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**NationalService.gov**

December 19, 2017

Mr. Joseph Farrone  
Assistant Director of Operations  
RSVP Experience Works Headquarters  
4401 Wilson Blvd.-Suite 110  
Arlington, VA 22203

**RE: RSVP Experience Works-15SRSFL018**

Dear Mr. Farrone:

Thank you for the documents emailed to us by Andrea Taylor on November 20, 2017 to respond to compliance issues identified during the RSVP Compliance Monitoring visit conducted on August 4, 2017.

The purpose of this letter is to address your RSVP compliance monitoring responses and evaluate the corrective actions that you have implemented since the last correspondence.

**SECTION A. PROGRAM REQUIREMENTS/COMPLIANCE**

**Sponsor and Advisory Council /Community Participation**

**A.4 (a) Annual Project Assessment**

RSVP regulation 45 CFR §2553.25(g) requires sponsors to annually assess the accomplishments and impact of the project on the identified needs of the client population of the community. During the monitoring visit, documents to demonstrate that an annual assessment had been conducted were not presented. For example, as a project that is focused on Healthy Futures, a strong assessment could focus on the effect of volunteers on improving food security of residents in served communities. This could easily be achieved by surveying/interviewing a sampling of volunteer coordinators. Many RSVP sponsors have the Advisory Council assist with this requirement.

*To resolve this finding, please develop a process for conducting annual assessments and provide a summary of the process in your response.*

**Nov 20, 2017 Corrective Action:** Thank you for your response. It is noted that the response included a general assessment that provided data on the overall project statistics and quantitative information on the project. *No additional response to this item is required.*

#### **A.4 (b) Annual Assessment for Safety of Volunteers**

Per RSVP regulation 45 CFR §2553.23(c), sponsors are required to conduct an annual assessment of volunteers placements to ensure safety of volunteers. In examining volunteer station files, of 29 station files reviewed, 23 stations lacked adequate documentation provided that verifies safety assessments of all volunteer stations are being conducted annually.

*To resolve this finding, please assure the required safety assessment of all volunteer placements, with documentation of name of station and dates that the assessments were completed.*

**Nov. 20, 2017 Corrective Action:** Thank you for your response in which all stations have been documented as completing the annual volunteer assessment. Please note that this is an annual requirement. *No additional response to this item is required*

### **SECTION B: PERFORMANCE MEASUREMENT AND LEGAL VERIFICATION;**

#### **B.2 National Performance Measures**

RSVP Regulations 45 CFR §2553.71(b) states that the Notice of Grant Award will document the sponsor's commitment to fulfill specific programming objectives. The objectives include accountability for actual performance against specific targets. During the monitoring visit, RSVP Experience Works-Alachua did not provide data collection tools for its Healthy Futures work plans. In addition, there appeared to be no indication that a documented and detailed system is in place to assure consistency in data collection.

Please provide specific data collection/measurement tools for each of your performance measure work plans. Please see Appendix B of the Senior Corps National Performance Measure for suggestions/requirements related to documenting your specific Healthy Future performance measure results. Please provide data collection tools that support information included in your RSVP progress reports.

*To resolve this finding, please submit the data collection/measurement tools used to gauge results against all performance measures for the period. Each tool should correspond to the tool referenced in your application work plan, result in valid data for the associated outputs and/or outcomes, and specify when, how and by whom the data will be collected.*

**Nov, 20, 2017 Corrective Action:** Thank you for providing your data collection policy and the instruments that have being used to compile and report performance measure results. It is noted that you did document your results. To facilitate accurate performance measure reporting, it is recommended that you utilize approved methods and Healthy Future data collection instruments

as shown in Appendix B. It is also recommended that you train your sites on a standard data collection methodology so that your results can be verified for accuracy. *No additional response is required.*

#### **B.4 Accessibility Self Evaluation**

Per RSVP regulation 45 CFR §1232.7(c), Grantees are required to conduct an accessibility self-evaluation in order to comply with the “Nondiscrimination on Basis of Handicap in Programs Receiving Federal Financial Assistance”, including an evaluation of all RSVP stations. In volunteer station files examined, 12 stations did not include documentation that an evaluation had been completed. Please take steps to develop a schedule and conduct the accessibility evaluation of all volunteer stations.

Nov. 20, 2017 Corrective Action: Thank you for your response in which all stations have been documented as completing the accessibility self-evaluation. Please note that this is an annual requirement. *No additional response to this item is required*

#### **CONCLUSION/SUMMARY**

With your November 20, 2017 response, the compliance issues identified during the August 2017 monitoring have been addressed. You will want to incorporate the corrective actions as part of your policies and procedures to ensure that the lessons learned become part of standing program operations.

Thanks again for the time and courtesy extended during the visit. If you have any questions about this report, please do not hesitate to contact me. I can be reached by telephone at 407-587-2978 or by email, [Rjohnson@cns.gov](mailto:Rjohnson@cns.gov)

Sincerely,

**Renee F. Johnson**

CNCS Florida State Program Officer

cc: B. Louis, FL State Office Director  
A.Lunningham, FL State Program Officer  
Y. Walker, FFMC Grants Officer  
A. Taylor, RSVP Project Director