



MEMORANDUM OF UNDERSTANDING

BETWEEN

HANDSON SUBURBAN CHICAGO (HOSC)

AND

Agency		EIN:	
Address		City, State Zip	
Email		Phone	

This Memorandum of Understanding (MOU), effective on the date provided below (the “Effective Date”), sets forth the policies and regulations governing the placement and utilization of HOSC’s volunteer services to assist in delivering the Agency’s mission. It is the intention of this MOU to promote collaboration, clarify responsibilities, and define working relationships between selected HOSC services and the Agency. This MOU may be amended, in writing, at any time with the concurrence of both parties. Unless earlier terminated as provided for in 5b, below, this MOU shall expire on the date provided below (the “Expiration Date”).

1) HOSC’s Responsibilities:

- a) Promote volunteer opportunities.
- b) Provide access to volunteer management training and resources for agency staff/volunteers prior to placement of volunteers and as the need arises.
- c) Provide agency staff/volunteers with resources for volunteer tracking, time reporting, and volunteer position descriptions.

2) Agency Responsibilities:

- a) Request volunteers in accordance with the following federal guidelines:
 - i) Volunteers cannot displace employed workers.
 - ii) The Agency will not discriminate against volunteers, service beneficiaries, or in the operation of its program based on 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.
 - iii) The Agency will comply with ADA regulations.
- b) Provide orientation, in-service instruction, or special training of volunteers, as needed.
- c) Provide supervision of volunteers on assignments.
- d) Provide adequate safety for volunteers on assignment.
- e) HOSC does NOT conduct criminal background checks and reference checks for volunteer referrals. It is the responsibility of the Agency to determine the need for such screening and to follow through with a criminal background and/or reference check as deemed necessary.
- f) Provide volunteer recognition (such as publicity, annual reports, events, tokens of appreciation, written acknowledgments, volunteer awards, and more).
- g) Agree to indemnify and hold harmless HOSC of and from any and all claims, demands, losses, causes of action, damage, lawsuits, and judgments, including attorney’s fees and costs arising out of or relating to the work of volunteers.

3) General Information and Policy

- a) The parties to this MOU understand that the services of volunteers are provided on a voluntary basis. The Agency may terminate the service of an individual volunteer for any reason, with or without cause, at any time without prior notice to HOSC. A volunteer may withdraw from the Agency at any time.
- b) HOSC or the Agency may terminate this MOU at any time on thirty (30) days written notice to the other party.

SERVICE AGREEMENTS

Please select any/all services that you would like to participate in. These terms are in addition to the general responsibilities listed above. By selecting the service here, we will invite the Agency to participate in all applicable programs and offerings.

☐ **RSVP – Engage Volunteers 55 and Better**

A federally funded AmeriCorps Seniors RSVP (Retired and Senior Volunteer Program) connects volunteers, age 55 and better, with impactful volunteer opportunities. Annually leveraging 450+ volunteers in Northern Cook and Northern DuPage Counties.

1) HOSC’s Responsibilities:

- a) Recruit, interview, and enroll volunteers. Provide warm transfer of capable referrals to agencies.
- b) Periodically monitor volunteer activities at the Agency to assess and/or discuss the needs of volunteers and the Agency.
- c) Instruct volunteers in the proper use of RSVP monthly reports and program procedures.
- d) Furnish accident, personal liability, and excess automobile insurance coverage as required by RSVP program policies. Insurance is secondary coverage and is not primary coverage.
- e) Provide complimentary access to HandsOn Connect (in-kind donation) while station actively recruits RSVP members.

2) Agency Responsibilities:

- a) Request volunteers in accordance with the following federal guidelines:
 - i) Volunteers cannot be used to conduct or engage in religious, sectarian, or political activity.
 - ii) Volunteers shall not receive a fee for service from service recipients, their legal guardian, and/or family members or friends. No person, organization, or agency shall request any compensation for the services of volunteers.
- b) Notify RSVP staff when additional volunteers are needed and provide a detailed position description (can be a standard agency description or a RSVP Position Description Form is available). After HOSC makes a referral, volunteers will undergo an interview and placement process with the Agency.
- c) When requested, the Agency’s supervisor will provide data needed for HOSC to measure the outputs, outcomes, and impact of volunteer activities.
- d) Participate in reviewing and/or reporting volunteer hours (please check your preferred involvement):
 - i) () Report hours monthly via Volunteer Reporter, email, or mail.
 - ii) () Verify hours (based on volunteer self-reports) monthly
- e) Any volunteer injury or accident must be reported immediately to HOSC to ensure insurance coverage. All investigations and reports will be submitted in writing.
- f) If the Agency terminates the service of a volunteer or otherwise decides that a volunteer is not a good fit, the Agency will notify HOSC and provide a basis for its decision.

- 3) **In-Home Services Agreement** (If no services are provided in the client(s)'s home check Not Applicable.)
- a) () RSVP Volunteers will provide In-Home Services for clients
 - b) () Not Applicable

☐ HandsOn Connect - an Online Volunteer Matching Tool

An online clearinghouse of episodic, project-based, ongoing, and skilled volunteer opportunities. Approximately 1000 active and up to 6000 potential community volunteers can view and connect with your opportunities. Organizations can apply for an AmeriCorps VGF funded scholarship or sign-up as an AmeriCorps RSVP agency to gain the \$300 benefit without paying.

1) HOSC's Responsibilities:

- a) Maintain the HandsOn Connect platform.
- b) Provide scholarship opportunities to cover membership fees while AmeriCorps Volunteer Generation grant funds or other designated funding is available.
- c) Provide platform training and support for agencies and volunteers.
- d) Promote HandsOn Connect in the community, to HOSC constituents and companies, and through digital platforms.

2) Agency Responsibilities:

- a) Complete and maintain your Agency profile.
- b) Post and maintain at least one active volunteer opportunity.
 - *For scholarship agencies: post and maintain at least three volunteer opportunities.*
 - *For RSVP agencies: post and maintain opportunities for volunteers 55 and better.*
- c) Respond to volunteer inquiries within 2 business days.

☐ Days of Service

HOSC engages volunteers on Martin Luther King, Jr. Day, Day of Remembrance (9/11), Family Volunteer Day, and additional community days of service.

1) HOSC's Responsibilities:

- a) Plan, administer, and evaluate Days of Service.
- b) Recruit companies and/or volunteers.
- c) Train agencies and company coordinators, as needed.
- d) Provide best practices and resources for agencies & companies/ volunteers.
- e) Promote mini grants to agencies when available.
- f) Recognize and thank companies/volunteers.

2) Agency Responsibilities:

- a) Submit impactful volunteer opportunities on HandsOn Connect.
- b) Promote your Day of Service Opportunity(ies).
- c) Provide or request tools and materials needed to complete the project.
- d) Provide a brief orientation of the Agency and any project-specific training.
- e) Follow any additional Agency responsibilities for the given Day of Service.
- f) Provide an Agency project lead/point of contact for each site.
- g) Submit volunteer names, contact info, hours, and impact to HOSC within 2 business days of the Day of Service.

□ Social Volunteer Events

To meet our community's interest in socializing with friends, family, or colleagues we co-host social volunteer events with agencies to be a low-commitment way to learn about volunteer opportunities with an agency and volunteer for a couple of hours. Attendance can range from 25 to 75+ depending on the venue and volunteer activities.

Events may include:

- **Coffee with a Cause:** Morning open-house style volunteer event often held at the Agency where coffee/tea and breakfast refreshments are served. There can be one specific project that volunteers are doing or a list of various projects and tasks that volunteers need to assist with.
- **Volunteers on Tap:** A late afternoon/early evening volunteer event often held at a bar, brewery, winery, or social club with reserved event space. Volunteer specials may be available on drinks and appetizers, but attendees' private pay. Volunteer projects are typically able to be completed as tabletop activities, but a venue may be able to accommodate other types of projects.

1) HOSC's Responsibilities:

- a) Assist with logistics and planning of the event.
- b) Promote the event and help recruit volunteers.
- c) Provide mini-grant opportunities to cover costs when VGF grant funds or other funding is available.
- d) Recognize and thank volunteers.

2) Agency Responsibilities:

- a) Provide impactful volunteer activities for the event.
- b) Provide or request tools and materials needed to complete the project.
- c) Provide a brief overview of the agency and any training necessary.
- d) Promote at least two of the following opportunities at the event and leave them posted on HandsOn Connect: episodic, light-engagement, and/or ongoing.
- e) Provide an Agency project lead/point of contact.
- f) Submit volunteers, contact info, hours, and impact to HOSC within 2 business days of project.

□ Corporate & Team Building Volunteer Projects

Companies want to connect employee teams with impactful ways to volunteer with the community. Opportunities are often physical/manual labor, skilled, or project-based.

1) HOSC's Responsibilities:

- a) Recruit companies and volunteers.
- b) Provide best practices and resources for agencies & companies/volunteers.
- c) Recognize and thank companies/volunteers.

2) Agency Responsibilities:

- a) Provide impactful volunteer opportunities for the project.
- b) Provide or request tools and materials needed to complete the project.
- c) Provide a brief orientation of the agency and any project-specific training.
- d) Provide an Agency project lead/point of contact.
- e) Submit volunteers, contact info, hours, and impact to HOSC within 2 business days of the project.

MOU Commitment, Signatures, & Contacts

I have read the information and understand that participation with HOSC programs is voluntary. By signing this, I agree to uphold this Memorandum of Understanding and agree with all the guidelines, policies and procedures outlined in this MOU for the programs I have selected. I also understand that the volunteers referred to the Agency from HOSC are referrals only. The final decision on placement rests with the Agency.

The person signing this MOU hereby certifies that the Agency is a public agency, private non-profit organization, or proprietary healthcare agency/organization and is licensed or otherwise certified, if required, by the appropriate state or local government.

Today's date (Effective Date): _____

Expiration Date: 6/30/2026

Printed Name & Signature of Agency Leader/Authorized Representative:

Name		Signature	
Title		Email	

Agency-wide Volunteer Engagement Contact:

Name:		Phone #:	
Title:		Email:	

Additional Contacts:

Please share additional contact information for individuals who will support volunteers at a programmatic level. If you need to list additional contacts beyond the space provided, you can attach a separate sheet of paper.):

#1

Program		Name	
Title:		Phone:	Email:

#2

Program		Name	
Title:		Phone:	Email:

#3

Program		Name	
Title:		Phone:	Email:

*HOSC should be notified promptly of any change of contact(s).
A new MOU does not need to be completed.*

Additional Comments:

HOSC Volunteer & Community Engagement		HOSC RSVP	
Date:		Date:	

Please return this form to HandsOn Suburban Chicago at volunteer@handsonsuburbanchicago.org or mail to: HandsOn Suburban Chicago, 2121 S Goebbert Rd, Arlington Heights, IL 60005.