



NWCSA – RSVP
 Sponsored by Northwest Wisconsin
 Community Services Agency, Inc.
 Covering Ashland, Bayfield, Douglas & Iron Counties



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MEMORANDUM OF UNDERSTANDING
BETWEEN NWCSA-RSVP
AND

Volunteer Station: _____
 Mailing Address: _____ Physical Address: _____
 City: _____ State: _____ Zip Code: _____
 Agency Representative: _____
 Telephone: _____ Fax: _____ Website: _____
 Email: _____

Period Covered _____ **to** _____

This Memorandum of Understanding (MOU) contains basic provisions, which will guide the working relationship between both parties. 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 OF THE MEMORANDUM OF UNDERSTANDING

A. The Retired and Senior Volunteer Program will:

1. Recruit and enroll volunteers suited to the needs and requests of the Station, contingent on the availability of such volunteers.
2. Assist volunteers in making the initial contact with the station if necessary.
3. Instruct NWCSA-RSVP volunteers in proper use of monthly hour reports, the reimbursement process, and program procedures as the need arises.
4. Provide orientation to the volunteer station staff prior to placement of volunteers and at other times, as needed.
5. Assist the volunteer station in re-assigning or dismissing a volunteer as necessary.
6. Furnish accident, personal liability, and excess automobile liability insurance coverage as required by NWCSA-RSVP Program policy. Insurance is secondary coverage and is not primary insurance.
7. Reimburse NWCSA-RSVP volunteers for transportation costs between their home and volunteer station in accordance with NWCSA-RSVP policies.
8. Periodically monitor volunteer activities at volunteer station to access and/or discuss priority needs and impacts of volunteers and volunteer station on the local community.
9. Run a background check of all volunteers upon their initial signup date and every 4 years there after to insure the safety of vulnerable populations. The background check sites utilized will be the free sites that cover circuit courts and sex offenders.
10. Arrange for appropriate NWCSA-RSVP recognition on an annual basis.
11. Coordinate with other volunteers and aging programs in the area to foster effective communication and avoid duplication.
12. Initiate publicity for NWCSA-RSVP whenever possible.
13. Arrange with the station for meals and/or snacks for volunteers when ever possible.
14. Arrange for an appeals procedure to address problems arising between volunteers, the station and/or other RSVP volunteers through an established Advisory Council.

B. The Volunteer Station will:

1. Interview and make the final decision of assignments of NWCSA-RSVP volunteers. **Note!** Any paid background checks or medical assessments are the responsibility of the station.
2. Provide in-service orientation/training to volunteers in order to successfully fulfill the assignment.
3. Furnish volunteers with adequate workspace & materials required for the assignment.
4. Provide adequate supervision for volunteers on assignments & the signing of timesheets.
5. Provide for adequate safety of volunteers and investigate & report any accidents and/or injuries involving NWCSA-RSVP volunteers to the NWCSA-RSVP office immediately. All reports will be submitted in writing as soon as possible.
6. **Not** assign or request NWCSA-RSVP volunteers to conduct or engage in any religious, sectarian, or political activities.
7. Inform NWCSA-RSVP of changes in status of NWCSA-RSVP Volunteers, program location, and staff.
8. Display RSVP placards where they may be viewed by the public.
9. Specify either verbally, by written notice or email if NWCSA-RSVP volunteers are participants in the station's publicity programming.
10. Reports: The Station Representative/Supervisor will:

Timesheets: Validate and sign the NWCSA-RSVP Monthly Report of Volunteer Hours for submission to the NWCSA-RSVP office on a monthly basis either by mail, fax, or email by the 5th of the following month. In some cases, the volunteers may document their hours on the Individual Hours Form that does not require a supervisor's signature. (Insurance coverage is only effective with verified records of hours served.)

Progress Reports: Supply statistical data on volunteer impact on community needs to NWCSA-RSVP on a quarterly or annual basis as requested or as needed.

In-Kind Donations: Provide documentation of in-kind contributions such as meals, training expenses, mileage reimbursement, etc. and the corresponding verification to help NWCSA-RSVP meet its local grant match of 30%.

C. Other Provisions:

1. **Separation from Volunteer Service:** The volunteer station may request removal of an NWCSA-RSVP volunteer at any time. The NWCSA-RSVP volunteer may withdraw from service at the volunteer station or from the RSVP at anytime. Discussion of an individual's separation should occur among NWCSA-RSVP staff, volunteer station staff, and the volunteer to clarify the reasons, resolve the conflicts, if any, or take remedial action including placement with another volunteer station if needed.
2. **Displacement of Employees:** The volunteer station will not assign NWCSA-RSVP volunteers to any assignment which would displace employed workers or impair existing contracts for services.
3. **Prohibition of Discrimination:** The volunteer station will not discriminate against NWCSA-RSVP volunteers, service beneficiaries, or in the operation of its program on the basis of race, color, national origin including individuals with limited English proficiency, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, or military service.
4. **Publicity:** NWCSA-RSVP and/or the volunteer station should make every attempt to specify, either by written information or verbally, that NWCSA-RSVP volunteers are participants in their program when featuring NWCSA-RSVP volunteers, whether it be radio, TV, print, or verbal presentation.
5. **Religious & Political Activities:** The volunteer station will not request or assign or permit NWCSA-RSVP volunteers to conduct or engage in any religious, sectarian, or political activities. Grant funds are not used to finance labor or anti-labor organizations or related activity.
6. **Fees:** No fees are assessed in utilizing the services of NWCSA-RSVP volunteers. NWCSA-RSVP staff or volunteer nor station may request or receive compensation from beneficiaries of NWCSA-RSVP Volunteers. Neither the grantee nor any volunteer station receives or requests compensation from the beneficiaries of Senior Corps Volunteers. Volunteer Stations financial support of the AmeriCorps Seniors is not a precondition for that station to obtain volunteers. NWCSA-RSVP volunteers do not receive a fee for service from recipients, their legal guardians, or members of their family or friends.
7. **Civil Rights Compliance:** This site will comply with all applicable nondiscrimination and civil rights laws and regulations as if it were contracting directly with the State of Wisconsin and receiving federal grant assistance.
8. **Termination of MOU:** Either party may request discontinuation of partnership within 30 days of written notification. Discussion and documentation of separation will occur between NWCSA-RSVP staff and volunteer station staff to: clarify the reasons, resolve conflicts, or take remedial action prior to terminating the relationship. The NWCSA-RSVP volunteers will be contacted by NWCSA-RSVP staff to explain and discuss further action, including placement at alternative sites. NWCSA-RSVP will not prevent existing volunteers from continuing to serve at the site, however, NWCSA-RSVP benefits will no longer be extended for service at this station.

9. **Letters of Agreement:** When in-home assignments are made, the parties involved will sign a letter of agreement. The document will authorize volunteer service in the home and identify specific volunteer activities, periods & conditions of service.
10. **Conditions of the MOU:** The MOU will be reviewed every three years to permit needed changes. The MOU may be amended or terminated in writing at any time at the request of either party.
11. **The MOU:** This MOU will be in effect upon dated signature of the NWCSA-RSVP Representative.
12. **Terms and Conditions:** This MOU contains all the terms and conditions agreed upon by the contracting agencies. No other understanding, oral or otherwise, shall be deemed to exist or to bind any of the parties hereto.
13. **Accessible and Reasonable Accommodations:** The Volunteer Station will maintain programs and activities to which NWCSA-RSVP volunteers are assigned accessible to persons with disabilities (including mobility, hearing, vision, mental, and cognitive impairments, or addictions and diseases) and/or limited English language proficiency and provide reasonable accommodation to allow persons with disabilities to participate in programs and activities.
14. **Prohibited Activities:**
 - NWCSA-RSVP volunteers may not engage in and grantee funds are not used for these activities.
 - Electoral activities
 - Voter registration
 - Voter transportation to polls
 - Efforts to influence legislation
 - NWCSA-RSVP volunteers may not engage in any activity which would be otherwise performed by an employed worker
 - Neither the sponsor nor any NWCSA-RSVP station may receive compensation from the beneficiaries of the AmeriCorps Senior Volunteers.
 - NWCSA-RSVP volunteers may not receive a fee for service from service recipients, their legal guardians, or members of their family or friends.
 - Grant funds may not be used to finance labor or anti-labor organizations or related activity.
15. **Signatures.** By signing this MOU, the Volunteer Station, through its authorized representative, self-certifies that it meets the requirements necessary to become a RSVP station. Also, by signing this MOU, the Volunteer Station certifies that it is still recognized and credentials are current with the Wisconsin Department of Financial Institutions.

The Volunteer Station representation who will serve as a liaison with RSVP and who will be responsible for volunteer orientation and supervision is

Name _____ Title _____

Phone _____ Fax _____ Email _____

Please circle which applies to your organization:

Public non-for-profit Private non-profit Proprietary Health Care Government Agency

Authorized Signature

Volunteer Station Representation

Date

NWCSA-RSVP Representative

Date