



AGENCY AGREEMENT FORM HELPING FEELS GOOD

This document serves as an agreement between _____ and Neighbors 4 Neighbors to participate in the Helping Feels Good website and program. The above agency agrees to the following agency requirements and understands that failure to meet these requirements will disqualify the agency and clients from the program.

AGENCY REQUIREMENTS FOR NEIGHBORS 4 NEIGHBORS' HELPING FEELS GOOD WEBSITE & PROGRAM

We are assuming that the client is eligible for services from your agency and thus meets your criteria for NEED. We are depending and relying on YOU to really know the client.

- The client/project being submitted to the Helping Feels Good program/website must currently be receiving services from your agency.
- Your agency agrees to assign necessary staff (caseworker) to facilitate and monitor each project submitted to the program.
- Your agency will furnish Neighbors 4 Neighbors with a complete list of staff with office contact information (phone and email addresses), fax numbers, cell phone numbers and hours of availability via our website registration. **Please note: Only caseworkers registered through the Helping Feels Good website will be allowed to submit projects.**
- Your agency will provide logos and agency information to Neighbors 4 Neighbors via the online registration form to inform volunteers about your agency and how it meets the needs of the community. This uploaded information will appear with the project presented to registered volunteers.
- Caseworker must complete all information requested on Project Profile form. Caseworker must include complete address, including zip code, for the project and a contact phone number for caseworker overseeing project. Only caseworkers, not clients, are to fill out forms.
- **Agency project submissions will be completed online. Once this agreement is signed and returned, we will send you the link to register your staff and submit projects to the Helping Feels Good website. Please contact Neighbors 4 Neighbors if you have trouble submitting projects online.**
- There is **NO GUARANTEE** that the projects you submit will be matched to skilled volunteers registered on the site. If and when your project has been selected, the caseworker will receive a notification via email.
- Once you receive a confirmation email that a project has been selected by a volunteer, **IT IS YOUR RESPONSIBILITY TO BOTH INFORM THE CLIENT FEATURED IN THE PROJECT THAT THEIR PROJECT HAS BEEN SELECTED BY A VOLUNTEER AND REACH OUT TO THE VOLUNTEER TO DISCUSS THE DETAILS REGARDING THE PROJECT AND THE CLIENT'S SITUATION AND NEEDS.** This is the perfect time to remind the client of our policy:



- Clients should not ask volunteers for money or goods.
- Clients should only agree to meet with volunteers on terms they feel comfortable with.
- Clients should always be gracious and thank their volunteers (whether it is done by phone or by mail). Thank you cards or letters are especially liked by volunteers. You would be surprised how wonderful these individuals feel when they receive a thank you card or letter signed by clients.
- Clients should be reminded that many of our volunteers are average people looking to help people in need and therefore all of their requests or needs may not be met. They should not request expensive or luxurious items/services that exceed the scope of the project submitted to the site by their caseworker.
- Clients should be considerate of the volunteer's time schedule.
- If the client and volunteer need to be re-matched, Neighbors 4 Neighbors will handle the re-match. If a volunteer calls the caseworker and asks to be re-matched, the caseworker should instruct the volunteer to please call Neighbors 4 Neighbors. **The caseworker should NOT take it upon themselves to re-match the volunteer.**
- Communication is **CRITICAL**. Caseworker should emphasize importance of the client contacting the caseworker in the event of change of phone, address or any household changes.
- Many volunteers are touched by the description of client circumstances. What has the client been through? What special needs or talents do they have? Information on actions being taken by the client to improve their circumstances can make for a compelling profile and improves the chances of a volunteer match.

You should be aware that Neighbors 4 Neighbors does NOT do any background checks on volunteers. As an agency participant in the Helping Feels Good program you are assuming all responsibility for any volunteer matched with a submitted project. The need for background checks and/or proof of license/bonding/insurance should be clearly stated in the project profile and is the sole responsibility of the agency.

I, _____ as a representative of _____,
have read and understand and fully agree to all the above requirements for participation in Neighbors 4 Neighbors' Helping Feels Good program.

Signature of Participating Agency

Phone

Signature of Neighbors 4 Neighbors

Date