Human Services Funding Grant Applications
FY 2024-25

AGENCY REVIEW
Volunteer Orientation
ZoomGrants & Galaxy Navigation

Welcome

Introduction/Overview

THANK YOU!

Tempe Community Council

What Volunteers Say

"I was impressed by the extensive network of service providers and by how thoughtful and well-designed their programs seem to be."

"Each time I have participated, I have learned more about Tempe and the people who live here."

"I was honored to be part of this important work."

"Great experience and made me feel like I was directly contributing to my community."

*"I learned so much about our fragile populations and am reminded of what is so good in our community. **Tempe truly is a place with a big heart**."*

"Actively participate in community, learn firsthand of needs and services, and work with great people – phenomenal!"

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Agency Review Reviewers

Volunteer Requirement
- Live/Work in Tempe
- Attend Orientation/Training
- Confidentiality/Conflict of Interest Contract

Read/Score/Interview (as needed)

Initial Recommendations
- Written Proposal
- Financial Review
- Interview (only as needed)
- Allocation Discussion and Consensus

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Volunteer Involvement

☑ Estimated activity/time commitment: **20 hours is average**
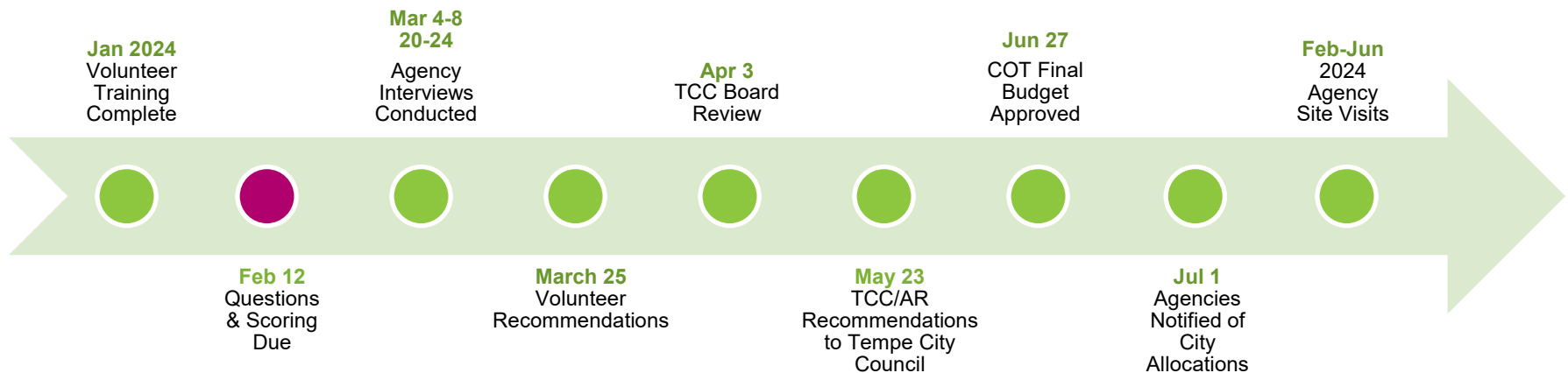
Activity	Timeframe
Attend Orientation/Training	2-3 hours (Jan 17, 18)
Read/Score Agency Applications Assigned	4 hours 2-1/2 weeks (by Feb 12)
Participate in Agency Interviews (as needed)	1 half or full day - You Choose & Optional for some programs
Attend Allocation Meeting	8 hours (March 23)
Monitoring Activities (i.e., Site Visits)	Ongoing – You Choose
Participate in Community of Practice Sessions	Ongoing – You Choose

Agenda

- Timeline

- Process

- Volunteer Involvement & Opportunities

- About ZoomGrants (Grants Management Database)

- Agency Conflict of Interest & Matching

- Galaxy (Volunteer System)

- Next Steps

- Questions

- Program and Technical Assistance

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Timeline
VOLUNTEER

FY 2024/25 Agency Review Process

DATE	TIME	TASK
Thu, November 9, 2023	**9:30-11:30 AM**	**Pre-Application Grant & Technical Training for Agencies via Zoom**ZOOM Organizations interested in applying for funds should attend.
Mon, November 13, 2023	**12:00 PM/Noon**	**COT Human Services Funding Application Opens** in ZoomGrants
Fri, December 8, 2023	<u>Before</u> **4:00 PM - AZ Time**	**COT Human Service Application/Proposals Due** in ZoomGrants
Wed, January 17, 2024	9:00-11:30 AM <u>**ALL**</u> Volunteers	**Programmatic Volunteer Orientation & Training** held In-Person and via ZOOM* Training will prepare volunteers for the online application system. Attend only one session.
Thu, January 18, 2024	9:00-11:00 AM	**Financial Volunteer Orientation & Training** held In-Person and on ZOOM* Training will prepare volunteers for the online application system. ONLY financial Volunteers need attend
Thu, January 18, 2024	2:00-4:30 PM <u>**ALL**</u> Volunteers	**Programmatic Volunteer Orientation & Training** In-Person and on ZOOM* Training will prepare volunteers for the online application system. Attend only one session.
Mon, January 22, 2024	12:00 PM/Noon	**Applications Open for Scoring**
Mon, February 12, 2024	**BEFORE NOON**	**Volunteer Interview questions and scoring due in ZoomGrants** <u>before Noon</u>
Wed, February 21, 2024	9:00-11:00 AM	**Preliminary Allocation Meeting** – Review Scores and Allocation Options via ZOOM*
Mon, March 4- Fri, March 8, 2024 (as needed, agency-specific dates to be determined)	TBD	**Agency Interviews** (as needed) via ZOOM Determine significant questions and answers.
Mon, March 25, 2024	9:00 AM until Consensus (anticipated 12:00 PM)	**Final Review & Recommendations Meeting** Location TBD Agency Review Committee meets and determines final recommendations by reviewing composite evaluations. Community Impact volunteers only.
Wed, April 3, 2024 (TBD)	4:30 PM	**Review and accept recommendations at TCC Board Meeting**
Week of April 15, 2024 (tentative)		**City of Tempe Budget Review begins.** City Departments make presentations to Council.
Thu, May 23, 2024 (tentative)	**4:00 PM**	**AR Recommendations presented to City Council**
Thu, June 27, 2024 (tentative)	6:00 PM	**City of Tempe Final Budget Approval**
Mon, July 1, 2024		**Agencies are officially notified of City allocations**
July 2024-June 2025 (exact dates to be determined)		**Annual Agency Site Visits** Each year 10-15 agencies are visited by AR volunteers (optional)

MORE INFO:
Kim Van Nimwegen, Community Impact Manager | 480.858.2303 | <u>kim_vannimwegen@tempe.gov</u>
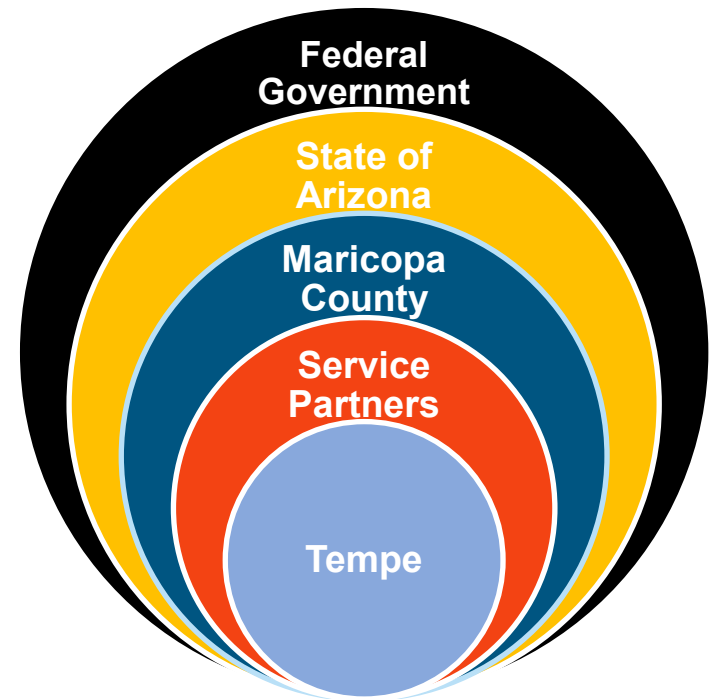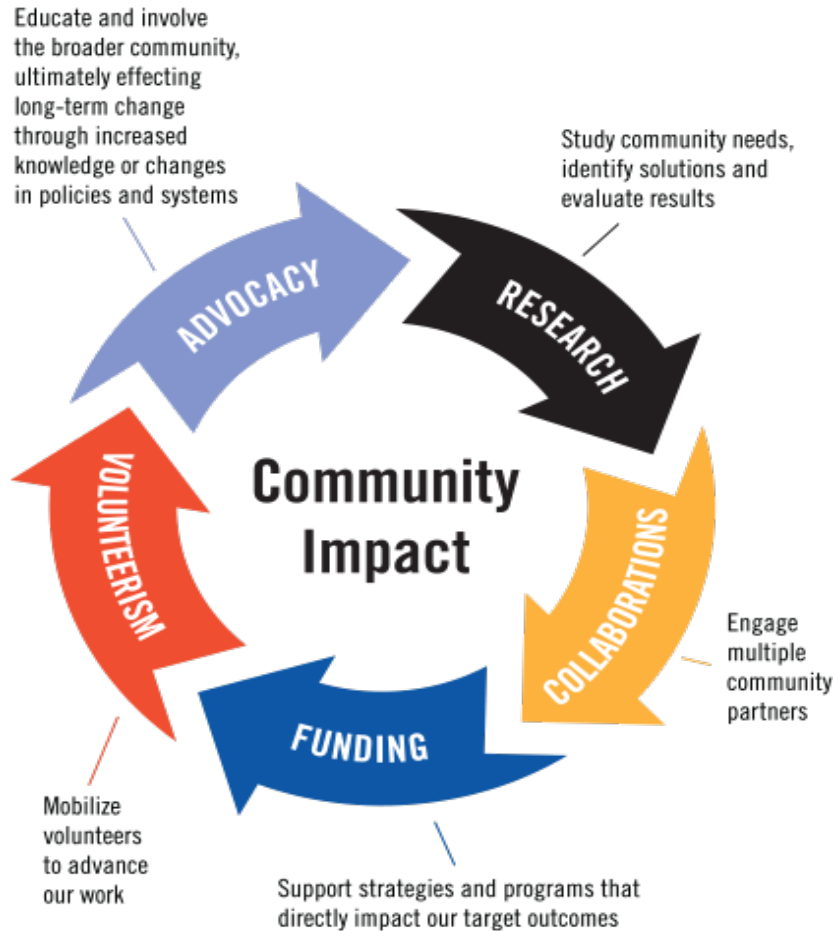
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Read, Score and Prepare Questions

Proposal Review, Scores and Questions must be submitted online by

Monday, February 12 before 12:00 Noon

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Human Services
COLLABORATING FOR POSITIVE OUTCOMES

Educate and involve the broader community, ultimately effecting long-term change through increased knowledge or changes in policies and systems

Study community needs, identify solutions and evaluate results

ADVOCACY

RESEARCH

VOLUNTEERISM

Community Impact

COLLABORATIONS

Engage multiple community partners

FUNDING

Mobilize volunteers to advance our work

Support strategies and programs that directly impact our target outcomes

Federal Government

State of Arizona

Maricopa County

Service Partners

Tempe

Partnership
TCC & CITY OF TEMPE

Tempe Community Council	City of Tempe
Agency Review	CARE 7
Don Carlos	Community Supervision
Youth & Families – Threadz, Teen Triple P Parenting, Open Horizons	Family & Community Support
Tempe Coalition	Family Justice Commission
Tempe Community Foundation	Homeless Solutions
Tempe VITA Tax Site	Housing Services
Community Resources/Non-profit Partners	Veterans/Military Resources

Quality of Life

Tempe City Council Strategic Priority 3.10
Ensure that agencies who receive human service grants from the City, achieve their performance goals related to homeless, youth, domestic violence, working poor, seniors, and individuals with disabilities.

Process Details

Funding Sources

- City of Tempe General Fund
- Together Tempe - City of Tempe (water bill donations)
- Together Tempe - Tempe Community Council (individual donations)

Citizens

- Agency Review Volunteers
- TCC Board and Committees
- Community of Practice Groups
- Community Needs Assessment

Gather Lessons Learned – continually identify how to improve!

Funding Sources

**City of Tempe General Funds
Together Tempe - Voluntary Donations via Utility Payment
Together Tempe - Tempe Community Council**

Approximately $1,100,000

Giving to Help Even More

Giving a little changes a lot.

TogetherTempe.org

Two ways to give:

1) **Add $1 (or more) to your City of Tempe utility bill payment**

2) **Give one time or recurring donation through TCC**

Minimum Agency Requirements

✓ **501(c)3 Status**

✓ **Human Services Focused**

✓ **Serve Tempe Residents**

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Target Populations

2021 Human Services Needs Assessment

| Homeless Individuals and Families | Working Poor | Children and Youth | Sexual and Domestic Violence Survivors | Individuals with Disabilities | Older Adults |
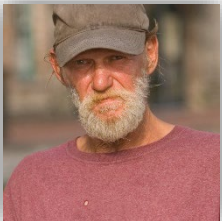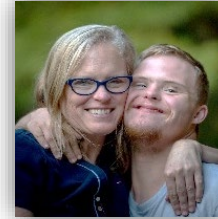
Categories

Crisis

Stability

Self-Sufficiency

Prevention

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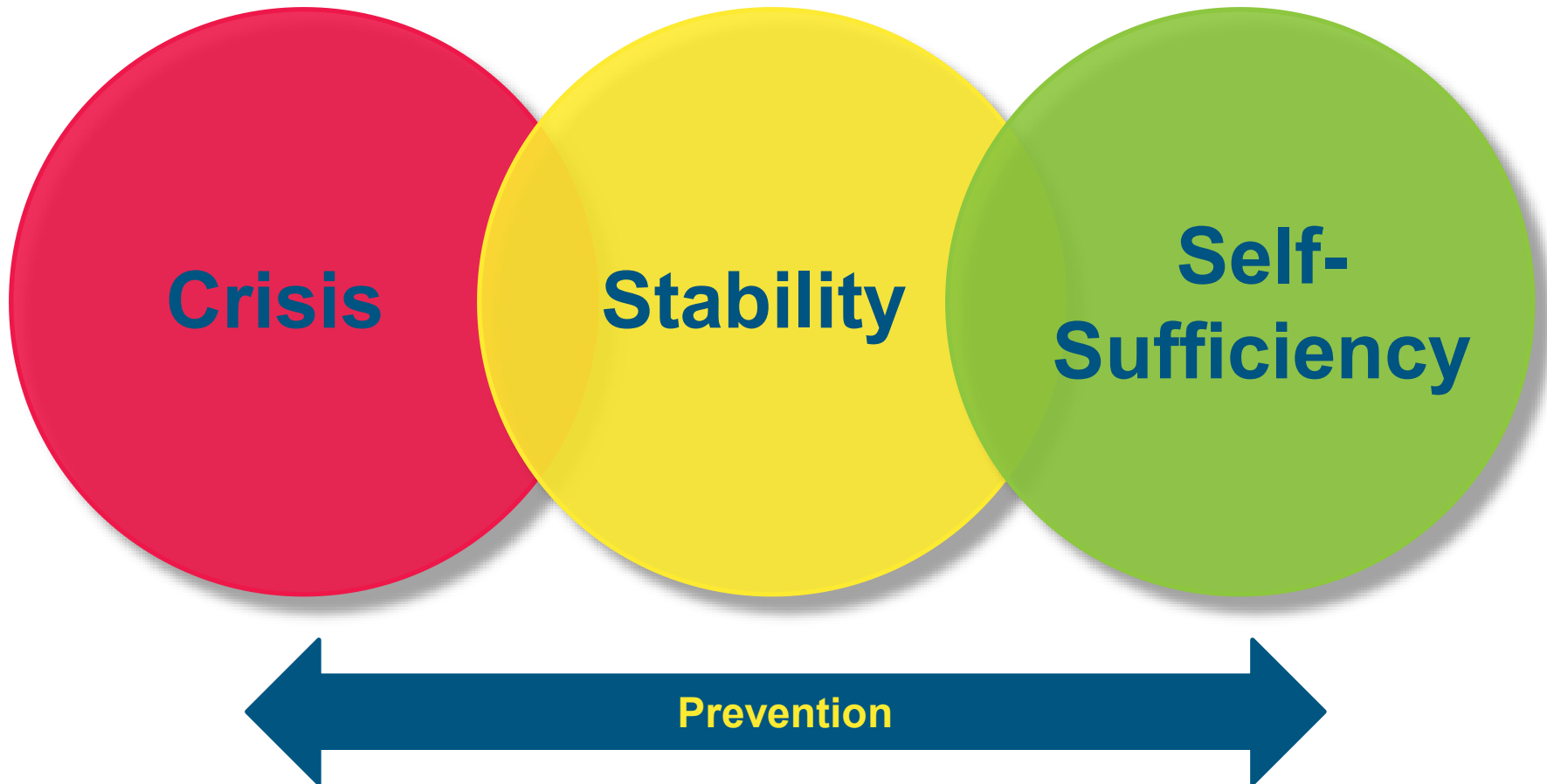
Application & Process Change

- Applications will be split into two categories

  1) **Renewal/Multiyear**

  2) **New/Yearly**

  These two groups have different application questions and different scoring criteria.

- All applications will have a **financial review completed by a separate group of volunteers**.

- **Interviews** with agencies will be scheduled **only as needed.**

Why Renewal/Multiyear Process?

Institute a renewal process for trusted and proven agencies

AND

Allow for new partnerships to grow

CRITERIA

- **Continuously funded for 5 or more years**
- **Consistent (same) program**
- **Trusted by the community**
- **Strong track record of delivering outcomes**
- **Clear mission to align with**
- **Fiscally sound**
- **Collaborative**

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Benefits of a Renewal Process

- Allows for **priority programs to be funded**
- Allows consistently **high performers to be rewarded**
- Allows agencies to **build capacity and assists agencies with budget forecasting**
- Provides more **efficient and less paperwork for the agency**
- Provides **less administration and inefficiency for the grant process**
- Allows **time for more meaningful collaboration and partner building**
- Allows for **increased monitoring and accountability efforts**

Proposed 3-Year Funding Cycle

2023-24	2024-25	2025-26	2026-27
You are here!			

3 Year Funding Cycle

Year 1	Year 2	Year 3

New 3 Year Funding Cycle Begins

Year 1

Renewals – (30 programs identified)
Monitored

All Programs

Apply for Renewal Year 2 Funding for 2024-25	*Apply for Renewal Year 3 Funding for 2025-26*	*Apply & Compete for Year 1 Funding for 2026-27 of New 3-Year Funding Cycle* *Full Competitive Process*

Full Competitive Process Restarts for All

New Priorities Identified from 2024-25 Community Needs Assessment (CNA)

All Programs are Eligible for Renewal

Non-Renewals & New Programs (30)

Apply & Compete for Year 2 Available Funding for 2024-25	*Apply & Compete for Year 3 Available Funding for 2025-26*	*Apply & Compete for Year 1 Funding for 2026-27 of New 3-Year Funding Cycle* *Full Competitive Process*

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Community Needs Assessment 2024

Application Summary

**60 Applications
52 Agencies**

15 new agencies or programs not funded in 2023

17 agencies funded last year but did not meet criteria for renewal/multiyear option

28 agencies eligible for renewal/ multiyear

Requested Amount

Total New/Renewal Requests
$1,997,721

Renewals Requests
$890,891

New/Non-Renewable Funding Available
Approx $250,000

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Process and Scoring

- **Volunteers** - Read/Score/Interview (as needed)
- **Overall scoring:**

Scoring	% of Total Score
Agency Application (50 points possible) **Financial Review** (10 points possible) **Mental Health Questions** (10 points possible)	100% (70 pts. Max)
Agency Interviews (Support the application)	
TOTAL	**100%**

- **Initial recommendations**:
    - Written proposal
    - Financial Review
    - Interview (if needed)
- **Final recommendations to City Council**
- **TCC Community Impact Committee reviews/refines process each year**
- **Staff and volunteers conduct agency evaluations each year**
- **Staff monitors City's investment year-round**
- **Volunteers are invited to attend Communities of Practice and site visits**

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Interviews as Needed

WHY?

- Create less subjectivity in the process

- Level the playing ground

- Create room for other opportunities to get to know the agencies like the Community of Practice

- Efficiency in getting questions answered

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Reporting Requirements

CONSIDERED IN SCORING

- **Quarterly Reports**
- **Site Visits**
- **Past Performance**
- **Collaboration**
- **Participation**
  (Care Fair, Community of Practice, Community Needs Assessment)

Application
BUDGET

- Program Budget for all

- Agency Budget for those requesting more than $10,000

- Budget Narrative

Application
COMPLIANCE DOCUMENTS

- Human Services Agency Review Policy and Procedures
- Board of Directors Roster
- 501(c)3
- 990
- Audit
- Management Letter/Auditor Recommendation
- Balance Sheet
- Financial Review Worksheet
- List of Assurances
- Certification Form
- Photo of Services

Application Evaluation

- ❑ **READ** THE WHOLE APPLICATION

- ❑ **Review** scoring descriptions and grant criteria.

- ❑ **Score** the grant application **using the rubric provided**. To help make a scoring determination, keep track of the evidence that you believe the grant applicant has provided which addresses each question.

   Look to your Volunteer Training Scoring Guidance Manual and directions inside ZoomGrants.

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Application Questions

How will I know if this is a New or Renewal Application?

Branching Question 3. For which type of grant are you applying?

❑ Renewal/Multiyear (approved by TCC only)
Answer Questions 1,2,3,4.5

❑ Yearly (new or returning)
Answer Questions 1-33

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Scoring Guidance Manual
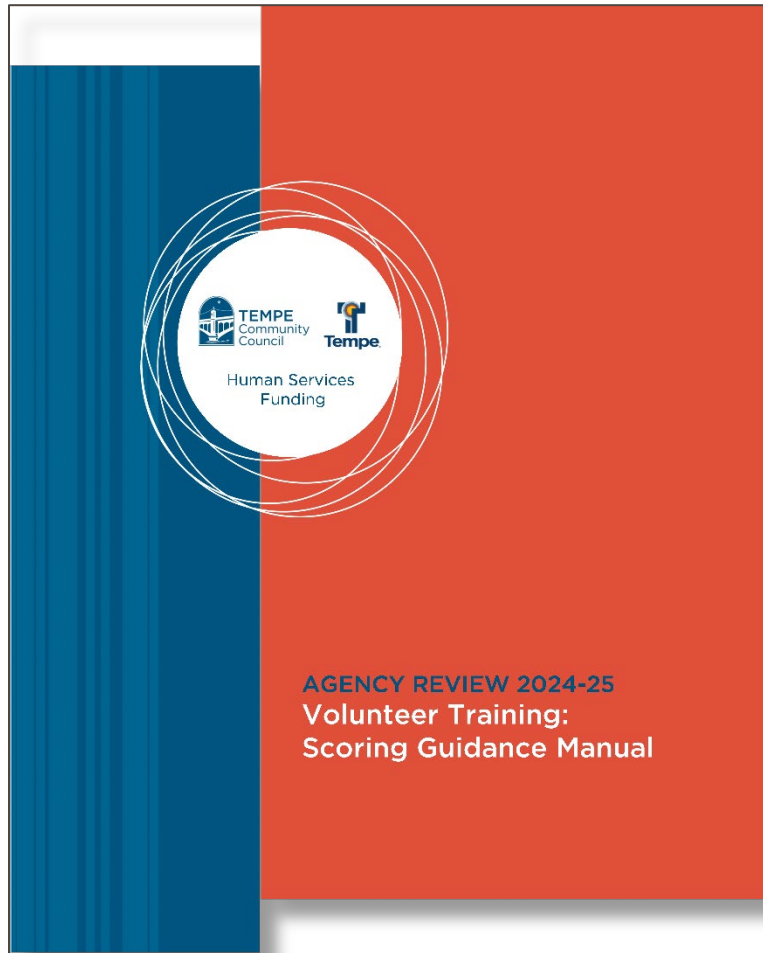
Training Manual Available Online

https://www.tempecommunitycouncil.org/agency-review/volunteer/

Scoring

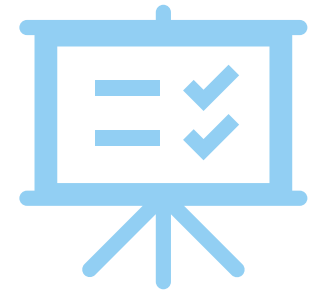**APPLICATION EVALUATION
Scoring Rubric**

Importance of Performance Measures

Tells the agency and client success story

Proves that the work has a meaningful impact on clients

Assesses whether the program worked as designed

Goals, Outcomes, and Indicators

	Definition	Example
Goal	An aspirational "big picture" statement about what you hope to achieve with this program.	*Our goal is to alleviate food scarcity for seniors in Tempe.*
Outcome	A specific statement about the changes you expect to make in pursuit of this goal and how many people you intend to reach in the fiscal year.	*90% or 90 participants aged 60-85 will have increased food sufficiency.*
Indicator	The way that an outcome can be measured which indicates success towards the outcome. There may be multiple indicators per outcome.	*80% or 80 Tempeans aged 60-85 will report having had at least 2 meals per day in the last month, as measured by a survey administered every 3 months.*

Services vs. Outputs vs. Outcomes

Service

What the agency provided.

- e.g., counseling services, job assistance, food box

Output

How many units of services were completed.

- e.g., 7 presentations delivered, 150 youth received tutoring sessions

Outcome

What benefits clients received by participating in agency programs.

- e.g., improved financial knowledge, increased safety, better health

Outputs and services are NOT outcomes. Outcomes need to be written as changes in behavior, attitude, knowledge, skill, status, or condition as a result of participation in agency services.

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How Outcomes Should be Written

Essential Components of an Outcome Statement →

✓ **% of Tempe participants**
✓ **# of Tempe participants**
✓ **Type of participants**
✓ **Direction of change**
✓ **Type of change**
✓ **Area of change**

"85% or 50 elementary school youth will increase their knowledge of healthy eating habits"

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How Indicators Should be Written

Essential Components of an Indicator →

✓ **% of Tempe participants**
✓ **# of Tempe participants**
✓ **Type of participants**
✓ **Direction of change**
✓ **Success defined**
✓ **Data collection method**
✓ **Time bound**

"On the final day of the program, 85% or 50 elementary school youth who attend at least 3 of the 5 program sessions will achieve a score of at least 75% on the Healthy Habits test, as measured by test scores recorded by facilitators."

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Let's Practice! – Example A

Goal

The goal of providing in-home services is to help empower older adults and adults with disabilities to remain at home as long as possible.

Outcome

90% or 13 adults with disabilities will improve their ability to remain in their home safely.

Indicator

90% or 13 adults with disabilities served will report fewer or no in-home falls on the 3-month post-feedback survey.

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About ZoomGrants

https://www.zoomgrants.com/gprop.asp?donorid=2311&limited=4731
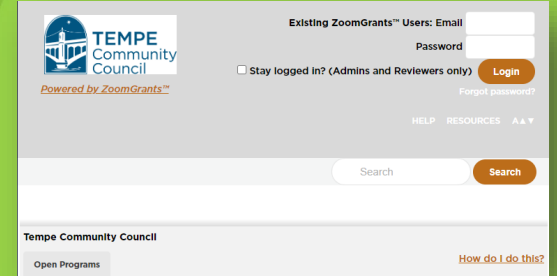

Overview Video

Understand the Basics

ZoomGrants University

Online Support Resource

TCC Login 2024

Access to Applications

Program Dashboard
QUICK TOUR ON ZOOMGRANTS

1. QUICK ACCESS TABS

These tabs provide quick access to Application lists, the Scoring, Financial, and Reporting Reports, and the Data page.

2. MY DECISIONS*

Depending on the settings chosen by the Administrator, you may be assigned to review all or some specific Applications, or you may have access to all of the Submitted Applications.

Click the color-coded bars in the My Decisions section to view lists of Applications with the selected vote. *The screenshot to the right, for example, indicates that this Committee Member has voted to Approve several Applications, Decline several, and is still Undecided about one.*

To view a list of all of the Applications that you've been asked to read, click the View All button (**3**) at the bottom of the Applications section.

A. SEARCH

The Search field is here, too, but this time it will just search for Applications within this Program.
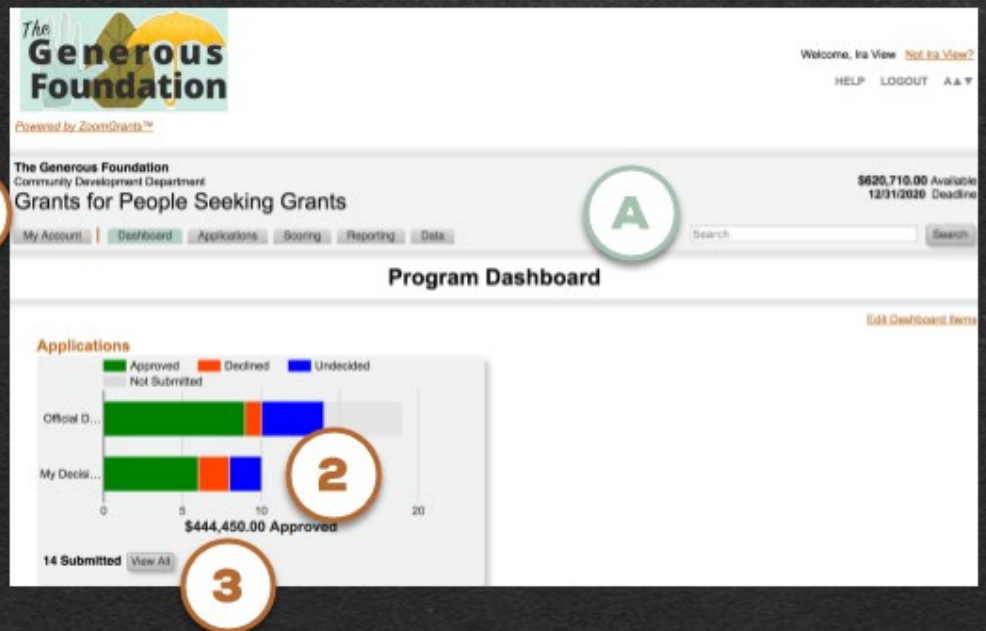
*This feature may not appear, depending on the settings chosen by the Administrator.

Want to learn more? Go to zoomgrants.com

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Your Account

- Volunteer Reviewers must have a ZoomGrants account.
- <u>Kim</u> will set-up your account using your email and assign a default password.
- You will be required to change and customize your password after you first log in.

You may need to check your spam or junk folder and add "Notices@ZoomGrants.com" to your whitelist to ensure you receive ZoomGrants emails.

Your Role as a Volunteer

Support the agencies in creating well-written outcomes by giving them feedback and opportunity to learn and improve

"Good Feedback Is the KEY to Improvement"

1. Make note of outcomes that do not include all required elements or are written as services or outputs.

2. Add a question for clarification under Committee Discussion in ZoomGrants. All comments left here should be in the form of a question. Do not hold a discussion with other reviewers in this area.

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Agency Financial Information

Financial Reviewers will be assigned to evaluate:

1. **Agency Overall Budget** – for those requesting $10,000 or more
2. **Program-Specific Budget**
3. **Agency IRS Form 990:**

   - Required for tax-exempt organizations with gross receipts of $200k+ or assets worth at least $500k.
   - Agencies required to file annually
   - Describes:

     - Mission/significant activities
     - Revenues
     - Expenses
     - Assets
     - Liabilities
     - Types of activities engaged in over past year
     - Governance
     - Support documents (may be required)

Volunteer Forms

- **Required to be completed before being assigned agency applications to review.**

- **Volunteer Release & Waiver of Liability** are completed and stored in Galaxy volunteer management system (may have completed if prior volunteer, new volunteers may need to complete if not done during registration).

- **Conflict of Interest and Confidentiality Agreement** document was emailed for signature prior to training.

COMPLETE:
- ❑ **Agency Conflict of Interest & Policy Statement AR 2024 and Confidentiality Agreement**

- ❑ **Volunteer Release (includes media) & Waiver of Liability (for new volunteers)**

Confidentiality

- **All information must remain confidential** - including sensitive information about management issues, board conditions, staff assignments, specific client information, and/or financial information.

- **All discussions are to remain within the panel regarding applicant agencies and evaluation/allocation processes**. Information shared outside of the panel may be misinterpreted and out of context of the entire discussion.

- **Panel members who violate confidentiality of the evaluation/allocation process may be dismissed** from the panel or may not be allowed to serve on future panels.

- **Read, sign and return Confidentiality Statement** sent via email prior to training with Conflict of Interest form.
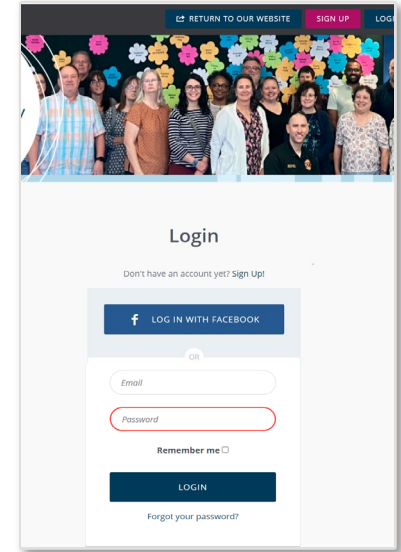
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Conflict of Interest

- **Read, sign and return** emailed form to tccinformation@tempe.gov

- Declare any agency conflicts via email to kim_vannimwegen@tempe.gov

- **Conflicts include range of past TWO years.**
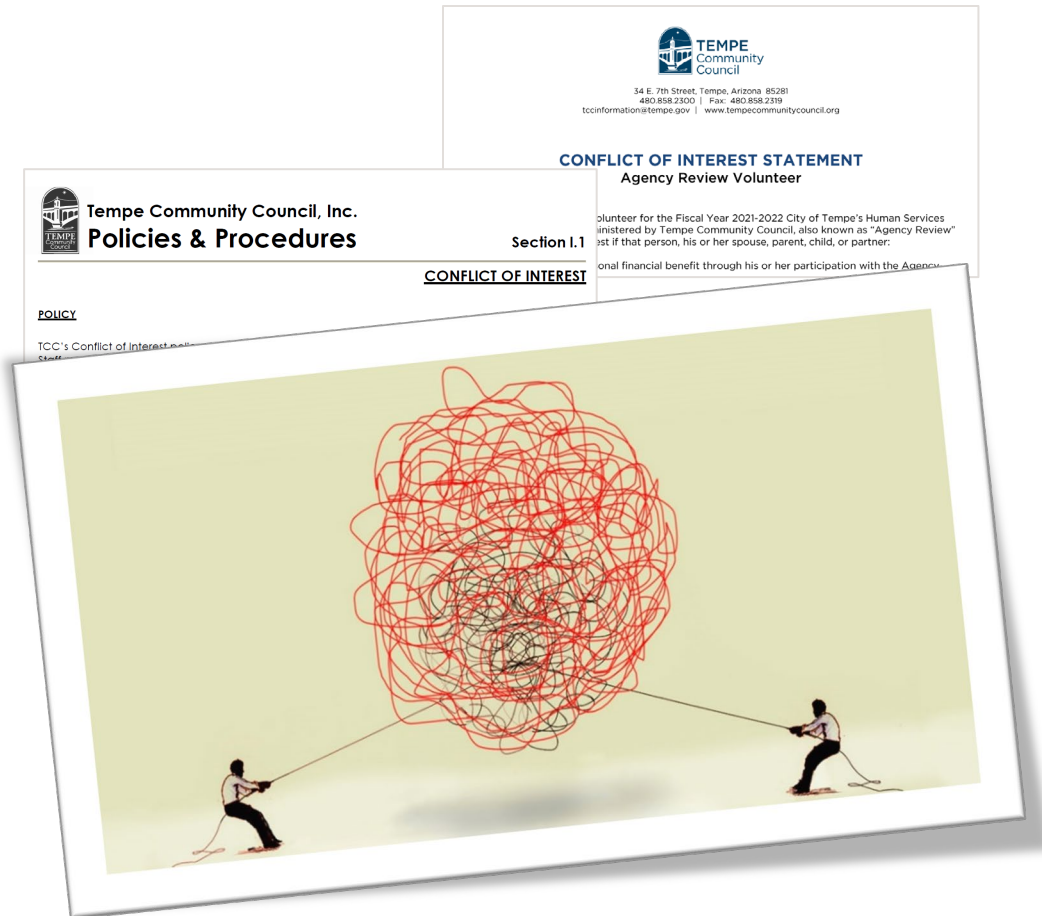
How to Sign Up for AR Opportunities in Galaxy

1. Login to Galaxy volunteer portal: tempecommunitycouncil.galaxydigital.com

2. View Agency Review volunteer **Opportunities** and click on **Respond** to sign up for:

   - **Review and Scoring Applications**
   - Preliminary Allocation Meeting (optional)
   - Final Review & Recommendations Meeting (optional)

3. Qualifications needed for any forms or question <u>may</u> be prompted (generally for new volunteers). After submitting qualifications, click "Respond" again to complete the sign-up

4. Green box will appear at top of screen to confirm submission and an email confirmation will be sent

   Your Qualifications have been submitted.

5. Any problems signing up contact Danielle (480.858.2300), Kim (480.858.2303) or Cindy (480.858.2310)

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Log Your Volunteer Time

REMEMBER TO LOG YOUR VOLUNTEER HOURS IN GALAXY

(includes review and scoring time)
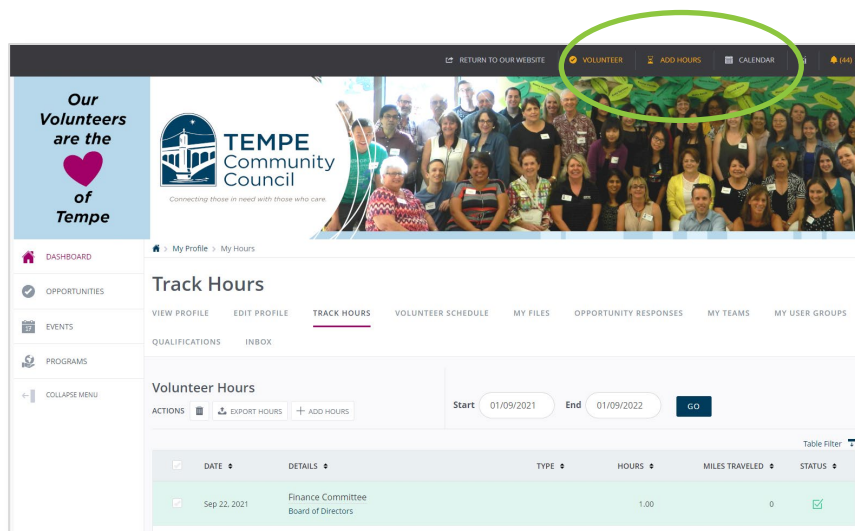
HOW TO LOG YOUR VOLUNTEER HOURS

1. Login to the Galaxy Digital portal.

2. From your Galaxy dashboard,click on **ADD HOURS** from top black menu bar.

3. Under HOUR TYPE area find the opportunity for which you want to log hours from the dropdown menu "Select an Opportunity."

4. Complete the fields required.

5. At bottom of page click **Submit Hour Entry.**

Note: You can log hours multiple times for the same opportunity – such as "Review and Score Applications" opportunity. To ensure it is not a duplicate log, put some detailed information in the "description" box if needed and utilize the Date Worked box.
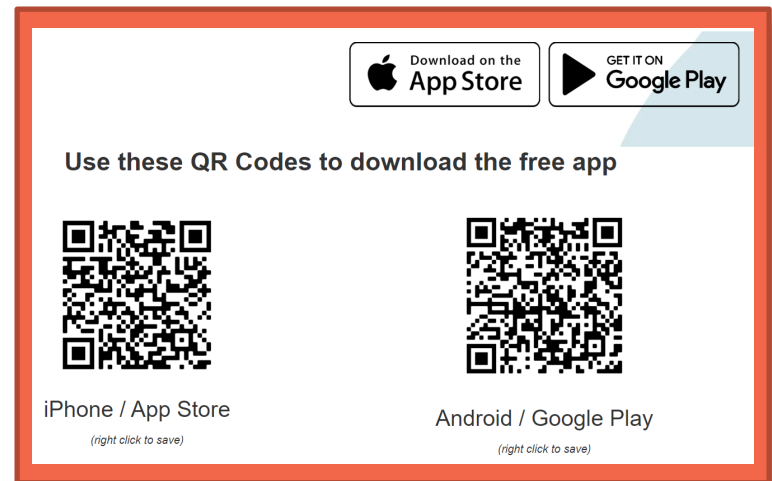
Galaxy Digital Tips & Help

**HOW TO DOWNLOAD THE GALAXY CAUSE CONNECT APP
FOR YOUR PHONE/TABLET/IPAD**

1. Visit the Galaxy Digital App webpage:
   https://www.galaxydigital.com/for-volunteers-your-new-get-connected-volunteer-mobile-app

2. Select the platform link your phone uses
   (Google Play or Apple App Store)
   to download the CAUSE CONNECT app.

3. This app makes logging your hours
   VERY EASY!

DETAILED GALAXY HELP GUIDE
For a detailed step-by-step guide for using
our volunteer management system – Galaxy Digital
visit: https://www.tempecommunitycouncil.org/galaxy-help-manual
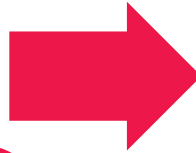

Download on the **App Store**   GET IT ON **Google Play**

Use these QR Codes to download the free app

iPhone / App Store
(right click to save)

Android / Google Play
(right click to save)

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Next Steps

ZoomGrants Login

Review & Score

Will receive login once matching assignments are completed

CHECK YOUR EMAIL SPAM/JUNK FOLDER

Deadline to complete:

Monday Feb 12 BEFORE Noon

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Questions?

Assistance

Technical Questions
Questions@ZoomGrants.com

ZoomGrants Navigation/Technical Issues
1.866.323.5404 Ext 2

Program Questions
Tempe Community Council
Kim Van Nimwegen, Community Impact Manager
480.858.2303 | kim_vannimwegen@tempe.gov

Financial Review Questions
Kevin Brown   602.859.0085 | kevpro@gmail.com
Nick Tomashot   480.772.5082 | ntomashot@yahoo.com

Galaxy Questions
Daniele Palka, 480.858.2300 | danielle_palka@tempe.gov
Cindy Kominska, 480.858.2310 | cindy_kominska@tempe.gov.

Thank you!

We value the time and care
you put into this process.

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480.858.2300
www.tempecommunitycouncil.org