annual Women's Conference for our outstanding programs and service opportunities for women and children.

Performance Measures

SAA Characteristics

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

Priority Areas

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

Grand Total of all MSYs entered for all Priority Areas 24

Service Categories

Health and Mental Health Crisis Intervention

Family Violence

National Performance Measures

Priority Area: Economic Opportunity

Strategy to Achieve Results

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

Members will provide housing, housing placement services, and living skills assistance for 500 economically disadvantaged or homeless victims of domestic violence and their children. Housing placement services include affordable housing search, housing resources, setting up a new household, and related housing assistance. 70% of clients will be successfully transitioned into safe and healthy housing.

Result: Intermediate Outcome

Result.

Economically disadvantaged and homeless clients will be transitioned into safe, healthy, and affordable housing.

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

Target : Number of economically disadvantaged and homeless individuals transitioned into safe, healthy, and affordable housing.

Target Value: 350

Instruments: Client Outcome Log (via housing goal tracking sheet and client exit forms)

PM Statement: 350 economically disadvantaged and homeless clients will be transitioned into safe, healthy, and affordable housing, as measured by client outcome logs.

Result: Output

Result.

Clients who are economically disadvantaged or homeless will receive housing placement services.

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

Target : Number of clients who are economically disadvantaged or homeless will be provided with housing placement services

Target Value: 500

Instruments: Client Output Log (via progress notes)

PM Statement: 500 clients who are economically disadvantaged or homeless will receive housing placement services, as measured by output logs.

Priority Area: Healthy Futures

Strategy to Achieve Results

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

Members will assist in addressing specialized health needs of victims of domestic violence and their children, who are economically disadvantaged individuals. Members will provide education and access to health insurance, health care services, and preventive health care services to 300 low-income victims of domestic violence.

Result: Intermediate Outcome

Result.

Clients will demonstrate improved health behaviors with successful enrollment into a health insurance plan,

National Performance Measures

Result.

identified health care provider for routine medical care, and/or increased frequency of exercise.

Target : Number of clients who demonstrate improved health behaviors with successful enrollment into a health insurance plan, identified health care provider for routine medical care, and/or increased frequency of exercise.

Target Value: 200

Instruments: Outcomes are documented on client Exit Forms upon program completion and compared to baseline Intake information to assess health insurance enrollment, ability to identify a primary health care provider, and increased frequency of exercise.

PM Statement: 200 clients will demonstrate improved health behaviors with successful enrollment into a health insurance plan, identified health care provider for routine medical care, and/or increased frequency of exercise.

Result: Output

Result.

Clients will receive information on health insurance, health care access, and health benefits.

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

Target : Number of clients to whom information on health insurance, health care access or health benefits programs is delivered

Target Value: 300

Instruments: Health Information Session Attendance Log (via progress notes and group leader reports) and Health Program Summary Sheet (via client summary page from Interval House Client Database)

PM Statement: 300 clients will receive information on health insurance, health care access, and health benefits, as measured by attendance logs and summary sheets.

Required Documents

<u>Document Name</u>	<u>Status</u>
Evaluation	Not Applicable
Federally Approved Indirect Cost Agreement	Not Applicable
Labor Union Concurrence	Not Applicable