

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: 11ED125386	4. DATE RECEIVED BY FEDERAL AGENCY: 01/21/11	FEDERAL IDENTIFIER: 10EDHCA001														
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): NAME: Sharon J. Wie TELEPHONE NUMBER: (562) 594-9492 231 FAX NUMBER: (562) 596-3370 INTERNET E-MAIL ADDRESS: sharon@intervalhouse.org															
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																
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 Fixed Amount Grant	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Interval House AmeriCorps EAP															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): California & Hawaii	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 09/01/11 END DATE: 08/31/12	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="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;">\$ 201,600.00</td></tr> <tr><td>b. APPLICANT</td><td style="text-align: right;">\$ 0.00</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;">\$ 201,600.00</td></tr> </table>	a. FEDERAL	\$ 201,600.00	b. APPLICANT	\$ 0.00	c. STATE	\$ 0.00	d. LOCAL	\$ 0.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 201,600.00	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	\$ 201,600.00															
b. APPLICANT	\$ 0.00															
c. STATE	\$ 0.00															
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e. OTHER	\$ 0.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 201,600.00															
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: 05/17/11														

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Executive Summary

The Interval House AmeriCorps Ed Award Program addresses the needs of underserved and economically vulnerable communities exposed to violence in California and Hawaii. The Program is designed to improve the health of our communities by preventing and interrupting the cycle of violence through crisis intervention and support services; increasing opportunities for personal development and life-long learning; and community education.

Rationale and Approach

COMMUNITY NEED

The Interval House AmeriCorps Ed Award 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).

In CALIFORNIA, services for victims of domestic violence have been available to some degree, but many 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).

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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). Attorney General statistics show that one-half of the domestic violence homicides in California take place in Los Angeles County. In Orange County, over 11,000 domestic violence and sexual assault calls were made to law enforcement agencies in 2007 (CA Attorney General, 2008).

WORSENER BY THE CHALLENGING ECONOMY in California, the rate of domestic violence victims (primarily from high-risk groups traditionally served by Interval House since 1979) 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.

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).

On the island of Molokai, where the Interval House AmeriCorps program targets activities and

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intervention for the State of Hawaii, child abuse rates and arrests for family violence offenses are higher than the rest of Hawaii. The island of Molokai is characterized by extreme poverty, rural isolation and limited educational opportunities that contribute to an environment that fosters violence. The island suffers from double-digit unemployment and the highest rate of public assistance among all the Hawaiian islands, while 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, Moloka'i Area Community Profile, 2004).

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 compiled by the University of Hawaii Department of Urban and Regional Planning indicate the importance residents place on traditional values 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.

REASON FOR SELECTING NEED AS FOCUS

Domestic violence is a recurring, destructive phenomena in our society that affects men, women, and children of all ages and from every socioeconomic, ethnic, and cultural backgrounds. Interval House has selected needs surrounding domestic violence as the focus of our AmeriCorps program activities based on identified community needs and alignment with our organization's mission, which is to provide

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assistance to all victims of domestic violence and individuals at risk for abuse, especially from the ethnically diverse and underserved communities.

CALIFORNIA -- Although services and resources for victims of domestic violence exist, there is a tremendously higher need in underserved ethnic communities that Interval House has served since 1979. The proposed AmeriCorps program will dramatically expand our agency's capacity to provide comprehensive support services to the most disadvantaged, underserved, and ethnically diverse victims of domestic violence and their children.

HAWAII -- Interval House AmeriCorps members began serving in Hawaii in 1998, emulating our successful California program on Molokai. Through experience and ongoing community assessments on Molokai, Interval House has identified alarming social issues prioritized as community needs, including extreme poverty, substance abuse, and limited educational opportunities, which are known to contribute to violence. As a result, our Molokai AmeriCorps activities are evolving to better address the unique community needs of Molokai.

The following social factors have been identified as the priorities for the Interval House AmeriCorps program for Molokai, Hawaii:

1. Barriers to opportunity and education leading to poverty and stress in relationships, which interferes with adequate performance of family roles
2. Strains in family roles cause problems in individual growth and development
3. Communities limited in resources (jobs, education, housing, etc.) are unable to support families properly and the community becomes an active disorganizing influence, a breeder of crime and other pathology, and a cause of even more powerlessness (Adapted from Boyd-Franklin, 1989)

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ACTIVITIES AND MEMBER ROLES

The Interval House AmeriCorps program will address TWO PRIORITY AREAS: 1) EDUCATION and 2) OPPORTUNITY. The Program is designed to prevent and interrupt the cycle of violence through victim support services, education and awareness, and increasing opportunities for self-sufficiency. Specific objectives to be addressed by our 252 FTE AmeriCorps Education Award members include:

CALIFORNIA ACTIVITIES

1. COUNSELING

20 AmeriCorps members will improve the psychological and emotional functioning of 2,000 victims of domestic violence and children each year through peer individual and group counseling sessions. 90% of clients will demonstrate increased knowledge of violence, level of emotional support and access to local resources as measured by Indicators of Domestic Violence Counseling Questionnaire and Pre/Post tests.

Members will assist in providing peer counseling advocacy and peer group counseling to provide victims and their children with problem-solving skills, emotional support, increased control over their life situations and enhanced self-esteem. Shelter residents and outreach clients will receive peer counseling as determined in initial and periodic assessments through AmeriCorps Counseling Advocacy specialists, who are supervised by the Interval House Clinical Director. AmeriCorps members will also assist in providing domestic violence education groups, support groups, self-esteem groups, parenting groups, substance abuse groups, international cooking groups, and other therapeutic activities to promote emotional well-being and safety.

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2. 24-HOUR CRISIS HOTLINE

80 members will provide culturally and linguistically appropriate hotline coverage 24 hours a day/7 days a week for 12,000 victims of domestic violence each year, with 90% of callers receiving emergency crisis counseling and increased knowledge of local resources for domestic violence support, as measured by hotline contact sheets.

The crisis hotline will be available in over 60 LANGUAGES to provide information, assessment, referrals and crisis counseling to victims. From hotline screening, decisions are made regarding entry into our shelters, placement on the waiting list, or referral and assistance in placement at another shelter if space is not available at Interval House. AmeriCorps members will provide hotline counseling in various languages, complete hotline contact sheets for client assessment, and record the outcome for each call.

3. LEGAL ASSISTANCE

20 members will provide 1,000 women each year with legal assistance. 75% of the legal clients will successfully obtain appropriate protective orders, child custody of children, and permanent resident status, as measured by legal and certified court documentation. In addition, 100% of victims will gain increased knowledge of their legal rights and current domestic violence laws, as measured by progress notes.

AmeriCorps legal advocates are trained to work closely with legal program staff to provide assistance with: a) temporary restraining orders; b) custody disputes; (c) court/criminal justice- related services; d) accessing social service agencies; e) court accompaniment; and f) VAWA applications and all immigration issues.

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4. EMERGENCY RESPONSE

40 members will provide 24 hours a day/7 days a week emergency response and crisis intervention through local law enforcement agencies to 1,000 victims each year of domestic violence, with 80% of response victims receiving immediate resources, crisis counseling, and continued advocacy. A specialized team of emergency response advocates will also be created to respond to domestic violence and other safety disasters, as needed to respond with partnering law enforcement agencies in over 60 different languages.

Advocates will provide crisis intervention and coordinate case management services to victims for the Interval House Domestic Violence Response Team (DVRT) within one hour of referral from the team's law enforcement agencies, and provide a minimum of three follow-up responses. The initial response can be made on-scene, at Interval House facilities, police departments, or wherever is most appropriate for the situation. The goal will be to provide victims and their children culturally sensitive, non-traumatizing services and linkages to other team partners for specialized support services as needed.

HAWAII ACTIVITIES

5. PARENTING SKILLS

15 members will provide support and training to 150 parents to improve skills in addressing the social and educational needs of youth. Parents will be trained to: 1) provide a wide variety of educational supports for the academic and social development of youth, including creating increased awareness of educational resources; 2) set up goals toward achievement; 3) monitor their child's progress and 4) work directly with their children on learning activities in the home.

6. CREATING CARING LEARNING ENVIRONMENTS

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15 members will work with 200 disadvantaged and at-risk youth in safe and caring learning environments that address and promote self-confidence, basic real world skills development, higher thinking skills and strength-based community building. Members will acknowledge and foster Native Hawaiian cultural practices such as "laulima" (teamwork), "kuleana" (taking responsibility for learning) and "ho-ihi" (aiming high). Members will also work with AmeriCorps alumni and community volunteers to identify and create additional authentic learning experiences at schools, homes and youth development centers that respect and incorporate cultural values to motivate at-risk students.

7. MENTORING

15 members will provide linkages to ongoing caring mentors for 150 at-risk youth. 90% of these youth will receive emotional support, care, guidance, and advocacy to increase their awareness and utilization of educational resources and opportunities for personal advancement and development, as measured by daily logs and progress notes.

AmeriCorps members will work closely with program coordinators, community agencies, and youth to match suitable adult and youth mentors to at-risk and disadvantaged youth. Mentors are recruited from 1) Schools; 2) Senior Centers and Community Senior Programs; 3) Private Corporations and Businesses, targeting professionals and boomers; and 4) Parents, Faith-based Community Leaders, Law Enforcement, and other interested community volunteers.

ACTIVITIES FOR BOTH CALIFORNIA AND HAWAII

8. COMMUNITY EDUCATION AND DEVELOPMENT

40 members in California and Hawaii will reach over 50,000 community members and youth through community education and development to: increase knowledge on available resources, change social

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attitudes, and life skills, and improve both the social and physical environments. All community presentations will include a civic responsibility/volunteer recruitment component.

AmeriCorps advocates will provide a minimum of 150 media and public speaking presentations to diverse audiences including faith communities, schools, community events, environmental programs, and other venues. Outreach presentations are also used as an opportunity to educate the community about AmeriCorps and recruit community volunteers, especially students and boomers.

9. VOLUNTEER RECRUITMENT

ALL AmeriCorps members will assist in recruiting and mobilizing 350 new community volunteers, with a focus on reaching students and boomers. The goal is to recruit 350 community volunteers who will contribute a total of 35,000 hours.

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

CURRENT EFFORTS

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

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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 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

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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 -- AmeriCorps members have successfully enabled Interval House to expand violence prevention and intervention services into more communities, in additional languages, and for thousands more victims and at-risk populations. AmeriCorps members strengthen our organizational capacity to provide assistance 24/7.

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 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

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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 to 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 crisis intervention, peer and hotline counseling skills, and other clinical areas. In addition, AmeriCorps members participate in ongoing training related to citizenship & civic responsibility, disaster preparedness, public speaking skills, educational opportunities, mentoring, conflict resolution, public policy making, cultural diversity, public health and public safety.

All AmeriCorps members will be supervised directly at assigned program sites by qualified Interval 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, Interval House has never experienced any incidents or challenges with members regarding AmeriCorps prohibited service activities. We will continue to

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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 Education Awards program adds value to the Interval House program by:

1. Increasing the number of advocates within our program by 252 FTE AmeriCorps members to expand support to families affected by violence and poverty
2. Assisting an additional 12,000 victims and children through support services including: counseling, hotline, legal assistance, and emergency response.
3. Educating more than 50,000 additional community members on culturally appropriate issues surrounding violence, public safety, citizenship/community involvement, educational opportunities and economic self-sufficiency resources.

MEASURABLE OUTPUTS AND OUTCOMES

The Interval House AmeriCorps Program will address TWO PRIORITY AREAS: EDUCATION and OPPORTUNITY. We will utilize the Corporation's standardized NATIONAL PERFORMANCE

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MEASURES in both priority areas as well as measures tailored to Interval House activities, designed with the Corporation's Project Star.

As part of MENTORING program activities in the EDUCATION priority area, Interval House will measure the:

- Number of disadvantaged youth/mentor matches that are commenced by the AmeriCorps program (Measure #3 from the 2010 National Performance Measures)

- Number of disadvantaged youth/mentor matches that were sustained by the AmeriCorps program for at least the required time period (Measure #4)

As part of crisis intervention and life skills services in the OPPORTUNITY priority area, Interval House will measure the:

- Number of economically disadvantaged individuals, including homeless individuals, receiving housing placement services (Measure #5)

- Number of economically disadvantaged individuals, including homeless individuals, transitioned into safe, healthy, and affordable housing (Measure #11)

- Number of economically disadvantaged AmeriCorps members who are unemployed prior to their term of service (Measure #12)

- Number of economically disadvantaged AmeriCorps members that secure employment during their

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term of service or within one year after finishing AmeriCorps (Measure #15)

One specific ALIGNED MEASURE on Safety from Abuser that we will continue to track includes:

OUTPUT -- Number of victims of domestic violence and their children receiving domestic violence assistance

INTERMEDIATE OUTCOME -- Number of domestic violence victims increasing their knowledge of domestic violence and access to local resources.

END OUTCOME -- Number of victims of domestic violence and their children who are safer from their abuser.

TRACKING OUTPUTS AND OUTCOMES

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

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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 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

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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

- 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 that provides support for faith leaders and advocates wanting 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 Awards 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 AmeriCorps Ed Awards Program serves as a critical component of Interval House's mission to ensure safety and personal growth for underserved and at-risk communities, with a focus on prevention and intervention activities. Interval House's National Direct Recovery members have distinct roles, in that they are transitioning homeless individuals into affordable housing, providing

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shelter support services, increasing access to healthcare, and providing access to educational and economic self-sufficiency opportunities. While these are separate services, the two programs serve as an important bridge to unserved and underserved populations.

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 occurring by members within their States, submitted information requested on consultation forms, and sent copies of proposed applications. Interval House has always provided program updates and announcements are provided 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 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 GRADUATES who have

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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 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 Awards Programs since 1998, AmeriCorps National Direct since 2009, as well as the AmeriCorps Promise Fellows program from 2001-2004.

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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 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 each year since it began in 1998. We have SUCCESSFULLY ENROLLED 100% of MEMBER SLOTS received each and every year of program operation, as well as RETAINING 99% 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.

We have met and exceeded our Performance Measurement outcomes goals each year. During the past year:

- AmeriCorps members provided support services to 3,403 victims and children, exceeding goal by 113%.
- 93% of domestic violence victims served increased their knowledge about violence, level of emotional

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support, and access to local resources, exceeding goal by 127%.

- 84% of domestic violence victims and their children served reported increased safety from their abuser, exceeding goal by 168%
- AmeriCorps members recruited 363 new community volunteers, exceeding goal by 104%. These community volunteers contributed a total of 43,560 hours to assist with AmeriCorps service activities.

Additionally, AmeriCorps members exceeded goals for projected objectives and provided:

- Counseling for 1,733 victims and children, with 93% of clients demonstrating increased knowledge and safety planning.
- 24-Hour Crisis Hotline for 14,413 victims, with 95% of callers receiving emergency crisis counseling and increased access to resources.
- Legal Assistance on 924 cases, with 88% of clients successfully obtained appropriate protective orders and related court orders.
- Emergency Response and crisis intervention through local law enforcement agencies to 1,009 victims, with 94% of response victims receiving immediate assistance.
- Mentoring Services for 7,166 at-risk youth, providing caring mentors and identifying safe places.
- Violence Prevention and Community Education to 969,320 community members and youth, increasing knowledge of violence, changing social attitudes, teaching warning signals of abuse, and increasing knowledge on available resources
- Volunteer Recruitment of 363 new community volunteers who contributed 43,560 hours.

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

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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 252 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. 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

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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 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

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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 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

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service and transitioned into becoming community volunteers who participate in local multicultural support groups serving diverse at-risk populations. These AmeriCorps graduates 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 Governor's Awards, Three Presidential Awards, and the U.S. Department of Justice Award. Interval House staff have been recognized with numerous awards, including:

- 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.

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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 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.

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- 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.

SECURING MATCH RESOURCES

For the past 12 years, Interval House has raised private funds to cover all of the remaining costs involved with administering our AmeriCorps Ed Award 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

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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.

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.

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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, 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

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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.

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-

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digit unemployment, and the highest rate of public assistance among all the Hawaiian islands (University of Hawaii Center on the Family. Moloka'i 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%).

Budget/Cost Effectiveness

DIVERSE NON-FEDERAL SUPPORT

Since the Interval House AmeriCorps Education Awards Program was formalized in 1998, Interval House has primarily utilized diverse non-federal resources and private funds to implement and sustain the program. The corporation funds are the only federal funding source used for the AmeriCorps program, which accounts for only 32% of the total program cost. The majority 68% of the program budget are funded by non-federal public agencies, private, corporate and foundation resources, as well as leveraged funds through fundraising events and activities.

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, public sources and in-kind resources totaling over \$515,918.

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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-kind resources committed to our program include: pro bono attorneys, physicians, community volunteers, training speakers and workshops, and space valued at over \$431,300.

DECREASED RELIANCE ON FEDERAL SUPPORT

Over the past 30 years, Interval House has never relied heavily on federal support. Our Education Award program is a fixed award grant, as 68% of program costs are covered by Interval House. Our share of costs have exceeded program goals since the program started in 1998, without increasing any federal support.

Of our total organization budget, 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

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

BUDGET ADEQUACY

Interval House is requesting 252 FTE AmeriCorps Education Award members to expand our critically needed services in California and Hawaii. We are requesting \$201,600 from the Corporation, with the majority 68% of the program budget (over \$515,918) supported by non-federal funds secured by Interval House.

The proposed Education Awards Program budget includes all costs associated with member development, training, and supervision including staff salaries, travel, technical assistance and supplies 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 prevention activities to our low-income, isolated communities. As a result, Interval House will be able to expand

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safety and the critical resources underserved communities need to build become healthy, productive individuals.

Evaluation Summary or Plan

As an Education Award Program grantee, Interval House conducts an internal evaluation of the program, with outside evaluation consultants.

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 as well as observational data gathered by the evaluation team.

OUTCOME EVALUATION will document the effectiveness of the Interval House AmeriCorps members and volunteers providing services and answer questions regarding the effectiveness of the program and its ability to achieve stated objectives. The outcome evaluation will focus on measuring the extent to which the program has had an impact on victims and the community.

MEASUREMENT INSTRUMENTS will be developed by the Evaluation staff in conjunction with Interval House staff. Meetings will be held with Interval House staff to determine the attitudes and perceptions they want to measure, as well as specific knowledge about violence to be assessed. This will be conducted and managed by the Project staff and evaluation team.

DATA ANALYSIS methods will be used and will include but not be limited to descriptive statistics (frequencies, correlations), T-tests and analyses of variance where appropriate. All results will be compiled in a report that will be distributed to the program staff.

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Amendment Justification

N/A

Clarification Summary

FY 2011 (CONTINUATION GRANT) CLARIFICATION

CLARIFICATION REGARDING 2009 MEMBERS BEING EXITED AND THEN RE-ENROLLED:

Interval House's recruitment policies and procedures require prospective members to complete a Prospective Member Orientation prior to enrollment. This Orientation is very important to helping interested individuals learn about our programs and be able to make a better determination as to whether the program is right for them. This is a chance to ask questions, talk about member activities, meet our program people, etc. After interested members complete the Prospective Member Orientation, they are enrolled and begin service. This orientation usually occurs during the last Saturday of the month.

In this particular case, the new members had not completed the Prospective Member Orientation and were accidentally enrolled prior to their actual start of service. When we caught this error, we exited the members as a result. We decided to initially exit the members because we did not expect to hold another Prospective Member Orientation until the end of the month, as scheduled; however, we decided to hold an earlier orientation to accommodate the new members. Upon completion of the Prospective Member Orientation, the members were re-enrolled.

These individuals were NOT already serving an AmeriCorps term of service and then were re-enrolled. Further, no AmeriCorps hours are counted prior to the first day of service, as documented by timesheets.

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Our timeline for enrollment is outlined below:

Application: Applications are accepted and reviewed on an on-going basis.

Selection: Those applications that are received after the 1st of the month are reviewed that month, and new members are selected within the month so that they may attend the Prospective Member Orientation, which typically occurs during the last Saturday of the month.

Prospective Member Orientation: This usually occurs during the last Saturday of the month, and covers the history and purpose of AmeriCorps, Interval House, and program requirements. The Orientation occurs before enrollment because we want to ensure that prospective members to fully understand the programs and what is required of them. It provides them with another opportunity, prior to enrollment, to decide if the program is a fit for them.

Enrollment: New members are typically enrolled on the 1st of every month, after they have completed the Orientation.

New Member Training: Training occurs on an ongoing basis, and begins immediately after enrollment.

Service: Members begin service after they have been enrolled, which is usually after the 1st of the month.

Exit: Members are exited after completion of their agreed upon term of service, and within the required 30 days after the end of their term of service.

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CLARIFICATION ON INSTRUMENTS FOR INTERMEDIATE OUTCOME:

Outcomes are documented on client Exit Forms upon program completion and compared to baseline Intake information to assess increases in income, advancement with education or training, housing stability, and safety planning. This has been revised in the Performance Measures.

CLARIFICATION ON CRIMINAL HISTORY & FBI CHECKS:

Interval House WILL perform an FBI fingerprint check in addition to the state criminal history check and the NSOPR check on all AmeriCorps members and employees in accordance with the requirements set out by the Corporation. All Interval House policies will also be updated to reflect this new requirement.

FY 2010 CLARIFICATION:

1. 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

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lead to morale problems by enrolling members who are completely aware and interested in the program 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 (see additional description of parenting at the end of section 1)
- * Creating Caring Learning Environments
- * Mentoring
- * Community Education & Development

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

Clarification about Parenting:

AmeriCorps members will be conducting parent education activities and outreach, facilitating ongoing

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workshops for parents, and providing parent support services on the following topics:

- Academic and personal development of children
- Exploring and learning activities for children
- Understanding State Educational Standards
- Parent education tools
- Expectations, goals, and monitoring children's progress
- Parent involvement and community participation
- Resources

2. All AmeriCorps members will be supervised directly at assigned program sites by Interval House advocates and on-site supervisors. Weekly Case Review meetings will be facilitated by Clinical Directors and consultants with staff, AmeriCorps members, and clinical interns to review and assess clients, program activities or processes. If issues should arise that can not be solved through teamwork or onsite supervisors at individual sites, the Program Director, Executive Director, and Board of Directors will be available to analyze and evaluate the situation.

Formal member satisfaction and placement evaluations are conducted at the end of initial training, 3 months, 6 months, and at the end of the service. Interviews and questionnaires assist Interval House to determine interest areas, appropriate skill levels, and feedback from members on their placement. As Interval House is an Education Awards only program, we have a long history of relationships with local businesses and community supporters who provide fun incentives for AmeriCorps members (gift certificates, raffle prizes, gift bags, entertainment tickets, etc.) for different events, activities, and holidays. The average incentive value is \$25 per member. THESE INCENTIVES WOULD NEVER EXCEED THE MAXIMUM LIVING ALLOWANCE ALLOWED. Members are also rewarded for

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outstanding service through internal recognition programs designed to highlight staff, AmeriCorps members, and volunteers who go above and beyond their commitment or service.

3. Interval House AmeriCorps members receive a minimum state certified 40-hour domestic violence counselor training prior to starting direct services to victims and children. This critical training covers crisis intervention, peer counseling techniques, hotline counseling skills, working with victims of abuse and trauma, and other clinical areas. The training is divided into 7 topics: 1) Overview of Domestic Violence; 2) History of Domestic Violence & Societal Attitudes; 3) Legal Issues; 4) Housing, Financial, and Health Assistance; 5) Peer Counseling & Crisis Intervention; 6) Children & Youth; and 7) Cultural Competency.

In addition, specific training on service areas and ongoing trainings are provided and integral to the success of the member's service. For example with peer group counseling, AmeriCorps members are trained on conducting the 10-week domestic violence education group curriculum (which is provided in multiple languages). Members are trained on group curriculum content, practice discussion and counseling skills, and on co-facilitating groups. Different curriculums exist for children's groups based on age including "Cocoon Time", Art Therapy, Teens Talk, and Kid's DV Education.

Other highly skilled services such as legal assistance and emergency response include the same level of front-end and ongoing training. AmeriCorps members assist to conduct legal education clinics throughout the community, using a specialized clinic manual developed by staff attorneys and legal advocates. AmeriCorps members are again trained on content, group skills, and linking clients to staff resources for continued support.

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Members are also trained on chart documentation and referrals for other issues that may arise in group. AmeriCorps members will also participate in specialized conferences and trainings related to issues in their service field.

4. 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.

5. Interval House believes in continually providing training and support to increase the capacity for an individual to assist others. In addition to a 40 hour mandated state certified domestic violence training and many other specialized trainings surrounding diverse domestic violence issues, AmeriCorps members will be trained on citizenship & civic responsibility, disaster preparedness, public speaking skills, mentoring, conflict resolution, cultural diversity, public health, and public safety.

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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.

6. Interval House requires all prospective AmeriCorps 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 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 Measurement Clarification:

After comprehensive assessment and review, Interval House has decided to OPT OUT of the National Performance Measures Pilot to more accurately measure the impact of our AmeriCorps member service activities. Interval House has re-entered our performance measures using applicant-determined aligned measures to capture our primary service activities in the Opportunity Priority Area.

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Continuation Changes

PERFORMANCE MEASURES:

Interval House would like to clarify that, while we have opted out of the National Performance Measures Pilot and we are using applicant-determined measures to capture our primary service activities, we ARE addressing the Opportunity Priority Focus Area.

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 Education Award Program was 98.3%.

(Note: While the Retention Rate Calculation report in the Portal shows our retention rate as 86.9%, this was based on the calculation that 38 of the 288 slots filled were exited without an education award. However, 31 of the 38 members exited without an award were subsequently re-enrolled in the Education Award program and are currently on track to fulfill their term of service. Moreover, 2 of the 38 members exited without an award were exited from the Education Award program, but were then enrolled into another Interval House AmeriCorps program. Thus, Interval House's actual retention rate for the 2009-2010 year was 98.3%.)

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

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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 - Rural
- Geographic Focus - Urban
- Encore Program

Priority Areas

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

Grand Total of all MSYs entered for all Priority Areas 252

Service Categories

- Health and Mental Health Crisis Intervention Primary Secondary
- Family Violence Primary Secondary

Life Skills

Service Category: Health and Mental Health Crisis Intervention

Measure Category: Not Applicable

Strategy to Achieve Results

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

Members will provide 24-hour crisis hotlines, counseling, legal assistance, emergency response, parenting education and training, mentoring, and community education and development, as well as foster caring learning environments for disadvantaged individuals and victims of domestic violence to establish life skills and independence.

Result

Result: Intermediate Outcome

Victims of domestic violence and disadvantaged individuals will increase their knowledge and skills on establishing life skills and independence.

Indicator: beneficiaries

Target: Number of victims of domestic violence and disadvantaged individuals who will increase their knowledge and skills on establishing life skills and independence.

10800

Result: Intermediate Outcome

Target Value:

Instruments: Outcomes are documented on client Exit Forms upon program completion and compared to baseline Intake information to assess increases in income, advancement with education or training, housing stability, and safety planning.

PM Statement: 10,800 victims of domestic violence and disadvantaged individuals will increase their knowledge and skills on establishing life skills and independence.

Prev. Yrs. Data

Result: Output

Victims of domestic violence and disadvantaged individuals will receive support services and education to establish life skills and independence.

Indicator: beneficiaries

Target: Number of victims of domestic violence and disadvantaged individuals who will receive support services and education to establish life skills and independence.

Target Value: 12000

Instruments: Hotline logs, progress notes, group reports, and activity logs

PM Statement: 12,000 victims of domestic violence and disadvantaged individuals will receive support services and education to establish life skills and independence.

Prev. Yrs. Data

Required Documents

Document Name

Status

Evaluation

Not Applicable

Labor Union Concurrence

Not Applicable