



AmeriCorps Seniors

Retired & Senior Volunteer Program - Muskegon & Oceana Counties

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STATION PARTNER HANDBOOK



Retired and Senior Volunteer Program of Muskegon and Oceana Counties

United Way of the Lakeshore
31 E. Clay Avenue
PO Box 207
Muskegon, MI 49443
231-332-4016

Oceana Office:
907 South State Street
PO Box 326
Hart, Michigan 49420



United Way
of the Lakeshore



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Section I

Introduction

The Retired and Senior Volunteer Program (RSVP) is America's largest senior volunteering network. It is designed to provide individuals age 55 years and older with the opportunity to share their abilities, interests and experience with their communities

Locally, we are proud to have RSVP volunteers providing service to almost 20 agencies (or stations as we call them) in Muskegon and Oceana counties. RSVP volunteers work in our focus areas include:

1. Allies for Health
2. Literacy & Mentoring
3. Economic Opportunity
4. Cultural Heritage
5. Ambassador of Service

RSVP volunteers are only placed in not-for-profit and government agencies. The work they perform must be non-political and non-religious in nature. Any agency where RSVP volunteers are placed, whether they utilize the service of one RSVP volunteer or twenty, must have on file a current Memorandum of Understanding (see follow section).

We hope your agency will consider using RSVP volunteers in new and challenging assignments. Today's seniors have gained a lifetime of experience and want to make a difference in our community.

Please call our office if you are in the planning stages of a new program or service and we can see how RSVP volunteers may play a role in your efforts.



Section 2

Memorandum of Understanding

The Memorandum of Understanding (MOU) is a basic agreement between agencies using RSVP volunteers. According to this agreement RSVP will do its best to provide volunteers as requested, as well as a coordinator, to serve as a liaison with the agency or volunteer station.

The RSVP program will:

1. Recruit, screen (criminal and sexual abuse check), match, and refer RSVP volunteers to your agency based on job tasks.
2. Provide supplemental accident and liability insurance for volunteers while they are volunteering.
3. Provide limited assistance with volunteer travel costs through mileage reimbursement, for those who may not otherwise be able to volunteer.

Station responsibilities include:

1. Maintaining monthly volunteer time sheets and submitting to the RSVP office by the 5th of the following month.
2. Providing appropriate orientation and supervision as well as any specific training that may be necessary. Includes providing materials (such as smocks, pins, etc.) necessary for the volunteer assignment.
3. Advertise that RSVP members serve at your agency (please use our logos!)
4. Share stories of success.
5. Stations representatives are also invited to attend recognition events for RSVP volunteers and serve on the RSVP Advisory Board.



Section 3

Orientation/Training

RSVP distinguishes between orientation and training, although we strongly advise stations 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 the agency and the service(s) it provides, a tour of the facility, including where accessible lavatory facilities area 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 that should be provided.



Section 4

Supervision

The station 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 should also "budget" for volunteer needs, both in terms of time and money. Volunteers will need a place to work, equipment and supplies as necessary. The work area should be comfortable and safe.

Tips for Supervising Volunteers

The following are some suggestions for working with volunteers:

1. Designate one supervisor or volunteer coordinator.
2. Set a trial period. Evaluate performance with volunteer and allow volunteer time to discuss their experience.
3. Set goals and objectives with volunteer.
4. Follow an "open-door" policy.
5. Make sure the volunteer feels needed and appreciated.
6. Make sure the volunteer knows what you expect. Job descriptions will help reinforce expectations.
7. Provide volunteers with constructive feedback just as you would for paid staff.
8. Most importantly, consider the volunteer part of your team and encourage other staff to do the same.

If you encounter any problems with an RSVP volunteer, please call the RSVP Manager or Coordinator. They will work with both you and the volunteer to resolve the problem. If a volunteer is found to be inappropriate for your agency, we will reassign the volunteer and try to find a replacement.



Section 5

Recording of Volunteer Time

RSVP is a federally funded program through the Corporation of National and Community Service (CNCS), a component of the USA Freedom Corps. Our continued funding is dependent on the number of active volunteers, the number of hours served, and the measurable outcomes of the volunteers' efforts. It is extremely important to RSVP that you, the station, cooperate with our time sheet policies.

A copy of a station time sheet is included, and you will be provided with additional copies as needed. If a volunteer age 55+ is currently working at your station and NOT a member of the RSVP, please encourage them to register with our agency.

Each month the time sheets must be verified and signed by the volunteer coordinator, supervisor, etc. and returned to our office on or before the 5th of the following month. It is the volunteer's responsibility to sign the time sheet under their name and to record their hours worked under the proper date. Please double check these items before you return the sheets. If you have another measure of your volunteers' time you may submit that version as long as it lists each day of service individually, number of hours worked each day, the number of people that were served by their efforts. Only one form per volunteer and only one month of service is to be listed on each form.

Volunteer Recognition

Many agencies benefit from the time, energy, and expertise that volunteers offer them. We ask that you provide on-going recognition to your volunteers. This can be done in a formal manner, such as an Awards Dinner, Volunteer Tea, etc. Or, it can be done in simple, inexpensive manner all year long.

A question about the volunteers' family, recent vacation or health shows you care about them as individuals. Birthday cards are well received and thank you notes for a special service is 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 station to attend along with the volunteers. Many stations have recruited new volunteers at this event simply by visiting with volunteers at their table during the meal. Please try to join us.



Section 6

Incident Reports

In the event that an incident occurs, involving a RSVP member, please complete an Incident Report Form and return it to the RSVP Coordinator or Manager. It is important that a record of the incident be maintained. If additional action needs to be taken, the RSVP Manager or Coordinator will work with you to determine the action necessary.

A Special Request

When publicly recognizing RSVP volunteer contributions please mention RSVP. By doing this, you can help raise the visibility of RSVP in our community, and that will help all of us. Thank you!

Our Challenge to You!

What are the job responsibilities and skill-based tasks that can be performed by RSVP volunteers?

Today's retired professionals and seniors want to make a difference when they volunteer. They want to know their service contributes to change in their community.

PARTNERSHIP AND COMMUNICATION PROCESS

RSVP PARTNERSHIP MEETING

- RSVP Manager/Coordinator meets the Agency Director or Volunteer Station Representative
- Agenda
 - Overview about the Retired and Senior Volunteer Program
 - Review Station Partner Handbook & Forms
 - Memorandum of Understanding
 - RSVP Volunteer Job Description
 - RSVP Referral and Placement Form
 - RSVP Timesheets



RECEIVE COMPLETED/UPDATED MEMORANDUM OF UNDERSTANDING

- Signed by Agency Director
- Designates Volunteer Station Representative who manages volunteers and serves as liaison to RSVP staff



DEVELOP RSVP VOLUNTEER JOB DESCRIPTION

- Volunteer Station Representative develops the RSVP Volunteer Job Description, summarizing the agency's needs and RSVP volunteer service activities to be performed, and turns it in to the RSVP office (RSVP staff can provide assistance in the process)



CONNECTING VOLUNTEERS TO STATION PARTNERS

- The RSVP Coordinator recruits, provides program orientation, conducts background checks, and matches RSVP volunteers to station partner assignments
- RSVP staff will forward a RSVP Referral & Placement Form to station partner



PLACEMENT OF RSVP

- Station Partner Representative will:
- Contact RSVP volunteer and determine if volunteer is a match for the agency and what tasks will be performed
- Return completed RSVP Referral & Placement Form to RSVP office
- Provide agency-specific training to the volunteer, enabling them to be successful and make an impact



Updates

- The Station Partner Representative will:
 - Ensure monthly RSVP volunteer timesheets are submitted
 - Attend recognition events and celebrate impact of RSVP volunteers at the agency



Contact Information

AmeriCorps Seniors Retired and Senior Volunteer Program of Muskegon & Oceana Counties

PROGRAM STAFF:

United Way of the Lakeshore
President:

Christine Robere

RSVP Program Manager:

Lynn Keech

Phone: 231-332-4016

Email: lynn@unitedwaylakeshore.org

RSVP Oceana Coordinator:

Barbara Saunders Sims

Phone: 231-332-4005

Email: barbara@unitedwaylakeshore.org

PROGRAM SPONSOR:

United Way of the Lakeshore



United Way
of the Lakeshore

Mailing Address:
PO Box 207
Muskegon, Michigan 49442

Office Location:
31 East Clay Avenue
Muskegon, MI 49442

Oceana Mailing Address:
PO Box 326
Hart, Michigan 49420

Office Location:
907 South State Street
Hart, Michigan 49420



AmeriCorps Seniors Pledge

I will get things done for America – to make our people safe, smarter and healthier.

When faced with a pressing challenge, I will bring Americans of all generations together to strengthen our communities.

When faced with children at risk, I will help them stay in school and on track for a brighter future.

When faced with older adults in need, I will provide support and compassion so they may age with grace and dignity.

Working for the greatest good, I will use my lifetime of experiences to improve my country, my community, and myself through service.

I am an AmeriCorps Seniors volunteer and I will get things done.



Attachments

1. Memorandum of Understanding (MOU)

A MOU must be completed and is your commitment to becoming a RSVP agency partner. MOU's will be renewed every three years.

2. Station Accessibility Checklist

RSVP of Muskegon and Oceana Counties strive to include all members in volunteer service despite disabilities. We understand there are jobs and circumstance which would pose by their very nature, some limitations, and we seek to identify these. Station Accessibility Checklist will be renewed annually.

3. Station Safety Checklist

RSVP ensures that all volunteer stations assess the safety of their volunteers annually.

4. Volunteer Assignment Job Description

Once you have committed to becoming an agency partner with the RSVP program a volunteer job description will be written specifically for your program. This is description that potential volunteers will review when they are selecting agency sites in which to volunteer.

Once a volunteer selects your site this job description will be signed by the volunteer and the station site supervisor as a commitment to service.

Job descriptions will be reviewed annually for any changes.

5. RSVP Member Referral and Placement Form

This form accompanies the Volunteer Job Description once a volunteer selects your site. The Member Referral will contain your new volunteer's contact information.

6. Volunteer Service Hour Form

This hardcopy form can be used by volunteers to submit their monthly hours or you may choose to use an in-house volunteer report. Refer to section 5 to reference Recording Volunteer Time. If you have volunteers that are submitting mileage reimbursement they will be responsible for submitting to you a different form. All Service Hour Forms will require a supervisor's signature at the end of each month. All signed volunteer forms must be turned in to RSVP staff by the 5th day of the follow month for grant reporting purposes.

7. Incident Report Form

In the case of an incident this form must be filed immediately to receive supplemental insurance benefits. A signed time sheet must also be available for insurance purposed as well.

MEMORANDUM OF UNDERSTANDING

Between

RETIRED AND SENIOR VOLUNTEER PROGRAM

MUSKEGON & OCEANA COUNTIES



United Way of the Lakeshore
31 East Clay Avenue, Muskegon, MI
&

Organization/Agency (Station) Name:	
Address:	
Phone:	
Fax:	
Webpage:	
EIN:	

Memorandum of Understanding (MOU) Effective Dates: July 1, 2020 - June 30, 2023

The Memorandum of Understanding (MOU) contains basic provisions, which will guide the working relationship between both parties. It is entered into by and between the Retired and Senior Volunteer Program of Muskegon and Oceana Counties, sponsored by the United Way of the Lakeshore and the Organization/Agency (the "Station") above.

This MOU may be amended, in writing, at any time with concurrence of both parties and must be renegotiated at least every three (3) years.

BASIC PROVISIONS

A. RSVP of Muskegon & Oceana Counties / United Way of the Lakeshore Responsibilities:

- Recruit, interview, and enroll volunteers and refer volunteers to the volunteer stations.
- Refer RSVP volunteers to the Station.
- Review acceptability of volunteer assignments.
- Instruct volunteers in proper use of monthly reports, reimbursement guidance and program procedures.
- Provide the RSVP orientation to Station staff prior to placement of volunteers and at other times as needed.
- Initiate publicity; radio, TV, print or verbal presentation regarding RSVP.
- Furnish accident, personal liability, and excess automobile insurance coverage as required by RSVP program policies. Insurance is secondary coverage and is not primary insurance.
- Maintain regular contact, including periodic visits, to monitor the satisfaction, needs, and performance of both the volunteer and the volunteer station.
- For those in economic need, reimburse RSVP volunteers for transportation cost between their home and volunteer station in accordance with RSVP policies and availability of funds (if applicable).
- Coordinate with other volunteer and aging programs in the area to foster effective communication and avoid duplication.
- Operate an Advisory Council/Committee to RSVP. Along with the advisory council/committee, arrange for appeals procedure to address concerns with volunteers, the Station and/or RSVP.
- Arrange for appropriate RSVP recognition.

B. Volunteer Station Responsibilities:

- Interview and make final decision on assignment of RSVP volunteers.
- Provide a safe work environment and supervision for the volunteers (*See: Safety Checklist*)
- Perform, if necessary, any additional background screenings.
- Provide orientation, training, ongoing supervision, recognition, and necessary materials for RSVP volunteers.
- Develop job descriptions with RSVP staff and ensure all members have a current document.
- Provide volunteer assignment descriptions for each volunteer opportunity at the Station.
- Furnish volunteers with materials needed/required for assignments. These materials may include station uniform and photo I.D.
- Encourage RSVP volunteers to wear/display RSVP logo and gear where it may be viewed by the public.
- Inform RSVP staff if there will be a change in the volunteer station contact.
- Keep RSVP staff informed of any changes in a volunteer's assignment, job performance, extended absence or termination.
- Investigate and report any accidents and injuries involving RSVP volunteers to the program office immediately via phone followed by written documentation.
- Validate appropriate volunteer timesheets for submission to the RSVP Program office on a monthly basis (on or before the 5th of each month) *Insurance coverage is only effective with verified records of hours received*).
- **Participate in 2 Station partner meetings/trainings and RSVP volunteer recognition activities.**

Reports:

The Station Representative shall:

- Report volunteer hours on a monthly basis on or before 5th of the following month.
- Stations are requested to complete a bi-annual survey provided by RSVP documenting the impacts of services provided by volunteers.
- Provide documentation of in-kind contribution(s) (meals, uniforms, mileage reimbursement, training expenses) and verification to help RSVP meet its local match of 30%.

C. Other Provisions:

- **Separation from Volunteer Service:** The volunteer station may request in writing the removal of a volunteer at any time. The volunteer may withdraw from service at the Volunteer Station or United Way of the Lakeshore RSVP program at any time.
 - **Discussion of individual separations** will occur among RSVP staff, Volunteer Station Staff, and the volunteer to clarify the reasons, resolve conflicts, or take remedial action, including placement with another Volunteer Station.
- **Religious/Political Activities:** The Volunteer Station will not request or assign volunteers to conduct or engage in religious, sectarian, or political activities.
- **Displacement of Employees:** The Volunteer Station will not assign volunteers to any assignment which would displace employed workers or impair existing contracts for service.
- **Compensation:** Neither the station nor RSVP will request or receive compensation from the beneficiaries of RSVP volunteers. RSVP volunteers will not receive a fee for service from beneficiaries.
- **Accessibility and Reasonable Accommodation:** The Volunteer Station will maintain the programs and activities to which volunteers are assigned accessible to persons with disabilities and provide reasonable accommodation to allow persons with disabilities to participate in programs and activities (*See: Accessibility Checklist*).
- **Prohibition of Discrimination:** The Volunteer Station will not discriminate against volunteers or the operation of its program on the basis of race, color, national origin, sex, age, political affiliation, religion, or on the basis of disability, if the volunteer is a qualified individual with a disability.
- **Other:** Media advertisements should specify, either by written information or verbally, that the RSVP volunteers (hosted by United Way of the Lakeshore) are participants in the success of your organizations programs.

RETIRED AND SENIOR VOLUNTEER PROGRAM

MUSKEGON & OCEANA COUNTIES



United Way of the Lakeshore
31 East Clay Avenue, Muskegon, MI

STATION ACCESSIBILITY CHECKLIST

The RSVP of Muskegon and Oceana Counties strives to include all members in volunteer service despite disabilities. Please answer the following questions to help us accommodate volunteer requests appropriately.

These questions do not limit volunteer stations, they are simply meant as a means of properly placing volunteers. We understand that there are jobs and circumstances which would pose, by their very nature, some limitations, and only seek to identify these.

Organization Name:	
---------------------------	--

		YES	NO	Comments:
1	Do you have any volunteer activities that would not be practical for someone with limitations? (i.e. vision, hearing, or memory loss; wheelchair or walker; inability to stand for long periods of time)			
2	Does your organization have policies that ensure a "reasonable accommodation" is made to individuals, including volunteers with disabilities?			
3	Is there a flat, non-gravel route from parking/street through the front entrance? Does the parking lot have spaces reserved for persons with disabilities?			
4	Are doors (entrance, restroom, etc.) no heavier to open than refrigerator door? Are door knobs throughout push/pull or lever type (not twist knobs)?			
5	Does your organization notify all persons such as staff and volunteers of your policy not to discriminate against individuals with disabilities?			
6	Does your agency have the ability to communicate with hearing impaired individuals (either through sign language or writing)?			
7	Does your agency have publications and signage available for visually impaired individuals?			
8	Are emergency alarms both audible and visual? Are evacuation plans and areas of rescue assistance accessible to individuals with mobility impairments?			

Is your agency's building equipped to accommodate disabled individuals? *Please check all that apply.*

- At least one accessible route that connects the entire facility including the parking lot.
- A drop off zone near the building entrance.
- A handicapped accessible entrance.
- A handicapped accessible bathroom with a 5'x5' stall, a lowered sink, and lowered paper towels.
- If multi-level, an elevator, ramp, or alternate route is available.
- Handrails on stairways.
- Halls and passageways are at least one yard wide, are level, and with non-slip surfaces.
- Meeting spaces/conference areas accessible for individuals with disabilities.

Signature & of person completing checklist

Date

Printed Name & Title

Lynn Keech, RSVP Manager/Barbara Saunders Sims, RSVP Coordinator

Date

RETIRED AND SENIOR VOLUNTEER PROGRAM

MUSKEGON & OCEANA COUNTIES



United Way of the Lakeshore
31 East Clay Avenue, Muskegon, MI

STATION SAFETY CHECKLIST

The RSVP of Muskegon & Oceana Counties ensures that all volunteer stations assess the safety of their volunteers annually.

Please answer the following questions to the best of your ability.

Organization Name:	
---------------------------	--

		Yes	No
1	All volunteers are informed of the agency's safety policy.		
2	Volunteers are given the necessary materials and knowledge to perform tasks safely.		
3	Proper signs, emergency exits and safety protocols are visibly displayed for volunteers.		
4	All volunteers report and/or document any accidents to a staff member.		
5	All volunteers receive a background check prior to volunteering.		
6	Staff provides volunteers with new safety information as needed.		
7	Volunteers wear the appropriate clothing and safety equipment, if applicable.		
8	First aid kits are available and locations identified.		
9	Fire extinguishers are located on site and inspected regularly.		
10	If volunteers work in your office/building, work sites are free of hazards.		
11	If volunteers work for you off site (at designated work areas subject to change), does your staff follow practices which promote volunteer safety?		
12	In event of natural disaster/pandemic/other emergency, a plan or safety policies are in place to utilize volunteers or to hold services/restart services?		

Signature & of person completing checklist

Date

Printed Name & Title

Lynn Keech, RSVP Manager/Barbara Saunders Sims, RSVP Coordinator

Date



**Retired and Senior Volunteer Program
of Muskegon & Oceana Counties**

United Way of the Lakeshore
31 E. Clay Avenue, Muskegon, MI 49442
Phone: (231) 332 – 4016 Fax: (231) 722 – 3137
Website: www.unitedwaylakeshore.org



RSVP Member Referral & Placement Form

Referral Information

AmeriCorps Seniors Name: _____

Contact Information: _____

Referral Date: _____ Referred By: _____

Requested Station Site: _____

Requested Job Task: _____

Attached is the copy of the RSVP volunteer job description.

Placement Information

Yes, I followed up with the volunteer on: _____

Line of Communication: _____



Yes, the volunteer will begin serving at our agency on this date: _____

Yes, I will provide an orientation for the volunteer on this date: _____

Name: _____
Supervisor/Coordinator

Date: _____

Attached is the signed job description.

No, the volunteer referral does not match my needs, please connect this person with another opportunity.

Reasons: _____

Name: _____

Date: _____

X

RSVP Manager/Coordinator Signature

X

Date:



Retired and Senior Volunteer Program Mileage Reimbursement Request



Name (Print)	Month/Year
--------------	------------

- ✓ I understand that approval of a Mileage Reimbursement request is contingent on funding. There is a limited amount available each quarter. I must volunteer a minimum of 2 hours to claim mileage. My form must have **ALL** sections complete with a valid site verification signature, and be submitted by the 5th of the following month or the request will NOT be processed.
- ✓ I understand that there is a monthly maximum of \$20.00 per AmeriCorps Seniors volunteer, and that mileage can only be requested for one station per form. **Separate forms must be completed and verified for separate station sites.**

X

AmeriCorps Seniors volunteer

DATE	Station Site Name	Time In	Time Out	Hours Served	Mileage to Station Site	Mileage Returning Home	Daily Miles
Sub Total							

Please Complete the **Back Side** of This Form.





**AmeriCorps
Seniors**

Retired and Senior Volunteer Program Mileage Reimbursement Request



United Way
of the Lakeshore

Name (Print)	Month/Year
--------------	------------

DATE	Station Site Name	Time In	Time Out	Hours Served	Mileage to Station Site	Mileage Returning Home	Daily Miles
Sub Total							
Total from Front Page							
TOTAL							

Required Verification

VOLUNTEER SIGNATURE _____ DATE _____

Station Site Name _____

Volunteer Manager/Coordinator: _____

Printed Name Signature Date

Retired & Senior Volunteer Program Office Use Only:

Are all requirements fulfilled?

- RSVP Member has all required documentation
- Received by 5th of the following month
- All Sections Filled in as required
- Mapquest of member travels
- Form is ONLY for one station location
- Volunteer signature on front & back
- Approved Volunteer Manager/Coordinator signature

Total Allowable Miles (100 miles per month)	Rate per Mile	Total Reimbursement Authorized
Miles	X. 20	\$

Payment Approved: YES / NO

If No, explain:

X

RSVP Program Manager & Date



**Retired and Senior Volunteer Program
of Muskegon & Oceana Counties**



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31 E. Clay Avenue, Muskegon, MI 49442
Phone: (231) 332 – 4016 Fax: (231) 722 – 3137
Website: www.unitedwaylakeshore.org

RSVP Incident Report

Volunteer Name: _____

Volunteer Site: _____

Site Supervisor: _____

Date of Incident: _____ **Approximate Time:** _____

Location: _____

Describe the incident as it happened:

Was there physical injury to anyone? Yes No

If yes, please explain _____

Please continue to the back of this page. _____➔



AmeriCorps
Seniors

**Retired and Senior Volunteer Program
Incident Report Cont.**



United Way
of the Lakeshore

What actions were taken by site supervisor?

X

Program Director Signature

DATE

X

Site Supervisor

DATE

FOR OFFICE USE ONLY

Resolution

Actions Taken

STATION PARTNER

FREQUENTLY ASKED QUESTIONS

The Retired and Senior Volunteer Program (RSVP) is a source for connecting to volunteers in the community who are looking to share a lifetime of experience and a dedication to helping others. They can help your agency with its direct service, clerical, and capacity building needs. Our program will advertise information about the positions available and will also offer expert technical assistance in the many facets of volunteer management through a variety of learning opportunities (i.e.: trainings, presentations, roundtable discussions, etc.)

Does it cost anything to become registered as an RSVP site?

No. This service is completely free of charge. Your organization is entering into a collaborative partnership with a Community-based service program through the Corporation for National and Community Service (CNCS).

How can my agency become a RSVP site and what are the requirements?

Does your Agency:

- 1) Have proof of your status as a nonprofit or as a licensed health care facility?
- 2) Have volunteer opportunities in our RSVP focus areas work plans?
- 3) Want to collaborate with a National Service Program?

IF YES! Station Partner Membership Requirements:

- A signed Memorandum of Understanding/Partnership Agreement
- Development of RSVP Job Descriptions to match the focus area work plans
- Development of a plan for tracking/submitting RSVP Member Service Hours
- Attend Station Partner meetings (Notifications will be presented)
- Participate in Volunteer Management learning opportunities

How long does it take to receive a volunteer from RSVP?

Many times RSVP is able to fill a request within two months or sooner. Depending on the interests of prospective volunteers, it could take longer. RSVP makes every effort to ensure our matches are mutually beneficial to the volunteer and agency. RSVP take pride in the detailed interview process and knowing what someone is looking for before referring them to an organization. The more detailed your job description, the easier it is to fill your position. If you have not received a referral from RSVP in six months, you can contact an RSVP representative and we can visit your volunteer need(s).

Can our organization request volunteers for more than one position?

Yes, But all job tasks must be aligned to the RSVP focus areas and work plans. If you have many needs, you can begin with your highest priority and then submit additional assignments at a later date.

Can our organization's existing volunteers who are 55 and over become RSVP members to reap the benefits of the National Service membership, recognition events, and accident insurance?

Yes. In the true spirit of collaboration, we invite you to invite your current eligible volunteers to engage with our program. Each volunteer will receive all of the benefits of a traditional member of RSVP. Each individual will need to schedule an enrollment appointment. The purpose is to ensure the individual meets the criteria for RSVP membership, completes the member application and receives a program orientation prior to starting as an official member.