

# RSVP

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## Lead With Experience

### Partner Agency Handbook



March 2019



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

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**Civic Service Institute**

Dear RSVP Partner Agency,

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

RSVP has a presence in six Arizona counties –Apache, Coconino, Mohave, Navajo, Yavapai and Yuma with a goal of engaging more than 400 volunteers serving in a wide variety of areas to meet critical community needs.

This handbook contains important information about RSVP operations, benefits, and responsibilities of participating in this program. All policies and procedures, and their related forms, are included. The Civic Service Institute employs RSVP program coordinators throughout the six counties served and they are available to assist you. They will be your primary contact. I am also available as a resource and contact and I look forward to building a great partnership with you.

Sincerely,

Erin Kruse

Senior Corps Programs Project Director

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## RSVP PROGRAM OVERVIEW AND PRACTICES

### **Purposes**

RSVP's dual purposes is to engage people 55 and older in volunteer service to meet critical community needs *and* provide a high-quality experience to enrich lives of volunteers. NAU RSVP focuses volunteer placement in areas of Healthy Futures, Education, Veterans and Military Families, Capacity Building and other specific needs of individual communities. RSVP engages qualified individuals in volunteer service at a Partner Agency.

### **What RSVP Offers**

RSVP Program Coordinators are experienced volunteer managers who know the local communities and effectively recruit and screen volunteers for referral to partner agencies. Training is offered to volunteers depending on their volunteer assignment, and to agencies in working with RSVP volunteers. Volunteer recognition is provided through formal annual events and informal ongoing recognition through newsletters and local media. RSVP Program Coordinators are available to assist with communication and other issues arising between a RSVP volunteer and partner agency staff.

RSVP offers 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 and Work Plans**

RSVP Programs across the country align around seven focus areas determined by the federal funder, Corporation for National and Community Service (CNCS). RSVP of Northern and Western Arizona focus primarily on four broad areas:

#### **1) Capacity Building**

- a. RSVP volunteers build non-profit sustainability through assistance with volunteer recruitment and management.

#### **2) Education**

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

#### **3) Healthy Futures**

##### **a. Aging in Place to enable older adults to maintain independence**

- i. Companionship: RSVP volunteers visit homebound elderly/disabled individuals to provide companionship, transportation, and other non- medical assistance.
- ii. Food Delivery: RSVP volunteers deliver food to homebound elderly individuals through Meals on Wheels (MOW) Program.

##### **b. Food and Obesity**

- i. Food Distribution: RSVP volunteers serve in emergency food banks by assisting with gleaning/soliciting donations, unloading deliveries, stocking shelves, distributing food to clients, and supervising other volunteer

#### **4) Veterans and Military Families**

##### **a. Assist veterans with transportation**

RSVP volunteers provide transportation to veterans.

##### **b. Support veterans with disabilities**

RSVP volunteers serve in Senior Companion roles to provide friendship and support to homebound veterans.

Data collection, an important component of RSVP's Work Plans, is requested approximately once annually. Refer to page 7 for more detailed information about data collection expectations.

#### **RSVP Volunteer Insurance Service (VIS) Insurance Program**

It doesn't happen often, but when it does, the results can be serious...a volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of volunteering with this organization is that volunteers are provided supplemental insurance protection in case these things happen to them. There are three kinds of supplemental secondary coverage insurance.

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 claim is to be made. For more information you can visit [www.cimaworld.com](http://www.cimaworld.com) where all exclusions are listed for each insurance type.

- **Excess Accident Medical Coverage**

This coverage is in excess of Medicare and any other insurance in place for a volunteer. This insurance applies while the volunteer is traveling directly to and from, and while participating in volunteer-related activities, including attending recognition activities, meetings and workshops.

Insurance benefits include up to \$50.00 for repair or replacement of eyeglass frames, and up to \$50.00 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident. Other than x-rays, dental care is covered up to \$500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit is \$900 per accident.

- **Excess Volunteer Liability Insurance**

Volunteers are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence (subject to annual aggregate of each organization). This policy protects the volunteer for liability for bodily injury or property damage arising out of the performance of the volunteer duties. The policy includes defense against allegations of sexual misconduct.

- **Excess Automobile Liability Insurance**

This coverage protects the volunteer for bodily injury or property damage claims arising out of the operation of the volunteer's own vehicle during volunteer assignment and not driving to or from the assignment. The insurance is in excess of the greater of

- A. An amount equal to the application limits of liability of any other collectible insurance the volunteer has; or
- B. An amount equal to the minimum limit of liability required under the Motor Vehicle Responsibility Laws of the state in which the accident occurs, or \$50,000 whichever is less.

This is liability insurance and does not include collision insurance (damage to the volunteer's vehicle). Contact your area coordinator for additional details.

## OVERVIEW OF PARTNER AGENCY RESPONSIBILITIES

### **Volunteer Position Description**

Agencies complete a **Volunteer Position Description** (see Appendix B) for each position. This document allows the RSVP Program to fully understand volunteer needs and enable coordinators to be successful in recruitment efforts.

### **Screening/Interviewing**

If RSVP recruits a potential volunteer, they will send an **RSVP Volunteer Referral Form** (see Appendix C) with the potential volunteer's contact information, the position the volunteer is interested in, and any skills or experience the volunteer has 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 to maintain their interest in volunteering. Volunteer know their time and energy is valued when the agency makes immediate contact. After conducting a volunteer screening process, whether that consists of a formal/informal interview or not, please send the form to the coordinator within **three (3) weeks** to accept the volunteer or not. If the volunteer is not a good fit for the agency, an alternative placement for the volunteer will be found.

**RSVP does not conduct background screening of volunteers. If your agency requires a background or fingerprint check of volunteers, it is your responsibility to conduct these checks.**

Sample interview questions are included in Appendix D.

### **Orientation/Training**

RSVP distinguishes between orientation and training; RSVP strongly advises partners to provide both to new volunteers. Orientation may be provided in both written and oral form, and includes a description of the agency function and service(s) provided, tour of the facility (lavatory facilities), and review volunteer's job description. Training depends on each position. The more a volunteer deals with other people and makes decisions independently, the more training is needed. Many partner agencies find on-the-job-training is most effective, while others prefer a formal, classroom type training session. Time should be allotted at the end of each session for evaluation.

### **Supervision**

A partner agency agrees to provide necessary supervision of volunteers. The amount of supervision depends on the volunteer's assignment. RSVP prefers that a supervisor is always available during a volunteer's work time in case problems or questions arise. Supervisors 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 coordinator.

The following are suggestions for working successfully with volunteers:

1. Designate a volunteer coordinator (and additional supervisors as needed).
2. Ensure volunteers know expectations of their service.

3. Set goals and objectives with each volunteer. Job descriptions are required.
4. Set a trial period. Evaluate performance and allow time to discuss experiences.
5. Provide volunteers a chance to be successful.
6. Ensure volunteers feel needed and appreciated.
7. Consider volunteers part of the team and encourage staff to do the same. Invite volunteers to participate in team meetings; ask them for feedback.
8. Notify RSVP coordinator if a volunteer is inappropriate for your agency.

### **Reports**

RSVP's continued federal funding through the CNCS is dependent on number of active volunteers, number of hours served, and most importantly, **measurable outcomes of volunteers' efforts**. Therefore, it is extremely important that each partner agency cooperate with data collection policies.

Annually, each agency will be asked to complete a data collection form based on information provided in volunteer position descriptions. We utilize data collected as part of ongoing operations. However, there may be times when RSVP asks for assistance and cooperation in collecting new or different data as it may be vital to maintaining funding.

### **Reporting Volunteer Hours**

All reporting of RSVP volunteer hours is through the RSVP website and is due by the 10<sup>th</sup> of each month for the preceding month. Hours are automatically uploaded into RSVP's database.

### **Volunteer Recognition**

Agencies benefit from time, energy, and expertise of volunteers and RSVP asks you to provide ongoing recognition to volunteers. This may be formally (such as an Awards Dinner, Volunteer Tea, etc.) or informally (questions about volunteer's family, recent vacation or health). 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," may mean the world to a volunteer.

RSVP holds an annual recognition event and invites representatives from each partner agency to attend. Partner agencies use this recognition as a recruitment tool for new volunteers.

### **A Special Request**

When publicly recognizing RSVP volunteer contributions, please mention RSVP specifically, to help raise visibility of RSVP in the community; this helps all of us.

### **CNCS Regulations**

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

- Volunteers do not engage in activities that would otherwise be performed by an employee or that would supplant hiring or result in displacement of employed workers or impair existing contracts for service.

- Neither the NAU Senior Corps RSVP Program nor any partner agency requests or receives compensation from beneficiaries of Senior Corps volunteers.
- Partner agency financial support of Senior Corps project is not a precondition to obtain volunteers.
- A RSVP volunteer does not receive a fee for service from service recipients, legal guardians, or members of their families/friends.
- Grant funds are not used to finance labor or anti-labor organizations or related activities.



## **Appendix A: TERMS AND DEFINITIONS**

### **RSVP Partner Agency**

A RSVP Partner Agency is a public agency, nonprofit organization, or other proprietary health care agency that partners with RSVP and is responsible 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), federal agency for volunteer service.

### **RSVP Volunteer Eligibility**

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

### **Memorandum of Understanding**

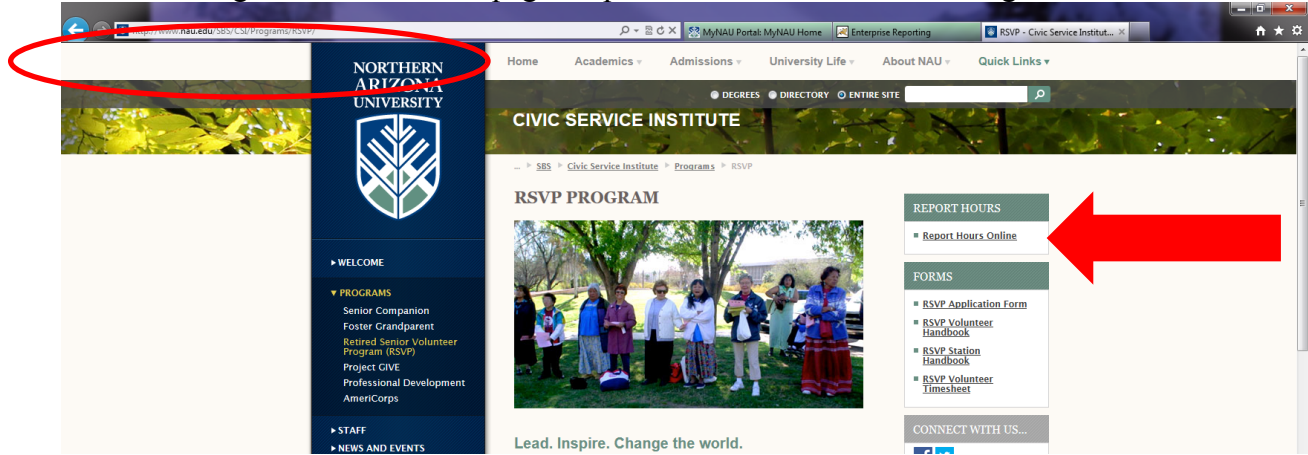
The Memorandum of Understanding (MOU) establishes a working relationship, mutual responsibilities, and guidelines between partner agencies using volunteers and RSVP. A MOU may be amended at any time by mutual agreement.

## **Appendix B: Sample Volunteer Interview Questions**

- 1) What is your motivation for volunteering in this position?
  
- 2) Please share your experiences working or volunteering with a client population similar to this position.
  
- 3) What is your professional/personal experience for the following:
  - a. Office Work
  - b. Human Services
  - c. Skills or talents required for the position
  
- 4) When are you available to volunteer? For how long?
  
- 5) What is your ideal work environment (team setting/independent work)
  
- 6) What keeps you motivated? How does this relate to completing an assigned task

## APPENDIX C: REPORTING VOLUNTEER HOURS

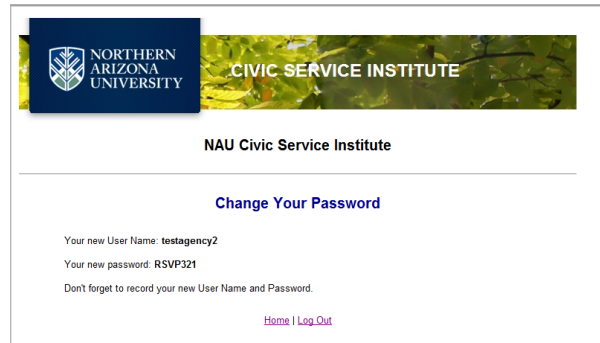
Navigate to RSVP's webpage: <http://www.nau.edu/SBS/CSI/Programs/RSVP/>



- 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.

- 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.

- 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.”



- 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.”

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Enter Hours Served

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

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



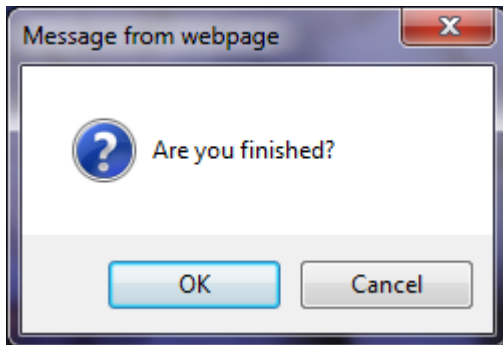
A Message to Us:  
Test Volunteer 2 is a great asset to our agency!



Click the OK button to submit your hours.

OK Cancel

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.

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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.”

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**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](#)

