

#11

MAY 23 2013



Chandler • Arizona
Where Values Make The Difference

Memorandum

Memo: MC13-019

DATE: May 14, 2013

TO: MAYOR AND CITY COUNCIL

FROM: DAVE BIGOS, MAYOR AND COUNCIL ASSISTANT *DB*

THRU: RICH DLUGAS, CITY MANAGER *RD*
NACHIE MARQUEZ, COMMUNICATIONS & PUBLIC AFFAIRS DIR. *NM*

SUBJECT: Resolution No. 4690

RECOMMENDATION:

Request approval of Resolution No. 4690 authorizing the submittal of a \$40,000.00 Pass-Through Indian Gaming Grant application from About Care to the Gila River Indian Community.

BACKGROUND/DISCUSSION:

The grant funding sought by About Care is intended to provide equipment needed to fund transportation services for homebound elderly and disabled residents of Chandler. The attached Tribal application provides a detailed account of the request.

PROPOSED MOTION:

Move to approve Resolution No. 4690 authorizing the submittal of a \$40,000.00 Grant application from About Care to the Gila River Indian Community.

Attachments:

Resolution 4690

City Application

Tribal Application and/or Related Documentation on behalf of About Care

RESOLUTION NO. 4690

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CHANDLER, ARIZONA, AUTHORIZING THE MAYOR TO SUBMIT AN APPLICATION FOR AN INDIAN GAMING REVENUE SHARING GRANT TO GILA RIVER INDIAN COMMUNITY ON BEHALF OF ABOUT CARE IN THE AMOUNT OF \$40,000.00.

WHEREAS, pursuant to A.R.S. § 5-601.02, Indian tribes entering into a tribal-state gaming compact shall contribute monies to “. . . cities, towns and counties . . . for government services that benefit the general public, including public safety, mitigation of impacts of gaming, and promotion of commerce and economic development”; and

WHEREAS, those Indian tribes entering into a tribal-state gaming compact have various grant application procedures for evaluating which cities, towns and counties, and which government services, will receive gaming revenue sharing contributions pursuant to A.R.S. § 5-601.02; and

WHEREAS, it has become a relatively common practice for cities to authorize the submission of grant applications for such Indian gaming revenue sharing grants on behalf of 501(c)(3) nonprofit organizations that are deemed to be providing government related services that benefit the general public; and

WHEREAS, About Care, a 501(c)(3) nonprofit organization, has requested that the City authorize the submission of an application for such Indian gaming revenue sharing grant funding to Gila River Indian Community on its behalf in the amount of \$40,000.00; and

WHEREAS, the deadline for accepting applications for grant funding by Gila River Indian Community is June 7, 2013; and

WHEREAS, the funding sought by About Care is intended to provide transportation services for homebound elderly and disabled residents of Chandler; and

WHEREAS, the City Manager’s Office has reviewed the application materials prepared by About Care and believes that the funding request described in such application materials qualifies as being for government related services that benefit the general public and is consistent with the City’s Administrative Regulation regarding such grant applications.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Chandler, Arizona, that:

1. About Care is hereby authorized to submit the application materials prepared by About Care that are attached hereto, together with this Resolution, to Gila River Indian Community.

2. The Mayor is hereby authorized to execute the application, in the form attached hereto, in conjunction with the grant application to be submitted to Gila River Indian Community on behalf of About Care.

3. Within ten (10) days of the City's receipt of any grant funds from Gila River Indian Community pursuant to a grant application submitted on behalf of About Care, City staff is directed to mail a check to About Care covering one hundred percent (100%) of the funds received by the City from Gila River Indian Community pursuant to such application.

4. The City, by virtue of this Resolution, is simply acting as a financial conduit between the Gila River Indian Community and About Care, and is in no way:

(a) Agreeing or obligating itself to monitor or report on the expenditure of any grant funding distributed to or on behalf of About Care; or

(b) Guaranteeing or warranting the accuracy, completeness or truthfulness of the information set forth in the application materials prepared by About Care; or

(c) Supervising, or taking any responsibility regarding, the actions or activities undertaken by About Care; or

(d) Representing that About Care, either has, or does not have, other sources of funding relating to the intended use of grant funding set forth in this Resolution, including funding from grant applications made on behalf of About Care, to other Indian tribes.

PASSED AND ADOPTED by the City Council of the City of Chandler, Arizona, this ____ day of _____, 2013.

ATTEST:

CITY CLERK
APPROVED AS TO FORM:

MAYOR

CITY ATTORNEY (2/3)

CERTIFICATION

I HEREBY CERTIFY that the above and foregoing Resolution No. 4690 was duly passed and adopted by the City Council of the City of Chandler, Arizona, at a regular meeting held on the ____ day of _____, 2013, and that a quorum was present thereat.

CITY CLERK



A non-profit Corporation

*Nancy Norman, Chair
Ann Marie McArthur, Executive Director*

April 2, 2013

Attn: Dave Bigos
Mayor and City Council Office
City of Chandler
Fifth Floor 175 South Arizona Ave.
Chandler AZ 85225

RE: Indian Gaming Revenue Sharing – Pass Through Grants Application

Dear Mr. Bigos:

Enclosed please find the Pass Through Grants Application and Gila River Indian Community Grant Application. It is my understanding that the City of Chandler needs one application and the Gila River Indian Community needs 7 copies.

As you know, About Care is a non-profit organization based in Chandler. About Care is a 501(c) (3) non-profit organization.

Thank you for your assistance in this matter. Please feel free to contact me if you need any further information.

Sincerely,

Ann Marie McArthur
Executive Director

Enclosures

P.O. Box 3278 • Chandler, AZ • 85244-3278 • Bus (480) 802-2331 • Fax (480) 895-3562

About Care is a 501(C) (3) not for profit organization. Donations are Tax Deductible (Tax ID #34-2047687). About Care qualifies as an Arizona State Charitable Tax Credit Organization and is listed with the Secretary of State's office. Individuals may deduct \$200.00 and married couples may deduct \$400.00 from their Arizona State Income Tax owed at the end of the year. If you do not owe anything, you will receive a check from the State for the amount of your deduction. Website: www.aboutcare.org

PRELIMINARY INFORMATION REGARDING REQUEST
THAT THE CITY OF CHANDLER PASS-THROUGH AN
APPLICATION FOR AN INDIAN GAMING REVENUE
SHARING GRANT ON BEHALF OF NON-PROFIT
ORGANIZATION

1. Requestor Name: About Care
2. Address: P.O. Box 3278, Chandler AZ 85244
3. Contact Person and Contact Information: Ann Marie McArthur
amcarthur@aboutcare.org, 480-502-2331
P.O. Box 3278, Chandler AZ 85244
4. Date of obtaining 501(c)(3) non-profit organizational status and verification of such status at time of the request. June 2006
5. Describe the nexus between Requestor and the City of Chandler and its residents. About Care provides free support services to the elderly & disabled in Chandler. About Care provides transportation to medical appointments, shopping & errands & social activities.
6. Specifically, but concisely, describe how the grant funding sought by Requestor will be utilized (please do not just refer to general description included in the application materials). Funds will be used to coordinate transportation services for the homebound elderly & disabled homebound residents of Chandler.
7. Describe how the use for which funding is sought will provide "government (related) services that benefit the general public, including public safety, mitigation of impact of gaming and promotion of commerce and economic development". (See A.R.S. § 5-601.02(H)(4)). In a recent Chandler Ordinance, About Care was recognized by name as one of only 3 organizations making a difference in the elderly population of Chandler. About Care helps meet basic needs of the elderly & disabled through its volunteer transportation program.
8. Describe how the use for which funding is sought will benefit Chandler residents as a whole rather than simply benefiting a particular individual, entity or class of individuals. Funding would enable elderly & disabled homebound residents meet basic needs & remain in their own homes with dignity and an improved quality of life. It will also provide opportunities for volunteers but make a difference in a way that is meaningful to them and good for community.

9. Verify that no portion of the funding sought will be used to in any way promote or teach any religious or political viewpoint or cause. LM (initial)

10. Identify the Tribe that Requestor wishes the City to submit application materials on Requestor's behalf, and the deadline for such application submittal. Yila River Indian Community June 7, 2013

11. Identify any application for Indian gaming revenue sharing grant submitted on Requestor's behalf by another city, town or county, and the amount of funding sought. N/A

12. Attach to the request all information that is to be submitted to the Tribe on Requestor's behalf.

13. Agree that, to the fullest extent permitted by law, Requestor shall defend, indemnify and hold harmless the City of Chandler, its Mayor and Council, officials, officers and employees from and against all losses, claims, suits, actions, payments and judgments, demands, expenses, damages, including consequential damages and loss of productivity, attorney's fees, defense costs or actions of any kind and nature relating to, arising out of, or alleged to have resulted from the City of Chandler's processing or consideration of this request to pass through an application for an Indian gaming revenue sharing grant on behalf of Requestor, or in passing through any grant funds awarded pursuant to such application.

LM (initial)
Ann Marie McArthur

By signing below, Ann Marie McArthur (name), asserts that he or she has the authority to execute the application on behalf of Requestor, has read, understands and agrees to be bound by Sections 9 and 13 of this application, and otherwise certifies that the information provided herein is believed to be true and correct.

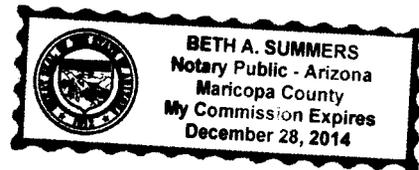
Ann Marie McArthur
 (Signature)
Ann Marie McArthur
 (Print)
Executive Director
 (Title)
2/25/2013
 (Date)

STATE OF ARIZONA)
)ss
County of Maricopa)

SUBSCRIBED AND SWORN to before me this 25th day of February
2013 by Beth Summers
And Marie McArthur

Beth Summers
Notary Public

My Commission Expires:
December 28, 2014





Gila River Indian Community Grant Application

Municipality Information

Date of Application: March 7, 2013

Name of City, Town or County: Chandler

Mayor or Board of Supervisor's Chairman: Mayor Jay Tibshraeny

Mailing Address: P.O. Box 4008

City: Chandler State: AZ Zip Code: 85225

Department/Non-Profit Information

Department or Organization Name: About Care

Mailing Address: P.O. Box 3278 City: Chandler State: AZ Zip Code: 85244

Contact Person*: Ann Marie McArthur Title: Executive Director

Phone Number: 480-802-2331 E-mail Address: amcarthur@aboutcare.org

*The individual listed here will be our direct point of contact for grant-related questions or requests for information. Duplicates of all grant correspondence will be sent to the contact person.

Grant Information

Program or Project Name: Transportation for the Homebound Elderly and Disabled

Purpose of Grant: Support our Transportation Program to meet basic needs.

Beginning and ending dates of Program or Project: 10/1/2013 to 9/30/2014

Amount Requested: \$40,000.00 Total Project Cost: \$197,600.00

Multi-year Request - If checked, # of years requested: Amount/year:

Priority Funding Area:

Economic Development Education Healthcare Public Safety Transportation

Geographic Area Served: Chandler and Gilbert AZ

Signature:

Mayor OR Chairman BOS: _____ Date: _____

Typed Name and Title:



Gila River Indian Community Grant Application

Application Format (outline)

Please structure your proposal to provide the following information in the order indicated. Use the headings and subheadings provided. Then, in your own words, address the questions and issues posed in the outline. The questions reflect the general interests and concerns of the Gila River Indian Community, but are not intended to be conclusive. Additional information pertinent to your project should be included. Please be thorough yet strive for brevity. Please submit one original and five copies of your completed grant application, including attachments

A. NARRATIVE

1. Purpose of Grant

- a) Describe the proposed program or project
- b) Describe how the proposed program or project satisfies one or more of the “priority areas” identified by the Gila River Indian Community.
- c) Identify the needs/problems to be addressed, target population and number of people to be served by the project.
- d) Describe the project goals and objectives, and your plan to meet them.
- e) Define the project as a new or continuing program.
- f) Identify other organizations, partners or funders participating in the project and their roles (see attachments section).
- g) Indicate any application to and/or awards made by a Tribe other than the Gila River Indian Community for state shared revenues for this and/or any other projects/programs.
- h) Provide a timetable for implementation.
- i) Identify long-term funding resources or project sustainability.

2. Reports

- Describe your plan to document progress and results. Interim and final reports will be required for every grant awarded.

B. ATTACHMENTS

Required Attachments:

1. A resolution from the applicable governing body in support of the proposed project (eligible City, Town or County).
2. A proposed budget for the program or project.
3. List of other funders, potential funders and amounts committed or requested in support of the proposed project.

Optional Attachments:

1. Letters of support (optional) that substantiate need for the project and collaboration with other organizations.



Gila River Indian Community Grant Application

Budget

An accurate, detailed budget for proposed projects is a primary requirement of this grant application. This portion of your proposal should break down the total budget into specific items for your project. Please include a narrative description explaining any unusual budget items. "In-Kind" expenses and donations, grants or matching funds should also be spelled out. Please include the following information in your budget. You may use this or a similar format.

A. BUDGET PERIOD (e.g. 1/ 1/ 20XX to 12/31/20XX):

11/1/2013 to 10/31/2014

B. EXPENSES

*Please itemize expenses that are applicable to your program or project. **Please note:** Columns will not total automatically if a currency field is left blank.*

<i>Proposed Budget (list each budget item)</i>	<i>Amount Requested from GRIC</i>	<i>Amount secured from other Fundors</i>	<i>In Kind Expense</i>	<i>Total Budget</i>
<i>Personnel</i>	\$25,000.00	\$75,000.00	\$0.00	\$100,000.00
<i>Outside Services</i>	\$6,000.00	\$24,000.00	\$0.00	\$30,000.00
<i>Business Development</i>	\$1,000.00	\$4,000.00	\$0.00	\$5,000.00
<i>Golf Tournament</i>	\$0.00	\$6,500.00	\$0.00	\$6,500.00
<i>Volunteer Recognition</i>	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00
<i>Seminars/Training</i>	\$2,000.00	\$5,000.00	\$0.00	\$7,000.00
<i>Mileage</i>	\$1,000.00	\$6,500.00	\$0.00	\$7,500.00
<i>Printing</i>	\$1,000.00	\$4,000.00	\$0.00	\$5,000.00
<i>Insurance</i>	\$1,000.00	\$8,000.00	\$0.00	\$9,000.00
<i>Phone</i>	\$0.00	\$4,000.00	\$0.00	\$4,000.00
<i>Office Supplies</i>	\$0.00	\$3,000.00	\$0.00	\$3,000.00
<i>Payroll Service</i>	\$0.00	\$600.00	\$0.00	\$600.00
<i>Accounting Fees</i>	\$0.00	\$3,500.00	\$0.00	\$3,500.00
<i>Postage</i>	\$0.00	\$3,000.00	\$0.00	\$3,000.00
<i>Computer</i>	\$2,000.00	\$8,000.00	\$0.00	\$10,000.00
<i>Bank Fees</i>	\$0.00	\$500.00	\$0.00	\$500.00
<i>Dues and Sub</i>	\$0.00	\$500.00	\$0.00	\$500.00
<i>Legal</i>	\$0.00	\$1,500.00	\$0.00	\$1,500.00
	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00



Gila River Indian Community Grant Application

<i>Total Budget</i>	\$40,000.00	\$158,600.00	\$0.00	\$197,600.00
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Gila River Indian Community Grant Application

C. BUDGET DETAIL, IF APPLICABLE (Narrative description of unusual budget items, in-kind expenses, donations, etc.)

This grant request is for an expansion of all programs in order to meet the basic needs of the homebound elderly and disabled. About Care provides transportation services to meet these needs: for medical appointments, shopping and errands and social activities.

This grant would allow 2 part-time employees to become full-time employees. It would also create an on-line mapping program for scheduling of services. This mapping program would require training and equipment.

Potential Funders: City of Chandler (\$44,000), Town of Gilbert (\$30,000), Virginia G. Piper Foundation (committed \$45,000), Bridges to Hope (\$100,000)

Gila River Indian Community Grant Application
2013 About Care
Transportation for the Homebound Elderly and Disabled

About Care is honored to provide information for a possible grant for \$40,000 to support About Care's transportation programs and expand our services to meet the basic needs of the elderly and disabled. This is an opportunity to have a committed and strategic partner with the Gila River Indian Community to expand services in our Community Outreach, Volunteer Management and Computer Assistance Programs. These programs will recruit, train, and maintain a family of volunteers to provide quality services to our homebound neighbors and provide the foundation for the development of a support network in the communities of Chandler and Gilbert.

About Care's Mission is: "Delivering caring, compassionate support services using trained volunteers with special concern for the elderly and disabled homebound residents of Chandler and Gilbert". Our goal is: "To allow our clients to remain in their homes, live with self-respect and dignity while encouraging independence."

About Care promotes health & well being through a broad range of services to the homebound elderly and disabled who need assistance. We currently number 130 trained volunteers that provide a variety of services, but typically, transportation services for medical appointments to residents of Chandler and Gilbert. These residents are primarily economically disadvantaged elderly women. At least 92% of the residents we serve have a disability. About Care currently had 351 clients, 277 (80%) of which are women. 273 are over the age of 65 and 49 are over the age of 90!

About Care serves the homebound elderly and disabled by recruiting, training and supporting volunteers to provide the following free support services: transportation, shopping and errands, reassurance phone calls, friendly visiting, minor home repairs, business help, computer assistance, information & referral and respite for caregivers. About Care will complete its seventh year of operation in June 2013.

The Volunteer Management Program and Community Outreach Programs would include, not only the hiring of full-time managers (currently filled by part-time employees), but increase programs for the volunteers: recruitment throughout the community, background checks including fingerprinting, identification badges with pictures and certification of training as a volunteer. It will also provide ongoing training throughout the year for all volunteers, information related to elder issues, recognition events, volunteer computer programs allowing for on-line scheduling of volunteer opportunities and on-line reporting of volunteer's mileage, hours and services.

We are proposing expanding these programs with a focus on expanding services and strengthening community partnerships and collaborations, in order to enhance the delivery of caring, compassionate volunteer services to meet the basic needs of elderly and disabled adult homebound residents of Chandler and Gilbert, AZ. Recent economic conditions have increased the need for human services in the Valley. About Care plays an important role in meeting these essential needs.

Due to the increase in requests for services, About Care has expanded its services to seven days a week and need to recruit and train volunteers to fill those services. Through the eyes of our volunteers, we also see the need to expand our services to meet other basic needs through service

oriented projects: such as improved hygiene, healthy food and exercise, improved living conditions and maintenance of facilities.

Who we are: About Care Founders, Barbara and Buzz Bradley received About Care's 501(c) (3) tax exempt status from the IRS in June 2006 (EIN 34-2047687). Barbara Bradley had been the Executive Director of Neighbors Who Care before creating About Care.

The program model About Care uses is based on a proven model developed in partnership with the Robert Wood Johnson's Faith in Action program. Agencies implementing this model have demonstrated that trained volunteers with a special concern for the frail elderly, physically challenged and chronically ill homebound can be cost effectively mobilized to deliver free support services such as transportation, friendly visiting, minor repairs, etc. With this support, people can avoid having to exercise long term care options much longer and remain independent in their own homes, with an improved quality of life.

About Care has enhanced this basic model with its strength-based, holistic community building approach. About Care enters the lives of those it serves at a time of change. It provides opportunities for its volunteers to focus outside themselves and find meaning in helping others who have suffered the loss of their health, driving privilege, a spouse, etc. Volunteers focus on the abilities and strengths of the clients we serve, and then do "little things with great love" to provide the encouragement and support people need to be able to do what they thought was no longer possible for them. Volunteer training emphasizes that About Care's purpose is to create self confidence and independence.

What do we want to change: In a recent Needs Assessment, completed by an independent consulting firm for the City of Chandler, About Care was recognized by name as one of only two organizations in the assessment summary that are making a difference in the lives of the elder communities they served. This is evident as our number of requests for new clients has increased, with an average of 5 new client intakes a week and providing over 100 services per week!

As the cost of long term care continues to skyrocket, and the baby boom generation begins to retire, About Care is able to bring to homebound residents of Chandler and Gilbert a cost effective, proven model that enables people to avoid expensive long term care as long as possible while improving their quality of life, and maintaining their independence and dignity. About Care is about creating community among its Board, volunteers, staff, homebound residents and Chandler and Gilbert community partners in which everyone involved both gives and receives.

The goals and activities that the Volunteer Management and Community Outreach Programs will address through this funding are based on a recent Needs Assessment Report titled *City of Chandler Human Services—A Look to the Future, December 2007*, prepared by The Williams Institute for Chandler's Community Development Division and the Housing and Human Services Commission. Although the report is specific to Chandler, in 2008, About Care expanded its service area to include the Town of Gilbert that borders Chandler on the east.

The Needs Assessment research methodology consisted of a community wide survey and focus groups that included 66 provider participants, 162 service recipients and concerned citizens, and personnel from the Chandler Nonprofit Coalition (CNPC) and City of Chandler Planning Department. The elderly was one of six population groups whose needs were included in the assessment. It should be noted that in the assessment summary, About Care was recognized by

name as one of only two organizations that are making a difference in the lives of the elder communities they serve.

The focus group discussions identified a helpful distinction in the identification of different *types* of resources to the elderly/senior population group. A gap exists in adequately providing sufficient transportation options that provide “door through door” services (help getting out the door, into a vehicle, through the door for an appointment and back into the house after a treatment). Challenges were identified related to resources. The report states “The important observation about several of the gaps for the elderly is the recognition that a strong volunteer corps could help to alleviate several of these needs, but what is the best way to mobilize and organize volunteers? A large number of survey respondents indicated that they are “concerned citizens” but are not currently volunteering for any human services agency.

However, another less tangible need is to provide our elders with the information they need to access existing resources and to remove the reluctance to ask for help...the sense of shame or embarrassment. Where can information about resources be made available in an accessible and caring environment?”

Overall, the analysis provided a prioritized list of community goals. Those goals for the elderly population include

- Door through door services for health care and basic needs
- Increased transportation options for medical appointments, pharmacy needs and groceries
- Reduction in confusion about service boundaries associated with individual providers
- Resource sharing
- Improved quality of life
- Volunteer options: Create venues for volunteers (including the elderly) to meet the needs of this population group
- Companionship and reassurance calls, especially for the homebound
- Transportation for elderly neighbors

What are we proposing to do?

I. Continue to strengthen and nurture existing partnerships and add new community partners with a shared passion for About Care’s mission to help the elderly and disabled homebound and encourage volunteerism.

A. Continue to explore, develop and strengthen mutually beneficial relationships with our 25 existing partners and develop 10 new partnerships to strengthen the volunteer feeder network, especially in Chandler.

1. Establish relationships between About Care and employers, e.g., in the airline, technology, healthcare industries, etc. Work with Human Resource Departments of partner businesses to develop programs/materials in which businesses promote About Care as:
 - A volunteer opportunity for employees and/or members of their families (e.g., stay-at-home parents) to serve their community and enjoy the satisfaction of making a difference as a member of About Care’s volunteer family;

- A support for their employees who have family members that would benefit from About Care's services;
 - An opportunity for employees and/or members of their families (e.g., stay-at-home parents) to serve their community and enjoy the satisfaction of making a difference as a member of About Care's volunteer family;
 - An approved organization with whom the company has a relationship that they can financially through payroll deductions.
2. Establish relationships between About Care and the educational community to recruit teachers as volunteers during the summer, and with the medical community and professional associations to recruit retired nurses or other medical practitioners to volunteer for respite and other services.
 3. Strengthen About Care's partnership with employers with non-traditional hours, e.g., technology industry, hospitals, realtors, City Fire and Police departments to include volunteer recruitment.
 4. Strengthen About Care's partnership with youth-serving organizations to continue to develop intergenerational volunteer opportunities.

II. Have a detailed volunteer application process

- A. Background checks through the local law enforcement agencies, including fingerprinting.
- B. Identification badges to include a photo and certification that the volunteer has been qualified to volunteer through an About Care training program.

III. Increase volunteer leadership development and diversify volunteer service options.

- A. Provide opportunities to serve as team leaders for specific About Care services.
- B. Create service-oriented projects to help the homebound elderly and disabled live in a healthy environment such as cleaning, landscaping, and upkeep of homes.
- C. Provide opportunities for volunteers to assist with events that build community among About Care's family, such as volunteer recognition events, fundraising events, etc.

IV. Create an ongoing training program for volunteers.

- A. Have ongoing training sessions for volunteers to look at various issues that affect the homebound, elderly and disabled.
- B. Provide training on volunteer requested issues such as respite and computer assistance that could enhance the lives of the homebound.
- C. Create a computer assistance program with training for the volunteers to enable the volunteer to schedule their services on-line and provide all their reporting (i.e. mileage, hours, type of service) on-line. This would enable more accurate statistical data.

Is there a potential for success: From July 2011 through June 2012 About Care volunteers provided 23,489 services, drove 220,421 miles and donated 59,623 hours to enable homebound residents of Chandler and Gilbert to remain independent in their own homes with dignity. Volunteer training emphasizes that About Care does not exist to create dependence. Rather, its purpose is to create self confidence and independence.

Through a partnership with realtors and Police and Fire departments, About Care is able to offer its Lockbox program which enables emergency personnel to enter the home of a homebound person who cannot answer the door without causing damage while assuring the safety of the resident. About Care has also partnered with Valley Metro for a pilot program for volunteer mileage reimbursement to encourage volunteerism in the wake of the elimination of many transportation programs and rising gas costs.

We look for different collaborations and partnerships to serve our homebound in our community. The potential for success is great as evidenced by the increase in clients, services and need over the past four years.

If we were able to expand the community outreach program, we could reach out to Home Health Care Nurses and Certified Nursing Assistants to go into our clients homes for assistance and evaluation. Another possible collaboration would be with programs such as Lifelock which would provide emergency notification devices.

Computer Assistance Program

The expansion of the Computer Assistance Program (“CAP”) is to create an interactive services map on our website that will show our waiting list of service requests of homebound adults who need caring volunteers. It will show symbols representing an actual person and what type of service is requested and where that person resides. The symbol will also provide information about the person requesting the services such as age, their mobility level, if a pet resides in the home, date, as well as the time and location of service request. Also, the map symbols will show the type of service requested such as a shopping cart for someone who is waiting to get groceries, a car for a ride to a medical appointment or a phone indicating they simply want to talk to someone.

The interactive map will benefit the volunteer by allowing them to pick out the type of services they would like to provide. It also would automatically update our services log to see who is providing the service, and provide data into our system as to the length of time for the service, miles driven, etc. The map would be updated daily to remove services that have already been chosen by the volunteers and include new service requests that have yet to be filled. The map would include the upcoming week’s service requests, allowing volunteers to plan out when and what type of requests they would like to fill for the entire week. Another benefit to the volunteers is that not only are they scheduling their own rides online but they can now fully map out their trips street by street on the system. An additional component is to “Train the Trainer” for our mapping system. We could train 1 or 2 people who would then train others, particularly the volunteers!

A new website, a content Management Website, is one setup in a way that we could all contribute without having to know the technical language that we are currently using to update our site (HTML). We wouldn’t do the backend technical stuff just the front end entering of text, photos, links, etc. This would make our site much more interactive.

Our program capacity has expanded with well over 355% volunteer growth since we began in 2006. We believe that adding an interactive on-line service map will make it easier for volunteers to schedule services, increase services and provide more accurate data for reporting requirements.

This project benefits our neighbors in Chandler and Gilbert who have no other means for transportation, reassurance calls, friendly visits, respite, shopping/errands, minor repairs, computer assistance, information and referral and business help. How will they get to their medical appointments? How will they get food and medications? How will they feel less isolated? Many of the clients we serve are elderly women who are in the poverty level. This project benefits clients by focusing on the volunteer and system-levels of our mission. By having a visual map available 24 hours a day for volunteers, we believe that our volunteers will increase services to our clients by scheduling them at their convenience, no longer having to provide data regarding their service requests and being provided mapping instructions street by street for their service.

During this period, About Care will:

- Provide increased transportation services to the citizens of Chandler and Gilbert with a client base of 300 and a volunteer base of 180.
- Increase services through the on-line/interactive service map showing where ongoing services are provided as well as services needing to be filled by volunteers. This service would allow easy access by volunteers at any time of the day to schedule their volunteer time. The system would also show accurate information related to where the service is, what type of service is requested as well as directions, mileage and time needed.
- The interactive service map would record accurate data about type of service, mileage and time spent on the service. Many volunteers do not want to spend time reporting that information. That is not why they want to volunteer and find it cumbersome and boring.
- Increase exposure of About Care volunteer needs and services may assist other nonprofits in the area and increase collaboration efforts and marketing opportunities.
- Volunteer hours will exceed 75,000, miles driven 250,000 and services provided 30,000.

Is Prevention part of the Solution: Now that About Care has successfully leveraged its unique, relationship-based and integrated approach to providing services to clients while building a community support system, and has established the infrastructure to mobilize resources required for a community support system for homebound residents of Chandler and Gilbert, it must strengthen connections within the About Care family of volunteers, clients, community partners and donors.

About Care must address the current imbalance between clients and volunteers within the communities it serves. About Care currently have 351 clients, but only 130 volunteers.

Requests for transportation to medical appointments comprise the majority client requests for service. About Care would like to facilitate more effective and efficient use of all transportation resources that currently exist for our clients. We have learned that many of our clients are afraid to use the taxi voucher program or Dial a Ride or that filling out the paperwork required for other transportation options is a barrier. We have initiated discussions with these other transportation providers and suggested that About Care volunteers could help to overcome these barriers by encouraging clients to make use of other transportation options, assisting with the paperwork and accompanying clients until they become comfortable. The response from other transportation providers has been very positive.

How will we measure success during this period?

About Care will have created an on-line system to provide volunteer opportunities as well as volunteer input of data for the services provided including mileage, hours and type of services. This information will be put into a continuing database to capture statistical data necessary for

measurement of services: Client, volunteer, type of service, location of client, location of service, mileage and time spent delivering the service.

About Care will have recruited and trained an additional 50 new volunteers.

Volunteer hours will exceed 75,000, miles driven 250,000 and services provided 30,000.

About Care will have established new partnerships with employers in the technology, airline, real estate, and healthcare industries, with schools and city government, the Arizona Nursing Association, etc.

Both volunteers and clients will complete a survey when they begin their involvement with About Care that will provide a baseline measurement of their quality of life, and resilience. Post surveys will measure change in these indices twice a year. Volunteers will report that About Care's training of volunteers and community-building events build social support and that what they learn is useful to them, both personally and as an About Care volunteer.

How Target Population is Affected

Chandler and Gilbert's homebound frail elderly, disabled, and people recuperating from a hospital stay that have no other support will be able to remain independent in their own home with dignity. Families of our clients also benefit. Caregiving and concern for an aging or disabled family member imposes emotional, physical, and financial burdens that About Care helps to relieve.

About Care affects not only the homebound residents we serve, but also our volunteers. We are bringing individuals and organizations together and connecting them in a common process of building the asset of independence with a diversity of functions and mutually shared gifts.

In addition to impacting our target population of homebound residents and our volunteers, About Care will also impact the other organizations serving the communities of Chandler and Gilbert and contribute to making these two communities healthier and more resilient.

Sustainability

Support from the Gila River Indian Community will make it possible for resource development capacity to not only support these programs after the grant ends, but to build a sustainable funding base for About Care to grow and mature in its ability to respond to the ever-growing needs for our services.

About Care holds two annual events. Our Annual Golf Tournament is held in the spring and is our major fundraising event. We also hold a Veteran's Day Art Auction/Wine-Tasting event to honor our clients and volunteers. The majority of our clients are veterans or widows of veterans.

In summary, About Care would be honored to partner with Gila River Indian Community to help our elderly and disabled neighbors who may not have anyone to care for them and just need to live life with dignity and self-respect. This is our first and only application with the Indian Community for state shared revenues. This would be a wonderful opportunity to expand our services to help our community. Thank you for this opportunity to provide you information regarding About Care.



March 11, 2013

Cheryl Pablo
Program Administrator
Gila River Indian Community
Office of Special Funding
P.O. Box 2172
Sacaton AZ 85147

RE: Letter of Support for About Care

Dear Ms. Pablo:

I am pleased to offer my heartfelt support of About Care's funding request for continued transportation services for the elderly and disabled homebound.

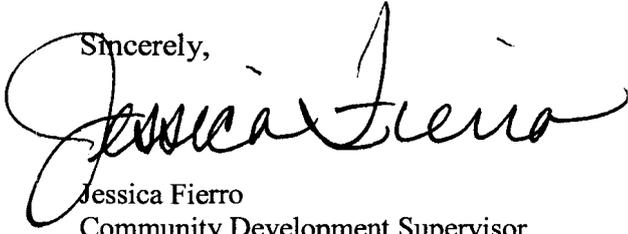
About Care provides a vital service to our homebound residents, especially those who are elderly or disabled. The agency goal; "To allow our clients to remain in their homes, live with self respect and dignity while encouraging independence", is achieved through volunteer neighbors helping neighbors in need. The majority of About Care's clients are economically disadvantaged elderly women.

Over the past six years, About Care has helped the elderly and disabled residents of our city by providing free volunteer transportation service for medical appointments, shopping and errands, respite care allowing care givers a few hours off each week, friendly visiting and reassurance calls. The majority of their services are for transportation to medical appointments. They have also provided high quality volunteer opportunities for all community members. Their volunteers provide these services in a caring and compassionate way and they love what they do.

I have gotten to know About Care and its services. They have shown time and again the agency's dedication toward meeting its mission and serving its clients. The Town of Gilbert recognizes and values the work of About Care and is proud to have provided financial support in the past.

I urge your organization to financially support this important community agency.

Sincerely,



Jessica Fierro
Community Development Supervisor
Town of Gilbert
480-503-6893





Dignity Health.

Chandler Regional Medical Center
Mercy Gilbert Medical Center

3555 S. Val Vista Drive
Gilbert, AZ 85297

Cheryl Pablo, Program administrator
Gila River Indian Community
Office of Special Funding
P.O. Box 2172
Sacaton AZ 85147

March 11, 2013

RE: Letter of Support for About Care

Dear Ms. Pablo:

Dignity Health is pleased to offer support of About Care's funding request for continued transportation services for the elderly and disabled homebound.

About Care provides a vital service to many Dignity Health homebound residents, especially those who are elderly or disabled. The agency goal; "To allow our clients to remain in their homes, live with self respect and dignity while encouraging independence", aligns strongly with the Dignity Health mission of quality, compassion, advocacy for underserved, and partnership.

Over the past six years, About Care has helped the elderly and disabled residents of our community by providing free volunteer transportation service for medical appointments, shopping and errands. In addition, respite care is provided allowing care givers a few hours off each week, friendly visiting and reassurance calls. The majority of About Care services are for transportation to medical appointments.

About Care is a significant partner as Dignity Health seeks to improve post discharge resources to senior citizens in our service area. Availability of services such as About Care is significant in improving quality of life, reducing readmissions, and decreasing health care costs for patients and hospitals.

About Care provides high quality volunteer opportunities for all community members. Their volunteers provide these services in a caring and compassionate way and they love what they do.

Dignity Health has shown time and time again the agency's dedication toward meeting its mission and serving its clients. Dignity Health recognizes and values the work of About Care and is proud to again be a financial supporter FY2013.

I encourage you to continue your financial support of this important community agency and its Director

Sincerely,

Kathleen Dowler,
Director Community Integration
Chandler Regional and Mercy Gilbert Medical Center
1760 E Pecos Road, Suite 235
Gilbert, AZ 85295
(480) 728-3458 Office Email: Kathleen.Dowler@DignityHealth.org



Chandler • Arizona
Where Values Make The Difference

March 11, 2013

Cheryl Pablo
Program Administrator
Gila River Indian Community
Office of Special Funding
P.O. Box 2172
Sacaton AZ 85147

RE: Letter of Support for About Care

Dear Ms. Pablo:

I am pleased to offer my heartfelt support of About Care's funding request for continued transportation services for the elderly and disabled homebound.

About Care provides a vital service to our homebound residents, especially those who are elderly or disabled. The agency goal; "To allow our clients to remain in their homes, live with self respect and dignity while encouraging independence", is achieved through volunteer neighbors helping neighbors in need. The majority of About Care's clients are economically disadvantaged elderly women.

Over the past six years, About Care has helped the elderly and disabled residents of our city by providing free volunteer transportation service for medical appointments, shopping and errands, respite care allowing care givers a few hours off each week, friendly visiting and reassurance calls. The majority of their services are for transportation to medical appointments. They have also provided high quality volunteer opportunities for all community members. Their volunteers provide these services in a caring and compassionate way and they love what they do.

I have gotten to know About Care and its services. They have shown time and again the agency's dedication toward meeting its mission and serving its clients. The City of Chandler Senior Center recognizes and values the work of About Care and the City of Chandler has provided financial support to About Care.

I hope your organization becomes a financial support of this important community agency.

Sincerely,

Nancy Jackson
Senior Center Manager
City of Chandler

**Chandler Senior Center &
Chandler Therapeutic Recreation**

Telephone (480) 782-2720

Fax (480) 782-2725

*Web www.chandleraz.gov/senior-adults
www.chandleraz.gov/therapeutic*

Mailing Address

Mail Stop 501
25 E. Commonwealth Ave.
Chandler, Arizona 85244

Location

202 E. Boston St.
Chandler, AZ 85244
Across from the Downtown Chandler Library