

RSVP

Lead With Experience

RSVP Partner Agency Handbook



February 25, 2015



**NORTHERN ARIZONA
UNIVERSITY**
College of Social & Behavioral Sciences

Civic Service Institute

Dear RSVP Partner Agency,

Thank you for joining with us! We are proud to partner with agencies like yours to recruit volunteers to assist you in achieving your mission. Together we can make a meaningful and long-lasting impact on our community.

The RSVP Program has a presence in 11 Arizona counties – Apache, Cochise, Coconino, Graham, Greenlee, La Paz, Mohave, Navajo, Santa Cruz, Yavapai, and Yuma. Throughout these counties our goal is to engage more than 400 volunteers who serve in a wide variety of areas to meet critical community needs.

This RSVP Partner Agency Handbook contains important information about how RSVP operates and the benefits and responsibilities of participating with the program. All policies and procedures and their related forms, are also included. The Civic Service Institute employs local RSVP program coordinators throughout the 11 counties we serve who are available to assist you and who will be your primary contact. I am also available as a resource and contact and look forward to building a great partnership with you.

Sincerely,

Erin Kruse

Senior Corps Programs Project Director

NAU RSVP
P.O. Box 5063
Flagstaff, AZ 86011
Phone: 928-523-3560 Fax: 928-523-9189
Toll free 866-856-3017
<http://nau.edu/SBS/CSI/Programs/RSVP/>

TABLE OF CONTENTS

WELCOME	2
TABLE OF CONTENTS.....	3
RSVP PROGRAM OVERVIEW & PRACTICES	4
• Purpose • What we offer • Focus Areas & Work Plans • Supplemental Insurance	
PARTNER AGENCY RESPONSIBILITIES	6
• Expectations of Partner Agencies • Orientation/Training • Supervision • Annual Reports • Reporting Volunteer Hours • Communicating with RSVP ○ Issues of concern with volunteers ○ Changes in a volunteer's status (dismissal, leave, moving, etc.) • Volunteer Recognition • A Special Request • CNCS Regulations	
APPENDIX A: Terms.....	9
APPENDIX B: Sample Volunteer Position Description	10
APPENDIX C: Volunteer Referral Form	11
APPENDIX D: Sample Interview Questions.....	12
APPENDIX E: Reporting Volunteer Hours.....	13

RSVP PROGRAM OVERVIEW AND PRACTICES

Purposes: RSVP has the dual purposes of engaging persons 55 and older in volunteer service to meet critical community needs and to provide a high quality experience that will enrich the lives of these volunteers. NAU RSVP focuses its volunteer placement efforts in the areas of Healthy Futures, Education, Veterans and Military Families, and Capacity Building. RSVP intends to engage qualified individuals in volunteer service at a Partner Agency where they have not previously been engaged as a volunteer.

What RSVP Offers: RSVP's Program Coordinators are experienced volunteer managers who know their local communities well and can effectively recruit and screen volunteers for referral to our partner agencies. We offer training to volunteers that varies depending on their volunteer assignment and will continually seek out opportunities to work with our partner agencies to offer training to all RSVP volunteers. We provide volunteer recognition in the form of annual events and more informal, ongoing recognition of volunteers through newsletters and local media. RSVP Program Coordinators are available to assist with communication and other issues that may arise between an RSVP volunteer and the partner agency staff.

RSVP will also offer partner agencies opportunities to come together in small groups with other organizations having similar missions for round table discussions of volunteer management topics.

Focus Areas & Work Plans: RSVP Programs across the country are aligning around 7 focus areas determined by our federal funder, the Corporation for National and Community Service. RSVP of Northern and Western Arizona and RSVP of Southeastern Arizona are focused primarily focused on the following 4 broad areas, each having specific sub-areas:

1) Capacity Building

- a. RSVP Lead Volunteers will assist non-profits with volunteer recruitment and management functions.

2) Education

- a. **School Readiness:** RSVP Volunteers will serve as mentors and role models in Head Start classrooms.
- b. **K-12 Success:** RSVP Volunteers will tutor/mentor elementary, middle and high school students.

3) Healthy Futures

- a. **Aging in Place activities will enable older adults to maintain their independence**
 - i. **Companionship:** RSVP Volunteers will visit homebound elderly/disabled individuals and provide companionship, transportation, and other non-medical assistance.
 - ii. **Food Delivery:** RSVP Volunteers will deliver food to homebound elderly individuals through the Meals on Wheels Program.

b. Food and Obesity

- i. **School and Community Gardens:** RSVP Volunteers will help develop and/or maintain gardens to offer educational opportunities to low-income individuals to assist them with learning how to grow their own fresh fruits and vegetables.
- ii. **Food Distribution:** RSVP Volunteers will serve in emergency food banks by assisting with gleaning/soliciting donations, unloading deliveries, stocking shelves, distributing food to clients, and supervising other volunteers.

4) Veterans and Military Families

- a. **Assist veterans with transportation:** RSVP Volunteers will provide transportation to veterans.
- b. **Support veterans with disabilities:** RSVP Volunteers will serve in Senior Companion roles to provide friendship and support to homebound veterans.
- c. **Mentor Military Children:** RSVP Volunteers will engage with children connected to the military in an educational setting.

Data collection is an important component of RSVP's Work Plans. We will be requesting data from you approximately twice annually on the work RSVP volunteers are engaged in through your agency. Refer to page 7 for more detailed information about data collection expectations.

RSVP Supplemental Insurance: The following is secondary coverage. Any insurance the RSVP Volunteer has, such as Medicare, supplemental health insurance, or auto insurance must be billed first. RSVP must be notified immediately if a possible claim is to be made. For more information you can visit www.cimaworld.com.

- **Accident Insurance**

Accident insurance covers RSVP Volunteers for personal injury while at the partner agency, during meal periods, when a volunteer is providing services, and while attending recognition activities and advisory council meetings.

Insurance benefits also include up to \$50.00 for repair of eyeglass frames and up to \$50.00 for repair or replacement of eyeglass prescription lenses that are damaged as a result of an accident during your volunteer service.

- **Personal Liability**

Personal liability protects the RSVP volunteer for up to one million dollars if sued for personal injury or property damage while volunteering for your agency.

- **Excess Automobile Liability Insurance**

Excess automobile liability insurance of not less than \$500,000 per accident protects the RSVP Volunteer for both bodily injury or property damage if an automobile liability claim occurs while volunteering for your agency, including driving from your home to the partner agency. This is liability insurance and does not include collision insurance.

OVERVIEW OF PARTNER AGENCY RESPONSIBILITIES

Providing Volunteer Position Description(s)

You will complete a **Volunteer Position Description** (see Appendix B) for each position you seek to fill. This is a detailed and important document which will allow us to fully understand your volunteer needs and enable the RSVP Program Coordinators to be more successful in recruiting volunteers to fill that position.

Screening/Interviewing

When RSVP recruits a potential volunteer for your agency, we will send you an **RSVP Volunteer Referral Form** (see Appendix C) which will have the potential volunteer's contact information, the position the volunteer is interested in, and any skills or experience that are relevant to the position. RSVP expects that you will contact the volunteer within **five (5) business days**. It is important that the volunteer be contacted quickly so they maintain their interest in volunteering and that they know their time and energy are valued. We ask that after conducting your typical volunteer screening process, whether or not that consists of a formal/informal interview, you report back to the RSVP Program Coordinator within **three (3) weeks** and let him/her know if the volunteer is a good fit for your agency and will be placed with you, or if an alternative placement needs to be found.

RSVP does not conduct background screening of its volunteers, with the exception of those serving as Senior Companions. If your agency requires a background or fingerprint check of volunteers it is your responsibility to conduct these checks.

We have provided some sample interview questions in Appendix D.

Orientation/Training

RSVP distinguishes between orientation and training and we strongly advise partners to provide both to new volunteers.

Orientation can be provided in both written and oral form, and should include a description of the function of your agency and the service(s) it provides, a tour of the facility, including where accessible lavatory facilities are located, and a review of the volunteer's job description.

Training will depend on the position. The more a volunteer deals with other people and makes decisions independently, the more training should be provided. Many partner agencies find on the job training to be most effective, while others prefer a formal, classroom type training session. Time should be allotted after each session for evaluation.

Supervision

The partner agency agrees to provide necessary supervision of volunteers. The amount of supervision depends on the volunteer's assignment. We prefer that a supervisor is always available during a volunteer's work time in case of any problems/questions. Supervisors shall allocate resources for volunteer needs, both in terms of time and money. Requests for more volunteers and/or different assignments may be made by completing the Volunteer Position Description and forwarding it to the RSVP Program Coordinator.

The following are some suggestions for working with volunteers:

1. Designate one volunteer coordinator and additional supervisors as needed.
2. Make sure volunteers know what is expected of them.
3. Set goals and objectives with each volunteer. Job descriptions, or Volunteer Assignment Descriptions, are advised.
4. Set a trial period. Evaluate performance with volunteers and allow them time to discuss their experiences.
5. Give volunteers a chance to prove themselves.
6. Make sure volunteers feel needed and appreciated.
7. Consider volunteers part of your team and encourage staff to do the same. Invite volunteers to participate in team meetings and ask them for feedback.
8. Notify the RSVP Coordinator if a volunteer is found to be inappropriate for your agency.

Reports

RSVP's continued federal funding through the Corporation for National and Community Service is dependent on the number of active volunteers, the number of hours served, but most importantly, **the measurable outcomes of the volunteers' efforts**. It is therefore extremely important to RSVP that each of its partner agencies cooperate with our data collection policies.

At least once annually you will be asked to complete a data collection form based on the information you provided on your application and volunteer position descriptions. We always try to utilize the data you already collect as part of your ongoing operations. However, there may be times when we will ask for your help and cooperation in collecting new or different data. We ask for your assistance in this process as it is vital to maintaining our funding.

Reporting Volunteer Hours

Effective, April 1, 2014, you are to report RSVP volunteers hours through the RSVP website by the 10th of the month for the preceding month. The hours will be automatically uploaded into RSVP's database.

Volunteer Recognition

Your agency benefits from the time, energy, and expertise that volunteers offer and we ask that you provide ongoing recognition to your volunteers. This can be done in a formal manner, such as an Awards Dinner, Volunteer Tea, etc. You may also recognize volunteers in a simple, inexpensive manner all year long. A question about the volunteer's family, recent vacation or health shows you care about him or her as an individual. Birthday cards are well-received, and thank you notes for special service are appreciated. The words, "You're doing a great job" and "We really missed you while you were away," can mean the world to a volunteer.

RSVP holds an annual recognition event each year. We invite a representative from each partner agency to attend along with the volunteers. Many partner agencies have recruited new volunteers at this event simply by visiting with volunteers at their table during the meal. We would love for you to join us!

A Special Request

When publicly recognizing RSVP volunteer contributions, please mention RSVP specifically. By doing this, you help raise the visibility of RSVP in our communities, and that helps all of us.

CNCS Regulations

As a partner agency of the RSVP Program, you agree to the following CNCS regulations:

- Volunteers do not engage in any activity which would otherwise be performed by an employed worker or which would supplant the hiring or result in the displacement of employed workers or impair existing contracts for service.
- Neither the grantee nor any partner agency requests or receives compensation from the beneficiaries of Senior Corps volunteers.
- Any partner agency financial support of the Senior Corps project is not a precondition for that agency to obtain volunteer service.
- An RSVP volunteer does not receive a fee for service from service recipients, their legal guardians, members of their families, or friends.
- Grant funds are not used to finance labor or anti-labor organizations or related activity.

Appendix A: TERMS AND DEFINITIONS

RSVP Partner Agency

An RSVP Partner Agency (formerly known as Volunteer Station) is a public agency, nonprofit organization, or other proprietary health care agency that partners with RSVP and has the responsibility for appropriately placing, supervising, and training volunteers to meet its unique needs. Each partner agency shall be licensed or otherwise certified as required by federal, state, or local government.

RSVP Administration

RSVP is one of three Senior Corps Programs sponsored by the Civic Service Institute (CSI) at Northern Arizona University (NAU). CSI mobilizes generations to strengthen communities through service and volunteerism. RSVP is funded by the Corporation for National and Community Service (CNCS), the federal agency for volunteer service.

RSVP Volunteer Eligibility

To be eligible for enrollment as an RSVP volunteer a person must be 55 years of age or older, willing to serve on a regular basis without compensation, and to accept training, instruction, and supervision as required by RSVP and the Partner Agency.

Memorandum of Understanding

The Memorandum of Understanding (MOU) establishes the working relationship, mutual responsibilities, and guidelines between partner agencies using volunteers and RSVP. An MOU may be amended at any time by mutual agreement.

Appendix B: Sample Volunteer Job Description

Volunteer Position Description					
Agency Name:	Flagstaff Community Center				
Location of Position (Address):	1234 Birch Street				
City:	Flagstaff	State:	AZ	Zip:	86001
County:	Coconino				
Business Phone:	928.123.4567			Fax:	928.123.7898
Volunteer Supervisor:	Susie Smith		Email:	Susie.Smith@FCC.org	
Position Title:	Meals on Wheels Driver			# of Volunteers Requested:	5
List the responsibilities of this position: This position delivers Meals on Wheels routes to homebound individuals throughout the Flagstaff area.					
List the skills required for this position: Friendly, reliable, clean driving record and able to obtain a Level 1 Fingerprint Clearance Card.					
Days and times volunteers are needed: Daily, 10-1					
Do you provide training for volunteers related to this position? ☒ Yes ☐ No If yes, what kind of training is available: Driver training, customer service training					
Who benefits as a result of the RSVP volunteer's service in this position? Homebound/elderly individuals with significant nutritional needs.					
How do you measure the impact of this position's efforts on the community/clients? Annual client surveys measuring the impact not only of the food but of the visit provided by volunteer.					
Which Focus Area does this position fit in? ☐ Capacity Building ☐ Education: ☐ School Readiness (Head Start) ☐ K-12 Tutoring ☐ Environmental Stewardship ☐ Healthy Futures: ☐ Food Bank Assistance ☒ Meals on Wheels ☐ School/Community Gardens ☐ Senior Companion Program ☐ Veterans and Military Families ☐ Other Community Priorities					

Partner Agency Representative Signature: _____ Date: _____

Program Coordinator Signature: _____ Date: _____

Received:

APPENDIX C: Volunteer Referral Form

Volunteer Referral

Section I – To be completed by RSVP Program Coordinator

Partner Agency:

Volunteer Name:

Volunteer Phone:

Volunteer should be contacted by: **Click here to enter a date.**

This volunteer is interested in the following position and/or has the following skills:

Please return this completed form no later than: **Click here to enter a date.**

Return to:

Section II – To be completed by Partner Agency

This form can be completed electronically or by hand and returned via email or mail.

☐ Volunteer will be placed with our agency

- Position:
- Please select which of the RSVP focus areas this volunteer position best fits in:
 - ☐ Capacity Building
 - ☐ Education: ☐ Head Start ☐ K-12
 - ☐ Healthy Futures: ☐ Food Banks (Food Security) ☐ Meals on Wheels
 - ☐ Senior Companion ☐ School/Community Gardens
 - ☐ Veterans and Military Families
 - ☐ Other Community Priorities:

☐ Volunteer will not be placed with our agency

- Please share the reason why the RSVP volunteer was not a good fit for your agency:

****It is the responsibility of your agency/organization to conduct background screening procedures for RSVP volunteers consistent with the policies of your organization.***

Partner Agency Contact Signature or Initial:

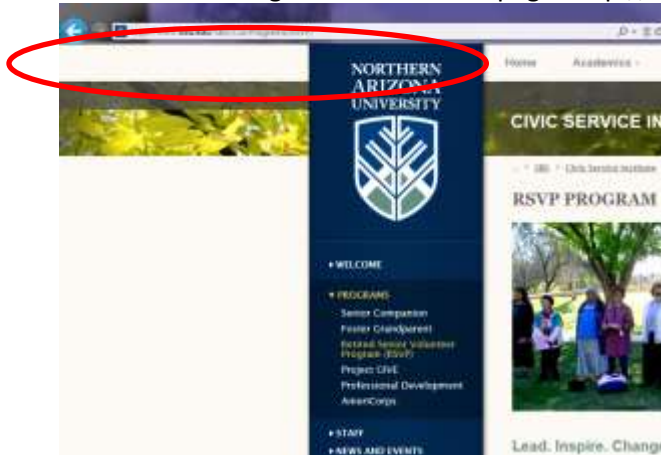
Date:

Appendix D: Sample Interview Questions

- 1) What is your motivation to volunteer in this position?
- 2) Please share your experiences working or volunteering with the client population this position serves.
- 3) What is your professional/personal experience with:
 - a. Office Work
 - b. Human Services
 - c. Whatever skills or talents your agency requires for the position
- 4) How often are you available to volunteer?
- 5) What is your ideal work environment (team setting or independent)
- 6) What keeps you motivated to complete a task?

APPENDIX E: REPORTING VOLUNTEER HOURS

Navigate to RSVP's webpage: <http://www.nau.edu/SBS/CSI/Programs/RSVP/>



- 1) Click on the link to "Report Hours Online" on the right sidebar.
- 2) Enter your Username & Password in the appropriate fields.
 - a. Your username is your agency name with no spaces
 - b. The default password is RSVP123 (case sensitive). You will change this in the next step.

A screenshot of the login page for the NAU Civic Service Institute. The header includes the Northern Arizona University logo and the text "CIVIC SERVICE INSTITUTE" and "NAU Civic Service Institute". The main heading is "Enter Hours You Have Served". Below this, there is a note: "If you do not know your username or password, please contact us at 928-523-3560 or 1-800-856-3817." Instructions state: "Enter your User Name and Password into the form below, then click the OK button." The form has two input fields: "User Name:" and "Password:". At the bottom are "OK" and "Cancel" buttons.

- 3) Change your username and password to something you can remember, and hit "OK." If you forget your username and password, you can always call the CSI office (928-523-3560) to have it reset.

Change Your Password

You are logged in as: [test agency 2](#)
[That's not me.](#)

Feel free to change the name and password you use to log in.
You **must** change your Password since you logged using the default password.

Current User Name: TestAgency2
New User Name:

Current Password: RSVP123
New Password:

Change Your Password

Your new User Name: testagency2
Your new password: RSVP321
Don't forget to record your new User Name and Password!

[Home](#) [Log Out](#)

- 4) Once you get your confirmation page, click on “Home,” which will take you back to the RSVP home page. Click on the “Report Hours Online” link on the right sidebar (see image in step 1) to get back to the hours portal.

- 5) Select the Volunteer for whom you want to report hours, and then hit “OK.”

Enter Volunteer Hours

You are logged in as: [test station](#)
[That's not me.](#)

If you have served hours at a different partner agency not listed below, please see the staff directory for the contact information of your local program coordinator.

Instructions:
Please select from the list below the volunteer/job combination for which you wish to report hours served.

I wish to report hours served for this Volunteer/Job:

Volunteer 2, Test -- test job
Volunteer, Test -- test job

Click the 'OK' button below to proceed to the next step and enter the hours served.

[Change Your Password](#)

- 6) Enter the month and number of hours for the volunteer. If you'd like to write an optional message to accompany the hours, please use the space provided. Hit “OK.”

NAU Civic Service Institute

Enter Hours Served

You are logged in as: [test station](#),
[Logout](#)

Thank you for entering your volunteer hours.

Instructions: Please complete the form below to submit your hours. Enter the month and hours served. If you have any comments regarding your report, you may also enter a text message to us.

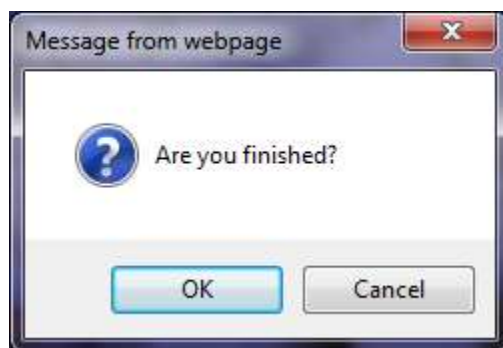
I am entering hours for this Volunteer:
Volunteer 2, Test -- test job

The hours were served in:	November ▾	2013 ▾
In this month I served:	11 ▾ Hours	0 ▾ Minutes

A Message to Us:
 Test Volunteer 2 is a great asset to our agency!

Click the OK button to submit your hours.

7) A pop-up will ask you if you are finished. Hit "OK."



8) A confirmation page will come up. To report hours for another volunteer, click on the link "Click here to enter hours for another volunteer." Repeat steps 6-8.

NAU Civic Service Institute

Hours Saved

Your hours have been saved. Thank you.
 Volunteer 2, Test -- test job, 11 hours, 0 minutes

[Click here to enter hours for another volunteer.](#)

[Home](#) | [Log Out](#) | [Change Your Password](#)

- 9) When you are done entering hours for all volunteers, click on the link to “Log Out.”

