Senior Corps 2.0
Experience for the Future

Experience for the Future

New Project Directors' Orientation

RSVP

Lead With Experience

Presentation 3

Volunteer & Station Management

Corporation for National & Community Service

Module 3: *Volunteer & Station Management*

Agenda

- Welcome
- Managing Stations and Volunteers
  - Volunteer Stations
  - Volunteer Assignments
  - RSVP Volunteers
  - RSVP Volunteer Cost Reimbursements
  - Community Partners and Collaboration
- Introduction to Webinar 4: Budgets and Reports

Agency-Wide Performance Measures

The Corporation for National and Community Service (CNCS) has identified 16 agency-wide performance measures that support the ongoing measurement and assessment of our work. These performance measures align with our 2011-2015 Strategic Plan and the Edward M. Kennedy Serve America Act's focus on impact, innovation and effectiveness

For RSVP national performance measures will be phased in across three years. Each grantee will adopt the new performance measures based on their performance period. RSVP grant applications submitted for competition in 2013, 2014, and 2015 will include the agency-wide performance measures.

RSVP continuation applications will use the project's existing performance measures under the "Programming for Impact" model.

Agency-Wide Performance Measures

RSVP Performance Measure Requirements

1. **25% Primary Focus Area**: RSVP programs are required to place at least 25% of their unduplicated RSVP volunteers in one of the six CNCS priority focus areas, which includes Education, Healthy Futures, Economic Opportunity, Veterans and Military Families, Environmental Stewardship, and Disaster Services.
2. **30% Community Priorities**. Up to 30% of unduplicated RSVP volunteers may be placed in work plans that are created by the grantee to address community activities not captured by the CNCS focus areas.
3. **Other Agency-Wide Priority Measures or Complementary Program Measures.** All other remaining unduplicated RSVP volunteers may be placed in work plans in a combination of designated Agency-Wide Priority Measures or Complementary Program Measures.
4. **10% Outcomes.** At least 10% of the unduplicated RSVP volunteers must be placed in work plans that result in outcomes.

Chapter 6: *Volunteer Stations*

A volunteer station is a public agency, secular or faith-based private non-profit organization, or proprietary health care organization that accepts the responsibility for assignment and supervision of RSVP Volunteers. Each volunteer station must be licensed or otherwise certified, when required, by the appropriate state or local government. Informal groups do not qualify as volunteer stations. [45 CFR 2553.12(r)]

Compliance Sections: A.9-A.11

Chapter 6: *Volunteer Stations*

Memorandum of Understanding (MOU)

The Memorandum of Understanding, which must be negotiated prior to placing volunteers, describes program requirements, working relationships, and mutual responsibilities. It includes general conditions applicable to all projects and volunteer stations and special conditions applicable to the local volunteer station. The basic requirements for the Memorandum of Understanding are found in the regulations at 45 CFR 2553.23(c) (2).

Chapter 6: *Volunteer Station*

Common Compliance Findings

- Out of date MOU
- MOU does not contain the required non-discrimination commitment
- Volunteers are not attached to a station with a current MOU, with a designated volunteer supervisor.
- For-profit day cares as stations
- No verification of stations non-profit status

Compliance Sections: A.9, A.10, A.12, B.2 .(f)

Chapter 6: *Volunteer Station*

Common Questions

- What are proprietary health care facilities?
- Is there a role for RSVP volunteers in a proprietary health care facility?

Compliance Section: A.9, B.2 (f)(2)

Chapter 6: Volunteer Stations

Common Questions (continued)

- Can an RSVP Project or Sponsor serve as a volunteer station?
- The RSVP project itself may function as a volunteer station or initiate special volunteer activities provided the Corporation agrees that these activities are in accord with program objectives and will not hinder overall project operations [45 CFR 2553.61]
- The sponsor may function as a volunteer station, but no more than 5% of the total number of volunteers budgeted for the project may be assigned to the sponsor in administrative or support positions. This limitation does not apply to the assignment of volunteers to other service programs administered by the sponsor or to special volunteer activities of the project [45 CFR 2553.61]

Compliance Section: A.33

Chapter 7: *Volunteer Assignments*

RSVP Projects Volunteer Assignments should:

- Meet community needs
- Match volunteer's skill-set and interests with community needs
- Expand service in areas of need
- Be in compliance with regulations regarding fund raising and other requirements.
- Complement and supplement - Not encroach
- Capacity building assignments should promote volunteer leadership

Chapter 7: *Volunteer Assignment*

Volunteer Assignment Description

Volunteer stations provide a written outline of duties or description of individual assignments [45 CFR 2553.12(c) and 2553.62]. These should be on file in the RSVP office or at the volunteer station and a copy should be given to each volunteer when assigned. Written assignments help to identify and clarify what the volunteer is expected to do and help to avoid misunderstanding.

Compliance Section: A.15.

Chapter 7: *Volunteer Assignments*

Examples of Inappropriate Volunteer Activities

- Street traffic control.
- Participating in “ride along” with on-duty officers.
- Riding on emergency equipment when on call.
- Performing emergency duties assigned to fire or police employees.
- Serving as paramedics, emergency medical technicians (EMT) or other in other emergency medical service roles.

Chapter 8: *RSVP Volunteers*

Recruitment of RSVP Volunteers

- Project recruitment plans should be outlined in the Recruitment and Strengthening Communities narrative of the grant.
- Take potential placement sites into consideration when recruiting.
- Recruit new volunteers, not those who are already volunteering for a station.
- Invite existing RSVP volunteers to help recruit.
- Use Social Networking.
- Keep your Volunteer Match listings current.

Chapters 8: *RSVP Volunteers*

Eligibility to be Enrolled

- RSVP volunteers must be 55 years of age or older, willing to serve on a regular basis without compensation, and reside in or nearby the community served by RSVP. [45 CFR 2553.41(a)] They must also be willing to accept instruction and supervision as required.

- Eligibility to be an RSVP volunteer may not be restricted on the basis of race; color; national origin, including limited English proficiency; sex; age; religion; or political affiliation; or on the basis of disability, if the volunteer with a disability is qualified to serve. [45 CFR 2553.41(b)]

Compliance Section: A.13., B.2.

Chapter 8: *RSVP Volunteers*

Orientation and Training of RSVP Volunteers

Suggested goals of pre-service orientation include:

- Introduce the RSVP volunteers to RSVP, the sponsor, and CNCS.
- Provide information on project policies, time sheets, appeal procedures, insurance, and other administrative details.
- Verify that volunteer has received Volunteer Handbook (or other documents) that outline the RSVP policies, procedures, benefits, etc.
- Acquaint volunteers with project, volunteer station, and sponsor staff, and other RSVP volunteers.
- Provide new RSVP volunteers with information about available community services related to their assignments
- Give RSVP volunteers the opportunity to visit and become acquainted with their volunteer stations. Work with stations to develop appropriate orientation and training for each station

Chapter 8: *RSVP Volunteers*

Volunteer Separation

RSVP Sponsors are required to have appropriate policies on service termination as well as procedures for appeal from such adverse action.

Volunteers who do not serve on a regular basis or intensively on short-term assignments, such as at special events or projects, become classified as inactive. Only active volunteers should be included in reporting of volunteer data to the Corporation.

Sponsors are encouraged to work with their Community Advisory Group in establishing policies covering volunteer separation and appeals. An RSVP sponsor may separate an RSVP volunteer for cause, including, but not limited to, extensive or unauthorized absences, misconduct, and inability to perform assignments or accept supervision, in accordance with the sponsor's policies. Appeals for adverse actions are also subject to the sponsor's policies. [45 CFR 2553.52]

Compliance Sections:A.38(b)

Chapter 8: *RSVP Volunteers*

Common Compliance Findings

- No written assignment descriptions for RSVP volunteers
- Inadequate system for required tracking and reporting of volunteers

Compliance Section A.15; A.39

Chapter 9: *Volunteer Benefits*

Cost Reimbursements

RSVP volunteers are provided with cost reimbursements and other benefits. Within the limits of a project's approved budget, and in accordance with 45 CFR 2553.43 and written Senior Corps policy guidance to projects, volunteers are provided transportation, meals, accident and liability insurance, and recognition activities.

Sponsors should establish written cost reimbursement policies and procedures and share with each volunteer when they enroll.

"Volunteer Expenses" is a limited category which includes these volunteer costs:

- 1. Transportation
- 2. Meals
- 3. Insurance
- 4. Recognition Items and Activities

Compliance Section: A.36

Chapter 9: *Volunteer Benefits*

Recognition

At least annually the RSVP sponsor plans and arranges for formal public recognition of RSVP volunteers for their service to the community. Sponsors are also authorized to recognize local individuals and agencies or organizations for significant activities that support project goals

- Recognition events may consist of special ceremonies, teas, breakfasts, luncheons, and recreational outings at which pins and certificates for stipulated terms of service are awarded.
- The RSVP Community Advisory Group and volunteer stations are expected to participate in recognition activities.
- Volunteer Stations and the Community may contribute: Space, food, decorations, or transportation, to enhance the experience for the volunteers.
- CNCS field staff, as well as city and county officials and officers of local organizations may be invited to recognition events.

Compliance Sections: E.4, E.5

Chapter 12: *Community Partners*

Senior Corps programs should partner with other national service programs and other community organizations in order to:

- Assess the needs in the community/service area:

  RSVP 2553.23: A sponsor shall….(b) Assess in collaboration with other community organizations or utilize existing assessments of the needs of the community or service area and develop strategies to respond to those needs using the resources of RSVP volunteers.
- Build public awareness of and support for the program within the community.
- Enhance the capacity of organizations and institutions within the community
- Work to integrate senior service into the activities of other service programs within the community
- Work toward common goals in local communities, complementing and reinforcing each other's contributions through activities related to Days of Service, Strategic Initiatives, and other local service initiatives.

Chapter 12: *Community Partners*

Opportunities to showcase your program and recognize Senior Volunteers:

- Recognition Events
- Senior Corps Week: Annually in May
- Stories of Service Blog
- United We Serve
- Martin Luther King Jr. Day of Service
- 9/11 National Day of Service and Remembrance

Remember, you can find public relations resources at GetInvolved.gov

Next Steps for Module 3: *Volunteer & Station Management*

Next Steps:

Follow-Up from Module 3:

- Check to be sure all of your MOUs are current.
- Are you satisfied with the current MOU, assignment descriptions, enrollment forms, and cost reimbursement policies used by your program?
- Does your project have appropriate policies in place for volunteer terms of service and service separation?
- **Consultation:** ***Discuss any questions you have about Module 3 with your Program Officer.***

Preparation for Module 4: *Budget, Reports and Fiscal Management*

Next Steps

Prior to Presentation 4 please complete the following Preparation Activities:

- Review RSVP Operations Handbook: Chapters: 10 & 11
- Review *Senior Corps Compliance Monitoring Guide* :Section C
- 2010 Supplement to the Senior Corps Handbook: Section 4: Data Integrity, Reporting, and Measuring Results- Page 14-18
- Review the Budget Section of your current grant.
- Please complete the Online Course: *Preparing the Grant Budget for Senior Corps Projects*

Module 3: *Web Links – Page 1*

- 2011-2015 Strategic Plan: http://www.nationalserviceresources.org/2011-strategic-plan
- Priority Measures chart: http://www.nationalserviceresources.org/npm/agency-wide-measures
- RSVP - Senior Corps Performance Measures: http://www.nationalserviceresources.org/npm/rsvp
- Recognition: http://www.nationalserviceresources.org/volunteer-member-staff-management/recognition
- Effective Practice Database: http://www.nationalserviceresources.org/effective-practice
- United We Serve: www.serve.gov/

Module 3: *Web Links – Page 2*

- Find CNCS programs in your state: http://www.nationalservice.gov/about/role_impact/state_profiles.asp
- Stories of Service Blog: http://www.serve.gov/stories_all.asp
- Martin Luther King Jr. Day of Service http://mlkday.gov/
- 9/11 National Day of Service and Remembrance http://www.serve.gov/sept11.asp
- Public relations resources: www.getinvolved.com
- Preparing the Grant Budget for Senior Corps Projects: http://nationalserviceresources.org/online-courses/preparing-the-grant-budget-for-seniorcorps-programs