



AmeriCorps
Seniors



Community
Service Society

VOLUNTEER **GUIDE BOOK**



Welcome to the Community Service Society of New York's AmeriCorps Seniors RSVP program.

This guidebook contains information to support your volunteer journey.



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INTRODUCTION

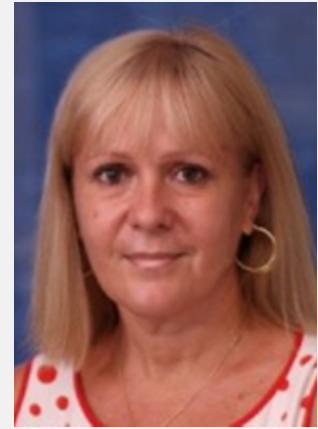
Recently you enrolled with the AmeriCorps Seniors RSVP program and may have already started volunteering at one of our community partner organizations or in one of our internal signature programs. Whether you are fighting food insecurity at a local food pantry or soup kitchen, delivering meals to someone who is homebound, providing companionship to a lonely older adult, improving access to health care, educating the public at one of NYC's rich cultural institutions, supporting veterans and military families, preparing communities for disaster, teaching a child to read, helping an adult get their high school diploma or learn a new job skill, providing benefits counseling, or financial coaching -we thank you for sharing your time, talents and lifetime of experience to improve your community and our city. Welcome to our team!

This Volunteer Handbook provides an overview of our program and benefits, as well as the policies and procedures that guide our work. Knowing the benefits and guidelines will help you have an enjoyable and productive volunteer experience. It should answer any general questions or concerns you may have about your role as an AmeriCorps Seniors volunteer, however please do not hesitate to reach out to us when needed. Our contact information can be found on **page 20**.

We look forward to working with you and wish you the best on your volunteer journey!

WELCOME

to AmeriCorps Seniors RSVP



It is my pleasure to welcome you to the New York City AmeriCorps Seniors RSVP team. You have joined a vibrant network of volunteers sharing their lifetime of experience to improve the quality of life in their communities. RSVP is a national program that was started in 1966 by our sponsor, the Community Service Society of New York. Nearly 60 years later, the program can be found in communities in every state throughout the country. Your volunteer service is an important, needed, and valued contribution to the RSVP legacy.

In this RSVP Handbook you will find information about the program and the benefits it offers you. It is designed to answer any questions you might have about your service through RSVP. It is our intent to assist you in making your experience with RSVP fruitful and gratifying. If at any time you desire a change in assignment or an additional volunteer position we are happy to help! Also, please tell your friends, families and neighbors about us – we have 100’s of exciting volunteer opportunities throughout the five boroughs that address critical unmet needs.

Thank you for choosing RSVP!

Sincerely,

A handwritten signature in black ink, appearing to read 'Alina Molina'.

Alina Molina
Director, RSVP in NYC

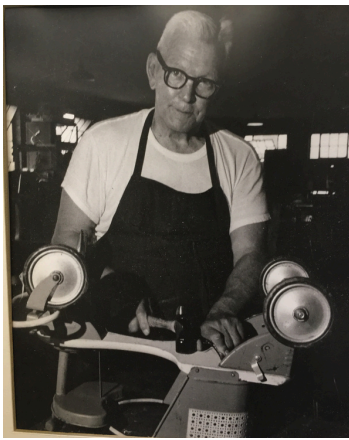
“Never doubt that a small group of thoughtful, committed, citizens can change the world.
Indeed, it is the only thing that ever has.”

— Margaret Mead

ABOUT US OUR HISTORY

A Tradition of Program Innovation and Volunteer Mobilization

In 1966, the Community Service Society of New York launched a pilot project in Staten Island involving a group of twenty-three older adults in service to their communities, known as Project SERVE. The project demonstrated the immense value of older adult volunteers and served as a model for the national Retired and Senior Volunteer Program adopted in 1970 and rebranded as AmeriCorps Seniors RSVP in 2020.



Volunteers from Project SERVE at the Willowbrook State School in 1966

Leading the Way

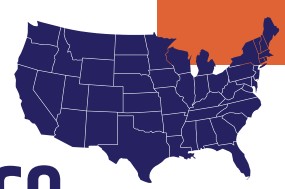
Since 1970, CSS has led the effort to engage older adults in service to New York City through AmeriCorps Seniors RSVP. During this time, we have engaged tens of thousands of individuals in meaningful volunteer opportunities, harnessing their time, talents, and lifetime of experience to make the greatest impact on community needs in Brooklyn, the Bronx, Queens, Manhattan, and Staten Island.

Unwavering Support

AmeriCorps Seniors RSVP in New York City is a grantee of AmeriCorps, the federal agency connecting individuals to service to tackle the nation's most pressing challenges. We are still sponsored locally by the Community Service Society of New York (CSS). CSS is a leading nonprofit that promotes economic opportunity for New Yorkers. We use research, advocacy, and direct services to champion a more equitable city and state.

For more information on the incredible work of CSS, please visit: www.cssny.org

Part of Something Larger AmeriCorps Seniors - National Service



AmeriCorps is the federal agency for national service and volunteerism that brings people together to tackle the country's most pressing challenges. AmeriCorps Seniors is a national service program for adults 55 and older that is funded through AmeriCorps by tapping into the skills, talents, and experience of Americans age 55 and older to meet a wide range of community challenges. There are three main programs: RSVP (Retired and Senior Volunteer Program), the Foster Grandparent Program (FGP), and the Senior Companion Program (SCP). Demonstration projects, like CSS's, were launched in the 1960's to demonstrate the effectiveness of engaging older Americans in various service activities.

In 1973, President Richard Nixon signed the Domestic Volunteer Service Act, expanding national service to create more opportunities for older Americans to serve their communities. All three programs were authorized through this bill. When then-president Bill Clinton formed the Corporation for National and Community Service in 1993, the three organizations were reformed into a single agency--Senior Corps. Each program has a unique history, and each was developed to meet a specific need. However, all were crafted on the same belief that older adults are valuable resources to their communities.

As of 2020, Senior Corps was rebranded to AmeriCorps Seniors, and each project maintains its own integrity and program goals. As a result of rebranding, all volunteers serving with one of the three projects (RSVP, FGP, and SCP) are collectively known in marketing and publication. The AmeriCorps Seniors program known as RSVP (Retired and Senior Volunteer Program) connects adults 55 and older, with volunteer opportunities that allow them to share their 'lifetime of experience' with organizations and programs to improve our communities. AmeriCorps Seniors RSVP matches volunteers based on their unique skills, talents, and interests with the identified needs of partner organizations providing direct service to the community.

In New York City, the AmeriCorps Seniors RSVP program is sponsored by the Community Service Society of New York (CSS.) We have offices in Manhattan and Staten Island and serve the five boroughs.



By serving as an AmeriCorps Seniors RSVP volunteer, you are part of the national service movement. Your impact is not only felt across our city, but across our nation. You are part of a network of over 200,000 like minded individuals who contribute their time and talents at nearly 40,000 locations across the country.

Where Volunteers Serve

AmeriCorps Seniors volunteers serving through the RSVP program engage in a variety of service activities either at our community partner stations or our signature programs. These activities include reducing social isolation by providing companionship or delivering meals to isolated older adults; fighting food insecurity; accessing health care coverage, public benefits, and economic assistance; improving financial wellness and providing fraud prevention education; tutoring children and adults to improve academic success; supporting veterans and military families; and removing barriers resulting from conviction histories. Most volunteers serve in person, but some serve remotely.

1 Community Partner Stations

The majority of AmeriCorps Seniors volunteers serve at RSVP Community Partner Stations. An "RSVP Community Partner Station," is a term we use to refer to a nonprofit organization or government institution that has a written agreement with Community Service Society of New York to provide volunteer assignments for AmeriCorps Seniors RSVP members. Over 175 New York City organizations have requested the assistance of RSVP volunteers, providing you with endless opportunities to make a difference. Each volunteer station has a designated supervisor who also serves as the RSVP contact for that station.

2 Signature & Internal Programs

A select group of volunteers choose to serve in our signature Financial Advocacy Program. The Financial Advocacy Program provides financial coaching and public benefits counseling at community-based organizations, hospitals, and other agencies that serve low-income communities in New York City. Volunteers serving in this initiative are rigorously trained in financial literacy and public benefits. After successful completion of the training program, certified volunteers serve in community-based partner agencies throughout the five boroughs of New York City as part of the Financial Coaching Corps or the ACES Project.

Some volunteers choose to serve at the Community Service Society of New York by either supporting the AmeriCorps Seniors RSVP program; in the Next Door Project helping low-income New Yorkers request and understand their criminal records; or in our Community Health Advocates program by staffing our toll-free statewide helpline to help people find and use health insurance and care.



Healthy Futures



Education



Economic Opportunity



Disaster Services



Veterans & Military Families



Environmental Stewardship

FOCUS AREAS

Through strategic partnerships with over 175 community-based organizations, AmeriCorps Seniors RSVP mobilizes volunteers to help meet critical needs like food assistance, health care access, financial wellbeing, and economic opportunity. With over 1,300 volunteers contributing 200,000 hours of service annually, RSVP is transforming communities and building a better New York today and for future generations.

AmeriCorps Seniors volunteer service is concentrated in six specific areas known as Focus Areas. These areas are:

- **Healthy Futures** (This includes combating social isolation, improving health outcomes, and reducing food insecurity.)
- **Education** (Primarily K -12 tutoring and mentoring.)
- **Economic Opportunity** (This includes financial coaching, adult education, job training.)
- **Disaster Services** (Primarily through our partnership with the American Red Cross.) (Which includes emergency preparedness education, disaster response and home fire prevention.)
- **Veterans and Military Families** (A variety of different opportunities to support our nation's heroes.)
- **Environmental Stewardship** (Primarily involves volunteering at botanical gardens, and wildlife conservation efforts at zoos and aquariums.)

Additionally, AmeriCorps Senior volunteers serving in RSVP projects may assist with Capacity-Building measures, which assist nonprofits in their outreach efforts, and other community priorities that meet critical needs but do not fall within the previously mentioned categories.

Volunteer Guidelines

To enroll as an AmeriCorps Seniors volunteer, you must be 55 years of age or older.








- AmeriCorps Seniors RSVP enrolls volunteers without regard to race, color, national origin, disability, formal education, experience, religion, sexual orientation, gender identity or expression, genetic information, political affiliation, marital or parental status, military service, or English proficiency.
- AmeriCorps Seniors RSVP volunteers are not considered employees of the local RSVP project, CSS, the organization where they serve, or the federal government and agree to serve without compensation.
- AmeriCorps Seniors RSVP will safeguard your personal information collected as part of the enrollment process. We will not share or sell your information and take the necessary steps to protect your information.
- AmeriCorps Seniors volunteer enrolled in the RSVP program, have the right to meaningful assignments, respectful supervision, and recognition for their service. In return, volunteers agree to perform their duties to the best of their abilities, be loyal to the mission and goals of the agency and to follow agency policies and procedures.

Volunteers have the right to:

- To do meaningful and satisfying work in a safe environment.
- To expect that their time will be used wisely.
- To have a mutually agreed upon written volunteer position that has clear expectations, responsibilities, duties, supervision, and time commitment.
- To say “no” to volunteer positions that they are not interested in filling.
- To be provided appropriate workspace, equipment, orientation, training, feedback, and supervision for the position they accept.
- To be informed of policies, procedures, and benefits associated with the position.
- To have an inclusive work environment that is respectful of all people, including those served, paid staff and volunteers.
- To feel valued and be recognized for their contributions.






Conduct & Confidentiality

For the safety and benefit of all involved, all AmeriCorps Seniors volunteers serving in the RSVP program must agree to:

-  Refrain from using alcohol or illegal drugs while performing service as an AmeriCorps Seniors volunteer. Violation of this condition is reason for dismissal.
-  Respect all those you serve and serve with regardless of race, color, national origin, disability, age, formal education, experience, religion, sexual orientation, political affiliation, marital or parental status, military service, or English proficiency. Discrimination in any form will not be tolerated.
-  Demonstrate professional, respectful behavior at all times, including when faced with challenging situations.
-  Respect the confidentiality of the organization, the people served, and other staff and volunteers. This includes safeguarding passwords or secure information granted to you.
-  Not to act as a spokesperson for RSVP, or to speak to the media on behalf of the organization unless authorized for a specific purpose by RSVP. All RSVP volunteers are encouraged to be advocates for RSVP and its programs. However, you cannot present yourself as an RSVP representative or spokesperson, unless authorized to do so.
-  Honestly and accurately report volunteer days and hours served to your supervisor. This will ensure accurate reporting of your service to AmeriCorps Seniors RSVP.
-  Bring any problem, which is beyond the scope of your expectations or ability, to the attention of the volunteer supervisor.

Prohibited Activities

Due to federal grant guidelines, AmeriCorps Seniors volunteers cannot perform the following as part of their AmeriCorps Seniors RSVP service, even if only temporary:

-  1 Give religious instruction, conduct worship services, or engage in proselytizing. Volunteers may, however, serve in faith-based organizations serving communities.
-  2 Assist with electoral activities, voter registration, transportation to the polls, or try to influence legislation.
-  3 Engage in activities that displace paid workers.
-  4 Accept money or donations from their service recipients or their relatives and friends.
-  5 Provide abortion services or referrals for receipt of such services.

Understanding the Prohibited Activities

The following scenarios are designed to help you understand how the Prohibited Activities could impact you while you serve.



Scenario 1: Your station, Nourish Food Pantry, has a voter registration drive. You serve in the food pantry one day per week. When you arrive for your volunteer shift, your site supervisor asks you to support the voter registration table instead. This is a **prohibited activity**. You cannot support voter registration while serving in your AmeriCorps Seniors capacity.



Scenario 2: Your station, Community Concerns Center, has a budget shortfall. As they decide where to make budget cuts, they wonder if you, their clerical volunteer, would be willing to take over the duties of the Administrative Assistant if they lay him off. This is a **prohibited activity**. You cannot displace a paid worker while serving as an AmeriCorps Seniors volunteer.



Scenario 3: You serve as a tutor in the Read to Lead afterschool program. The grandfather of a student that you tutor offers to give you a monetary tip to thank you for helping his granddaughter. This is a **prohibited activity**. You cannot take money while serving as an AmeriCorps Seniors volunteer.



Scenario 4: Your site, Big Apple Senior Center, is organizing transportation for the upcoming election. When you show up for your friendly caller volunteer shift, your site supervisor asks if you can drive senior center members to the polls instead of conducting your usual volunteer duties. This is a **prohibited activity**. You cannot transport people to the polls while serving as an AmeriCorps Seniors volunteer.

While unlikely to occur, volunteers are expected to bring any problem, which is beyond the scope of their ability, to the attention of their volunteer supervisor. Failure to comply with the terms outlined in this document will result in the release from volunteer service with AmeriCorps Seniors RSVP.

If you have any questions regarding these guidelines, please contact AmeriCorps Seniors at (212) 674-RSVP (7787) or email us at rsvpnyc@cssny.org.



IF THINGS DO NOT WORK OUT

Our goal is to find you a rewarding and meaningful volunteer position that works well for you and the organization where you volunteer. While the majority of placements are a success, sometimes things may not work out for a variety of reasons. This section covers your rights should that occur.

Finding a new assignment

Sometimes the match was not quite right, that is ok. We want you to look forward to volunteering and that means being in a rewarding and meaningful assignment that makes you happy. For whatever reason if the placement is not working out, let us know. Our staff will be happy to discuss other options and refer you to a new position.

Volunteer Separation Policy

RSVP and/or the partner organization may separate a volunteer from the program for cause, including but not limited to, extensive or unauthorized absences, misconduct, inability to perform assignments, or inability to accept supervision. Separation may also be based on termination of a volunteer assignment. At any time volunteers may choose to terminate their assignment if it is no longer satisfying or meaningful to the volunteer.

RSVP and all partner organizations comply with the provisions of Title VI of the Civil Rights Act of 1964 and assure discrimination will not be made against RSVP volunteers or in the operation of its program on the basis of race, color, national origin, including individuals with limited English proficiency, gender, age, political affiliation, religion or on the basis of disability, if the participant or member is a qualified individual with a disability.

Volunteer Grievance Procedure

It is RSVP's policy to treat all persons fairly. If for any reason a volunteer is dissatisfied with the way in which the policies and procedures have been applied to them, they may follow the procedure listed below to resolve their complaint.

Steps Toward Filing A Grievance

1. Present the grievance in writing to your volunteer supervisor. The supervisor will then respond.
2. If you are not satisfied with the volunteer supervisor's response, you may contact Director of RSVP in NYC, Alina Molina by calling 212-674-7787 or emailing rsvpnyc@cssny.org
3. If further resolution is needed, the matter will be taken to the RSVP Advisory Board. The concern will be addressed at the next committee meeting for discussion.



Retiring from your Volunteer Career

The time may come when factors including health, family obligations, or a move no longer make volunteering a possibility. If your interests or schedule has changed but you still want to volunteer, contact RSVP and we will help you find a new assignment. However, if you need to permanently retire from volunteering, remember that transitioning out of a volunteer job can be just as significant as retiring from a paid position.

Here are some tips to ensure a smooth and graceful exit:

Plan Ahead

- Decide on a tentative timeline for your retirement.
- Notify the organization well in advance so they can plan for your departure.
- Try to wrap up any projects or handover of responsibilities.

Communicate Clearly

- Have a face-to-face conversation (if possible) with your volunteer supervisor.
- Explain your reasons for leaving and express your gratitude for the experience.

Celebrate Your Contributions

- Reflect on the work you've done and the impact you've had.
- Share your accomplishments with the organization and your fellow volunteers.

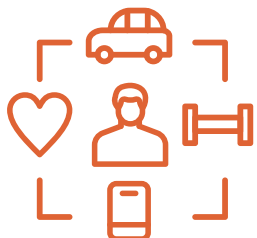
Stay Connected

- Maintain relationships with the people you've worked with.
- Consider staying involved in a less formal capacity, such as attending events or helping occasionally.

Reflect and Move Forward

- Take time to reflect on what you've learned and how you've grown from your volunteer work.
- Consider how you'd like to spend your newly free time—perhaps explore new volunteer opportunities or hobbies.

Your contributions as a volunteer are invaluable, and ensuring a smooth transition shows respect for the work you've done and for those who will follow in your footsteps. What's next on your horizon?



BENEFITS AND PERKS



- ✔ Free supplemental accident and personal liability insurance coverage.
- ✔ Partial Travel Reimbursement.
- ✔ Invitations to free workshops on topics like health, finance, public benefits, and much more.
- ✔ The opportunity to be highlighted and recognized for your volunteer service.
- ✔ Information about free activities, events, and resources for people 55+.
- ✔ Being part of a thriving, vital network of volunteers across New York City! Your service and experiences help tell the story and shape the future of community service.
- ✔ A direct line to other service opportunities in your areas of interest so that you can continue to make a difference in the community.
- ✔ The opportunity to meet new people, learn new skills, improve your health, increase your happiness, and make a significant impact on the community.
- ✔ Improve your wellbeing. Volunteers experience decreased anxiety, depression, and loneliness. 84% of volunteers report stable or improving health after one year of service.

You will find detailed information along with how to access some of the benefits on the next pages.



SUMMARY OF VOLUNTEER INSURANCE COVERAGES

(Insurance is administered by XS/Group, Inc. Acrisure Mid-Atlantic XS Program)

While we know our volunteers are everyday superheroes, unforeseen incidents can still occur. Though rare, such situations can have serious consequences. One of the key benefits of serving with AmeriCorps Seniors RSVP is the insurance coverage provided to help protect you in the event of an accident during your service.

As an active AmeriCorps Seniors RSVP volunteer, you are automatically provided with FREE supplemental accident and personal liability insurance. This is not a substitute for any insurance you may now carry, but is rather, an added protection that only applies in your capacity as an AmeriCorps Seniors volunteer.

Coverages include:

1) **Excess Accident Medical Coverage**

Medical coverage provides up to \$50,000 for medical treatment, hospitalization, and licensed nursing care required as the result of a covered accident. The insurance applies while you are traveling directly to and from, and while you are participating in volunteer-related activities. Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident.

Dental care coverage is up to \$500 per tooth for accidental injury to teeth and repair of dentures. The maximum benefit for dental care is \$900 per accident.

Eye care coverage provides up to \$50 for repair or replacement of eyeglass frames and up to \$50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident.

The maximum benefit under the Excess Accident Medical coverage, including dental and eyeglass expenses, is \$50,000.

This coverage is in excess of any other health insurance that you have in place. This insurance does not duplicate benefits payable under any other valid and collectible insurance coverage. Benefits are payable for eligible expenses that are in excess of benefits paid to the volunteer by any other health care plan. In the event no other health insurance exists, benefits will be payable on a primary basis.

2) Accidental Death and Dismemberment Coverage

In addition to the Accident Medical Coverage, the insurance company will pay the following benefits for death or loss of limb or sight, occurring within one year after a covered accident, when the loss results directly from an accident, and independently of all other causes, while coverage is in effect.

- Loss of life (paid to the beneficiary you listed on your Volunteer Enrollment Form) - \$2,500
- Loss of both hands, feet or eyes, or any combination of two thereof (paid to volunteer) - \$2,500
- Loss of either foot or either hand, sight of one eye (paid to volunteer) - \$1,250
- Loss of thumb and index finger of same hand (paid to volunteer) - \$625

Only one amount, the largest to which the volunteer is entitled, is paid for all losses resulting from one accident.

Exclusions to Accident Insurance - these coverages are subject to exclusions and limitations. Coverage is provided only for treatment of injuries sustained by Covered Persons during Covered Activities, and excludes injuries resulting from suicide, commission of a felony or assault, riot, war, flying except as a fare-paying passenger, races or speed contests, any sickness or disease, intoxication, or treatment of existing injuries.

This plan provides Accident insurance only. It pays benefits for bodily injury. It does not provide benefits for sickness.

3) Excess Volunteer Liability Insurance

All registered volunteers (collectively) of an organization are provided with volunteer Liability insurance at a limit of \$1,000,000 per occurrence subject to an annual aggregate per named organization. This policy provides protection for a personal injury or a property damage liability claim arising out of the performance of the registered volunteer's duties. This coverage is in excess of and non-contributing with any other valid or collectible insurance the volunteer may have.

4) Excess Automobile Liability Insurance

This coverage protects the registered volunteer driver for bodily injury or property damage claims arising out of the volunteer's operation of his or her own vehicle during their volunteer assignment, not going to or from the assignment. Each accident limit of liability will not exceed \$500,000. It is important to remember that you must maintain your own auto liability coverage at least equal to the state-required minimums. Also, please remember that this coverage does not apply to any damage to your vehicle.

HOW TO FILE A CLAIM

If you have an accident that results in personal injury to yourself, or in the event of a liability claim, immediately notify your contact person at the organization where you volunteer. Please provide details about the nature and result of your injury. Then leave a message for AmeriCorps Seniors RSVP at (212) 674-RSVP (7787) as soon as possible providing your name and telephone number, along with the date and nature of what happened. Upon notification, AmeriCorps Seniors RSVP will contact you to discuss what claim forms you may need to complete, what documentation you may need to provide, and any other next steps.

If you have questions or need additional information about any of the benefits described in this document, please contact AmeriCorps Seniors at (212) 674-RSVP (7787) or email us at rsvpnyc@cssny.org.





PARTIAL TRANSPORTATION REIMBURSEMENT POLICY

To assist with costs that may be incurred while traveling to volunteer, AmeriCorps Seniors RSVP provides partial reimbursement to eligible volunteers (when funding is available). This section outlines our transportation reimbursement policy. Note: You must select YES to receiving partial transportation reimbursement on the AmeriCorps Seniors Volunteer Enrollment Form to activate this benefit.

Policy:

- AmeriCorps Seniors provides partial transportation reimbursement to its enrolled, active volunteers. To be considered enrolled, your fully completed Volunteer Enrollment Form must be on file. To be considered active, you must be providing service hours in an assignment connected with AmeriCorps Seniors and those hours must be reported by an approved representative.
- Volunteers who use public transportation, a personal vehicle, or Access-A-Ride may be eligible for a transportation reimbursement of \$2 per service day, up to a maximum of 10 days per month. For example: If a volunteer serves 8 days in a month, they will receive \$16. If they serve 12 days, all hours will be recorded, but the reimbursement will be capped at \$20, in line with the 10-day monthly limit.
- Volunteers are not eligible for transportation reimbursement if they walk to their service assignment, are members of the organization where they serve (e.g., a Senior Center), and/or receive full reimbursement for their travel expenses from their service organization.
- AmeriCorps Seniors RSVP is not able to provide additional reimbursement for express buses or car services.
- Reimbursement is NOT a stipend. You are not required to claim it as income.
- Reimbursement is based on time and attendance data that is submitted to AmeriCorps Seniors every month by a representative from the organization where you volunteer. It is your responsibility to sign in and out on the days you serve. *If we do not receive time and attendance data from the organization where you volunteer by the due date, this may result in a delay, or inability, to provide you with reimbursement for that month.*
- Beginning April 2025, reimbursement checks are issued quarterly as follows:
 - Quarter 1 (April, May, and June) will be mailed in July
 - Quarter 2 (July, August, and September) will be mailed in October
 - Quarter 3 (October, November, and December) will be mailed in January
 - Quarter 4 (January, February, and March) will be mailed in April.

Your first check will be issued approximately two to three months after you enroll with us and start volunteering. Checks are issued from our sponsor organization, The Community Service Society of New York (CSS), and are mailed from 633 Third Avenue, New York, NY 10017.

Data Collection & Communication

What we collect

Our Volunteer Enrollment Form collects basic contact information so our staff can communicate with you as needed, your date of birth (reminder you must be 55 years of age or older to enroll with RSVP) the name and contact information for your emergency contact and beneficiary, and mode of transportation for the accident insurance.

We also keep a record of your volunteer service including where you serve and the days and hours you dedicate each month.

If Your Information Changes

Please remember to let RSVP know if your contact information changes after you complete your initial volunteer enrollment form. That includes address, phone number, and email address, but you can also update your preference for receiving the partial transportation reimbursement, or naming a new beneficiary for the supplemental insurance.

Personally Identifiable Information Protection

All volunteer records are confidential and are kept in secured files to protect all personally identifiable information (PII). Personal information about volunteers contained on the enrollment form, such as home address, will only be disclosed only with the expressed prior written permission of the volunteer.

RSVP employees and key volunteers may access your information in order to perform processing and administrative functions, but they are prohibited from disclosing your information to third parties except as stated herein. During volunteer placement, only pertinent information will be shared with a potential volunteer supervisor (basic contact information, etc.). Volunteer files are stored in a secure database, and hard copies are stored in a locked cabinet in the RSVP offices.



Ongoing Communication from RSVP



In addition to the information outlined above, RSVP maintains accurate records of your volunteer service—including your placement site, assignment details, and the number of days and hours you serve each month. This documentation is important for several reasons:

- It helps maintain your active RSVP membership status
- It ensures your coverage under the RSVP insurance policy while volunteering
- It supports the processing of any transportation reimbursement or applicable benefits

Additionally, as a program funded by AmeriCorps, RSVP is required to track volunteer hours as part of federal reporting requirements. These hours provide valuable data that demonstrate the impact and effectiveness of RSVP and help secure continued program support.

Volunteer time is reported to RSVP by the organization where you serve and is verified by RSVP staff. To ensure the accuracy of these records, you must follow all sign-in and sign-out procedures required by your service site and honestly report your time. If you're unsure of the reporting process, please speak with your volunteer supervisor for clarification.

Volunteer Time Tracking and Reporting

Once you are placed in your volunteer assignment, your Volunteer Supervisor will become your primary point of contact for day-to-day communication. They will provide information regarding scheduling, training, holidays, assignments, and any other routine matters.

Although regular interaction with RSVP staff may no longer be necessary, please know that we remain committed to supporting you throughout your service. You will continue to hear from the RSVP team periodically for a variety of reasons, which may include:

- Issuing transportation reimbursement checks (if elected and eligible)
- Sharing updates about new volunteer opportunities
- Inviting you to special events and recognition activities
- Requesting your participation in program surveys
- Acknowledging your service and celebrating accomplishments
- Providing an annual summary of your volunteer engagement

You are always welcome to contact RSVP staff at any time—whether you have questions, are interested in new opportunities, or wish to refer a friend to volunteer.

Contact Information

Here is a helpful guide to key RSVP staff who can assist you with any needs that you may have related to your volunteer experience:

For questions about, or to request a new, volunteer assignment, or to Refer-a-Friend to volunteering

Phone: 212.674.7787 Email: AmeriCorpsSeniorsRSVP@cssny.org

For questions about your reimbursement check, to update your contact information, to report an accident, or if you suspect fraud, waste, or abuse

Phone: 212.674.7787 Email: rsvpnyc@cssny.org

RSVP Staff Contact Information

Alina Molina ~ Vice President, Program Services

Director, Retired and Senior Volunteer Program

Phone: 212.614.5567 Email: amolina@cssny.org

Deirdre Ryan ~ Program Director

Phone: 212.614.5536 Email: dryan@cssny.org

Tami DiCostanzo ~ Program Manager

Phone: 718.494.3222 Email: tdicostanzo@cssny.org

Rebecca Haase ~ Program Director

Phone: 212.614.5482. Email: rhaase@cssny.org

Rohan Jaffrey ~ Project Manager, Financial Coaching Corps

Phone: 212.614.5386 Email: rjaffrey@cssny.org

Meris Noonan ~ Project Director, ACES Program

Phone: 212.614.5316 Email: mnoonan@cssny.org

Thank you again for joining the team of New York City RSVP volunteers and for your part in making a difference in the lives of others.

We are excited to have you on our team!

Community Service Society of New York AmeriCorps Seniors RSVP

www.cssny.org

Main Office

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