

PO Box 207; Muskegon, MI 49443-0207
Phone: 1-877-722-3134
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www.unitedwaylakeshore.org

United Way
of the Lakeshore



Make a difference in our community!

Join one of our nation's largest networks of volunteers age 55+

The AmeriCorps Seniors Retired and Senior Volunteer Program (RSVP) is a great way for you to select from a variety of volunteer opportunities, help our local community, and know that you are part of a larger team of volunteers 55+ in Muskegon and Oceana Counties who are making a difference every day!

It only takes five easy steps to join and get connected:

- STEP 1: Please review the list of open RSVP positions
- STEP 2: Select one, or more, that you are interested in learning more about and complete the membership application packet.
- STEP 3: Call our office at (231) 332-4016 to schedule an in-person orientation.

What to bring to the new member orientation?

- 1) Completed membership packet
- 2) Drivers license or state ID
- 3) Proof of vehicle insurance
- 4) Zoom orientations – complete the packet for review and once you are orientated email/drop off/mail packet, with all necessary signatures, copy of drivers license or state ID, and copy of proof of vehicle insurance

STEP 4: The RSVP office will contact the volunteer manager for the volunteer positions that interest you, and provide your contact information.

STEP 5: The volunteer manager will call you to schedule a time to visit and learn how you can make a difference.

Sincerely,

Lynn Keech, RSVP Coordinator
AmeriCorps Seniors RSVP
United Way of the Lakeshore

Barbara Saunders Sims
Oceana RSVP Coordinator
United Way of the Lakeshore



RSVP

Lead With Experience



VOLUNTEER HANDBOOK



Retired and Senior Volunteer Program (RSVP) of Muskegon and Oceana Counties

United Way of the Lakeshore
31 E. Clay Avenue
PO Box 207
Muskegon, MI 49443
231-332-4016

Oceana office:
907 South State Street
PO Box 326
Hart, Michigan 49420

Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 



United Way
of the Lakeshore



Welcome to RSVP!

Dear RSVP Members,

This year there will be many new and exciting changes to the local Retired and Senior Volunteer Program.

Senior Corps RSVP is now known as AmeriCorps Seniors RSVP so new applications, the handbook and all materials will be updated with new logos and even some new content.

Most exciting is that Oceana County will be engaging RSVP volunteers throughout their communities. Barbara Saunders Sims has an amazing group of volunteers ready and waiting to help multiple agencies and programs.

A new grant began on July 1, 2020 marking the beginning of AmeriCorps Seniors RSVP.

Thank you for committing to a year of national service!

You are part of a community effort to impact critical and focused needs in our community. I am excited that you are choosing to make a difference through the RSVP member positions available for the program year.

This handbook is your guide to the Retired and Senior Volunteer Program of Muskegon and Oceana Counties - and what it means to sign-up for a year of national service. Please read it carefully and refer to it when necessary.

If you have any questions after your RSVP orientation, or during your year of service, please do not hesitate to ask myself or Barbara.

Sincerely,

Lynn Keech

RSVP Manager



RSVP Program Office

AmeriCorps Seniors Retired and Senior Volunteer Program of Muskegon & Oceana Counties

PROGRAM STAFF:

United Way of the Lakeshore
President:

Christine Robere

RSVP Program Manger:

Lynn Keech
Phone: 231-332-4016
Email: lynn@unitedwaylakeshore.org

RSVP Oceana Coordinator:

Barbara Saunders Sims
Phone: 231-332-4005
Email: barbara@unitedwaylakeshore.org

PROGRAM SPONSOR:

United Way of the Lakeshore



United Way
of the Lakeshore

Mailing Address:
PO Box 207
Muskegon, Michigan 49442

Office Location:
31 East Clay Avenue
Muskegon, MI 49442

Oceana Office:
PO Box 326
Hart, Michigan 49420

Office Location:
907 South State Street



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Section 1 – About RSVP

A. Grant Project Executive Summary

Volunteers will serve in the AmeriCorps Seniors Retired and Senior Volunteer Program (RSVP) of Muskegon and Oceana Counties. Through four strategic initiatives RSVP members will be mobilized to impact local needs.

The primary focus area of this project is health. At the end of the three-year grant, July 1, 2020-June 30, 2023, residents of Muskegon and Oceana counties will have a greater access to nutritional food choices, will have opportunities for health education and will be provided health information to assist in making healthy decisions through the service of our health RSVP members.

‘Allies for Education RSVP’ will impact local education by supporting afterschool programs and summer school programs with an additional focus on reading and truancy.

‘Cultural Heritage RSVP’ members will promote a vibrant community by supporting and enhancing local art and historical features of our community.

“Ambassadors of Service RSVP’ members will support capacity building activities to connect RSVP members with schools and non-profits and provide support for the effective training and management of volunteers.

The three-year Corporation and National Community Service (CNCS) federal investment will be supplemented by grantee local match.

Project Period: July 1, 2020-June 30, 2023

B. RSVP Program Overview

The Retired and Senior Volunteer Program (RSVP) is one of the three programs operated by the Corporation for National and Community Service under AmeriCorps Seniors. Authorized under the Domestic Service Act of 1973, and reauthorized by the Edward M. Kennedy Serve America Act of 2009; the federally supported grant program helps retired individuals and working older individuals share their experiences, abilities, and skills to improve themselves and their communities through volunteer service.

Established in 1971, RSVP connects individuals who are 55+ to volunteer opportunities that impact specific needs and goals in their local communities. RSVP volunteers choose how, where, and how often they want to serve; with volunteer commitments ranging from a few hours to 40 hours per week.

C. RSVP In Our Community

The RSVP of Muskegon and Oceana County provides a menu of meaningful volunteer opportunities in over 20 organizations throughout Muskegon and Oceana counties. Volunteers are matched to allowable activities on the basis of interest, ability, community need, geographic convenience and experience.

The reauthorization of funding through the 2007 Serve American Act required a competition process for existing RSVP grants. July 2014 United Way of the Lakeshore was awarded their first grant and was recently awarded the third 3-year grant that began July 1, 2020 and will conclude on June 30, 2021.

The RSVP Program in Our Communities Exists to:

- ✓ **CONNECT** our members with life changing opportunities to make a difference in our community.
- ✓ **MOBILIZE** volunteers to impact critical needs in our communities including food security, health education, literacy and mentorship, and support of local cultural heritage.
- ✓ **BUILD CAPACITY** of our station partners by connection RSVP members with schools and nonprofits to provide support for the effective training and management of volunteers.

D. The Impact of Serving

We help individuals 55+ become connected with area programs that focus on health needs, education of our youth, community culture and income and assistance with income information.

Think of what you can do when you give your time to help your community!

You will forge new relationships with people in your community and make significant different in the lives of others.

Commit to a year of national service!

- ✓ **Help your community:** Know that you are giving your time, talent, wisdom, and experience to your community and neighbors who need you.
- ✓ **Help yourself:** Through service, you can add to the quality and health of your life. Research indicates that volunteers enjoy better health, make new friendships, stay active and involved in the community, and learn new skills.
- ✓ **Make a difference:** Be part of a national movement to transform America through the involvement of its citizens.
- ✓ **Save money for the organizations you serve:** By donating your time and skills, you help make funds go farther for organization that address critical needs in your community.

Program Structure & Sponsorship

Corporation for National and Community Service (CNCS)

In 1993, the CNCS was established. CNCS's Board of Directors and Chief Executive Officer are appointed by the President and confirmed by the Senate.

Serve America Act – On April 21, 2009, President Barack Obama signed the *Edward M. Kennedy Service America Act*, reauthorizing and expanding national service programs administered by the CNCS. Each year, more than 5 million individuals of all ages and backgrounds help meet local needs through a wide array of service opportunities through the CNCS's core programs: AmeriCorps, **AmeriCorps Seniors**, and the Social Innovation Fund.

AmeriCorps Seniors:

A network of programs that tap the rich experience, skills and talents of citizen 55+ to meet community challenges.

Foster Grandparents

Foster Grandparents are role models, mentors and friends. Serving at local organizations, they help children learn to read, provide one-on-one tutoring and guide children at a critical time of their lives.

Retired and Senior Volunteer Program (RSVP)

RSVP offers a range of volunteer opportunities with local organizations that focus on impacting specific community needs. RSVP volunteers choose how and where, they want to serve, and the amount of time they want to give.

(45 CFR, Part 2553, Subpart E, 2553.51)

Senior Companions

Senior Companions help frail, elderly citizens remain in their homes longer by providing much-needed support. They make a difference that strengthens and helps preserve an individual's independence.

Corporation for National and Community Service (CNCS)

Michigan Office

SPONSOR AGENCY

United Way of the Lakeshore

RSVP of Muskegon and Oceana Counties

Program Manager

RSVP Advisory Council

RSVP Members



Section II – RSVP Membership

A. Annual Membership Eligibility

In order to be eligible for membership in the Retired and Senior Volunteer Program (RSVP) a person must:

- Be 55 years of age or older
- Agree to serve without compensation
- Be interested in an approved RSVP job task at one of the designated station locations near where you live.

Agree to abide by all of the requirements of the program including:

- Agree to remain active by volunteering at an allowable station location on a weekly basis through the year.
- Agree to complete the service logs documenting time in, time out, and individuals impacted daily at the station site.
- Understand that acceptance into the program is contingent on the review of individual criminal history.

B. Annual Membership Terms of Service

(45 CFR, Part 2533, Subpart E, 2553.51)

A RSVP volunteer shall serve weekly on a regular basis, or intensively on short-term assignments consistent with the allowable job descriptions.

Members must select, and sign, a volunteer job description from the list of allowable locations and activities. RSVP of Muskegon of Oceana counties have a limited number of positions at each station site.

What if I choose to volunteer doing something different from the list of RSVP job tasks?

If a member feels that a different position at the organization is more to their liking, or cannot fulfill the terms of the job description, we encourage the volunteer to follow their passion and interest.

However, due to the program regulations, the individual will be considered a community volunteer rather than a member of RSVP.

If the volunteer is interested in a RSVP job position in the future, they are free to re-apply for the program and will be accepted for membership based on available positions.

C. Annual Membership Enrollment & Orientation

The program year for the RSVP of Muskegon and Oceana counties is as follows:

Start of Program Year:	July 1 st
End of Program Year:	June 30 th

There are a limited number of member positions in RSVP and at the station partner locations. Each year currently enrolled members will be given first priority to re-enroll for the upcoming program year.

Current Member Re-Enrollment: Late April – Early May

In order to re-enroll members must –

1. Attend a re-enrollment session to receive a program orientation
2. Select an allowable volunteer position
3. Sign a volunteer job description committing to a year of national service

After the re-enrollment sessions have ended, open positions will be advertised and new RSVP members recruited for the open positions.

Open Enrollment: June (or by request)

D. Member Code of Conduct: Responsibilities & Limitations

Member Responsibilities:

Volunteers enjoy certain rights when they choose to donate their time; however, volunteers also have specific responsibilities to the station site where they serve and as a member of the RSVP. As a volunteer you are free to set your schedule, but you must be prepared to fulfill the commitments you make.

When you accept a volunteer assignment with RSVP, your responsibilities include:

- Attend any pre-service training, orientations, etc.
- Be dependable, reliable and abide by your agreement with the volunteer station.
- Notify the volunteer station **in advance** if it is not possible for you to meet your time commitment, or complete your assignment as planned.
- Notify the RSVP staff in order to terminate or change your position at the volunteer station.
- Cooperate with the volunteer station staff.
- Speak up about problems or concerns so that they can be discussed and resolved.
- Please ask questions about anything you do not understand.
- Sign in and out at the volunteer station so that an accurate record of service can be provided by the station to the RSVP staff.

E. Member Limitations

(45 CFR, Part 2553, Subpart I, 2553.91)

Due to federal grant guidelines, RSVP members are completely prohibited from performing the following activities:

- Providing religious instruction, conducting worship services, or engaging in proselytization.
- Assisting with electoral activities, voter registration, and transportation to polls or efforts to influence legislation.
- Engaging in any activity that displaces a paid worker.
- Participate in a labor or anti-labor organization or related activity.
- Accepting money or donations from station sites, service recipients/clients, or relatives and friends of service recipients.

RSVP volunteers are not employees of the United Way of the Lakeshore, the Corporation for National and Community Service, nor the Federal Government.

F. Member Placement & Training

The RSVP office maintains a listing of all allowable station locations and job tasks based on the approved federal grant.

STEP 1: Member Selection of an approved job task

During member enrollment or re-enrollment each year, the RSVP staff will work with volunteers to select an RSVP job task aligned to your interests, schedule and skills.

STEP 2: RSVP Referral to a Volunteer Station

After selecting a station location, and job task, the RSVP office will review the RSVP member file to ensure all necessary documents are complete. Then the RSVP staff will contact the Volunteer Administrator, at the station site, with RSVP member contact information.

Approval Policy:

All volunteers are subject to approval by the Volunteer Station prior to serving in the volunteer assignment.

G. Non-Discrimination Policy

(45 CFR, Part 2553, Subpart I, 2553.91)

Eligibility to serve as a RSVP volunteer shall not be restricted on the basis of formal education, experience, race, religion, color, national origin, sex, age, handicap or political affiliation.

STEP 3: Approval of Member Job Description

Once the RSVP member has met with station staff and is ready to begin volunteering, the Volunteer Administrator, at the station site will sign the RSVP member job description and return it to the RSVP office – acknowledging the member will begin serving at the location.

STEP 4: Station Partner Orientation

Each Volunteer Station has its own process for beginning a new volunteer – such as a special application, background check, orientation, special training, tour of the station site, or a one-on-one meeting with the volunteer.

H. Reporting Member Service – *Why report hours?*

Reporting hours, along with other data collection is federally mandated. As a federally mandated program RSVP must abide by the accountability, compliance guidelines, and standards set by governmental agencies. There are several types of data and information that must be provided annually to maintain program funding.

Reporting hours also verifies that members of the RSVP of Muskegon and Oceana counties have been active over the course of the fiscal year. Only those individuals who are serving in the current program year are eligible for the program benefits of RSVP membership (e.g. supplemental insurance coverage, recognition events, newsletters, etc.). Reporting hours is the only way to verify insurance coverage.

Signing in and out at a volunteer station site is our ONLY documentation for insurance policy coverage. Without written documentation, our supplemental insurance policy does not cover a volunteer.

I. **Volunteer Separation**

(45 CFR, Part 2533, Subpart E, 2553.52)

Administrative Separation: The Retired and Senior Volunteer Program of Muskegon and Oceana counties may remove a RSVP volunteer from service for cause, including but not limited to extensive absences, misconduct, inability to perform the assignments, or failure to accept supervision.

Administrative Volunteer Separation can occur:

1. If the actual volunteer assignment/job task is terminated.
2. Inactivity – the RSVP office updates its database every quarter. If a member does not have any service hours recorded for a four month timeframe their membership will be considered inactive.
3. No response – once a member is listed as inactive, three attempts will be made to contact the member by phone. A fourth contact will be in the form of a letter, removing the volunteer from membership in the RSVP.

If a member is removed from the RSVP, they are welcome to re-enroll at a later date.

Volunteer Station Separation: A volunteer station may separate or ask the RSVP Manager to separate a volunteer for cause, including but not limited to extensive absences, misconduct, inability to perform assignments, or failure to accept supervision.

RSVP Member Separation: A RSVP member may request separation from the volunteer assignment if it is not meaningful or satisfying.

J. **Appeals Process**

Any appeal of an adverse action affecting an enrolled RSVP member must be submitted in writing to the RSVP Manager. The RSVP Manager will provide the information to the RSVP Advisory Committee who will review the situation and provide a written response, acted upon during a quarterly meeting.

K. Member Benefits

1. Annual Recognition

Each spring, during AmeriCorps Seniors Week, the RSVP of Muskegon and Oceana counties holds an annual recognition event to acknowledge the contributions our members make to the community.

2. Communication Links

There are several ways to remain informed regarding the Retired and Senior Volunteer Program (RSVP):

- ✓ Periodic newsletters.
- ✓ Join our United Way of the Lakeshore email listing to service updates about events and community volunteer opportunities.
- ✓ Logging into the United Way of the Lakeshore website to get volunteer opportunity information through “Get Connected”.
- ✓ Annual survey of volunteers to ensure we continue to offer quality opportunities and experiences.

The RSVP staff is always available to discuss your questions, ideas, or concerns. Please call to arrange a time to meet at our office for a cup of coffee!

3. Supplemental Insurance

All RSVP members are covered by CIMA Insurance while they are serving as volunteers carrying out the approved job task, attending program activities, or traveling between home and the station location.

This policy supplements any existing accident, liability, or health insurance (including Medicare and Medicaid) carried by the volunteer.

- See the CIMA ‘Summary of Coverages’ for more information

If you have an accident: you must inform the RSVP office within 7 days. We then need to complete the necessary paperwork and reports to determine coverage. All coverage decisions are made by the CIMA Insurance Company.

4. Limited Mileage Reimburse

Depending upon the availability of funds, RSVP can provide reimbursement for transportation costs to and from your approved volunteer station location.

Please request travel reimbursement ONLY if the cost of transportation would otherwise present you from volunteering.

Mileage Reimbursement limits:

- .20 per mile
- Maximum of \$20.00 per month

Mileage Processing:

- Mileage will be processed quarterly in October, January, May and July
- A minimum of \$20.00 is required to process a check.

Limitation:

- Due to limited funding, there is a cap on the total amount of mileage reimbursements that can be approved and processed each quarter. If more requests that funding are received, the reimbursements will be approved by rank of volunteer service area:
 - Primary impact area first
 - Secondary impact area next
 - Other service areas last

Due to the Federal audit requirements RSVP must follow, a member should request approval for mileage reimburse by:

1. Contacting the RSVP Manager to schedule a meeting at the RSVP office.
2. Complete an application for mileage reimbursement that includes an attestation of financial need, and a MapQuest mileage calculation for allowable reimbursement.
3. Upon approval for the program year you will receive a letter with a reimbursement form.
 - a. ALL required information and signatures must by on the forms.
 - b. Forms must be submitted by the deadline.

NO mileage can be reimbursed without a pre-approved application and letter from the RSVP Manager.



Section III – Advisory Board

A. Advisory Board Roles and Responsibilities

The purpose of the RSVP Advisory Board is to assist in matters affecting the planning, funding and public relations of the Retired and Senior Volunteer Program of Muskegon and Oceana counties.

The RSVP Advisory Board is made up of key individuals from the community in the focus areas of the grant project who have a passion for volunteerism and the goal of building local capacity for impact-based volunteering.

The RSVP Advisory Board meets four times per year and assists in both appeal and resolution and program evaluation.



AmeriCorps Seniors Pledge

I will get things done for America – to make our people safe, smarter and healthier.

When faced with a pressing challenge, I will bring Americans of all generations together to strengthen our communities.

When faced with children at risk, I will help them stay in school and on track for a brighter future.

When faced with older adults in need, I will provide support and compassion so they may age with grace and dignity.

Working for the greatest good, I will use my lifetime of experiences to improve my country, my community, and myself through service.

I am an AmeriCorps Seniors volunteer and I will get things done

CERTIFICATION

By signing below, I acknowledge that I have read, understand and agree with the terms of the follow statements:

Please Note: The United Way of the Lakeshore’s Retired and Senior Volunteer Program (RSVP) will perform an initial background screening for the protection of the agency and its beneficiaries, as well as the volunteer. RSVP will ensure the best possible fit for volunteer opportunities available in the community. If you have any questions or concerns regarding the screening process, please contact RSVP at 231-332-4016.

I hereby volunteer my services through the United Way of the Lakeshore in Muskegon and Oceana counties. I certify that the information I have provided is accurate and complete to the best of my knowledge. **I understand that all information contained in this application is confidential and will not be released by United Way of the Lakeshore to a third party except as necessary to coordinate volunteer activity. I agree to abide by United Way of the Lakeshore’s RSVP Volunteer Agreement and/or Confidentiality Agreement.**

Volunteer Signature: _____

Date: _____

RSVP Service Year Approval:

July 1, 2020-June 30, 2023

RSVP Program Manager/Coordinator

Date

For RSVP Office Use Only

Required Documentation:

____ Membership Interest: Signed & completed application and volunteer information form

____ Age verification & background check: Copy of driver’s license/state ID/birth certificate

____ Excess auto insurance: Copy of vehicle insurance

____ Signed service log/Sing in sheets

____ Service selection(s) & verification: Job description (signed)

Background Checks:

____ ICHAT

____ National Sex Offender

Completed on: _____

Completed on: _____

Volunteer State Date: _____

1st Day of Volunteer Service: _____



United Way of the Lakeshore
31 E. Clay, Muskegon, MI 49442
Phone 231-722-3134 Fax 231-722-3137
Website: www.unitedwaylakeshore.org



RSVP Member CONFIDENTIALITY STATEMENT

I understand that while volunteering as a Retired and Senior Volunteer Program (RSVP) member, the personal information of the children, families, and individuals with whom I work are confidential.

I will not discuss any personal information with anyone other than RSVP program staff or my volunteer site supervisor.

Signature

Date

Name Printed



United Way of the Lakeshore
 31 E. Clay, Muskegon, MI 49442
 Phone 231-722-3134 Fax 231-722-3137
 Website: www.unitedwaylakeshore.org



RSVP Member

Waiver of Liability and Release of Claims

I hereby authorize the Retired and Senior Volunteer Program to conduct a background check through the Michigan ICHAT and national Sex Offenders Registry systems for any information on record or may be obtain from other sources under my name and birthdate. The information will be used to determine program eligibility and for referral to volunteering at partner station locations.

I hereby release and forever discharge the Retired and Senior Volunteer Program of Muskegon/Oceana counties of any and all actions, causes of action, claims and demands for, upon or by reason of damage, loss or injury, which may be sustained by me in the nature of libel, slander, invasion of privacy, or other results from the information, whether by reason of unauthorized use, negligence or otherwise:

Printed name: _____

Signature: _____

Maiden name/Other names used: _____

Address: _____

Date of birth: _____

Place of birth: _____

Sex: (circle one) Male Female

Ethnicity: (circle one) Hispanic Non-Hispanic

Race: (circle one) Black/African American American Indian/Alaska Native

White Asian Native Hawaiian/Pacific Islander

Witnessed: _____	Date: _____
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AmeriCorps Seniors

Retired and Senior Volunteer Program of Muskegon and Oceana Counties

Handbook Acknowledgement of Receipt

I have read, and understand, the contents of this handbook and will act in accord with these policies and procedures as a condition of my year of national service in the Retired and Senior Volunteer Program.

Name (printed)

Date

Name (signature)

Participant Registration Information FY2021

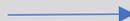
Participant Last Name	Participant First Name	M.I.	Nickname (optional)
-----------------------	------------------------	------	---------------------

Street Address	Apt or Ste #	City	State MI
----------------	--------------	------	-------------

Zip Code	County Muskegon	Date of Birth	(Area Code)Phone Number
----------	--------------------	---------------	-------------------------

Gender Female <input type="checkbox"/> Male <input type="checkbox"/>	Apt. Complex / Mobile Home Park Name	Veteran Yes <input type="checkbox"/> No <input type="checkbox"/>
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INCOME STATUS

Number of People in Household	Yearly Income Range	
	Considered Below Poverty	Considered Low Income
<input type="checkbox"/> 1 	<input type="checkbox"/> \$12,880 or below	<input type="checkbox"/> \$25,760 or below
<input type="checkbox"/> 2 	<input type="checkbox"/> \$17,420 or below	<input type="checkbox"/> \$34,840 or below
<input type="checkbox"/> 3 	<input type="checkbox"/> \$21,960 or below	<input type="checkbox"/> \$43,920 or below
<input type="checkbox"/> 4 	<input type="checkbox"/> \$26,500 or below	<input type="checkbox"/> \$53,000 or below
<input type="checkbox"/> 5 or more 	<input type="checkbox"/> Add \$4,540 each	<input type="checkbox"/> Add \$9,080 each

RACE / ETHNICITY STATUS

Mark one or more to indicate what the participant considers himself/herself to be.

White Black or African American Asian American Indian or Alaska Native
Native Hawaiian or Other Pacific Islander Hispanic or Latino

Registration is required each fiscal year. Statistical data is used to report to the community; no personal information is provided without prior consent from you. Documents are shredded. We appreciate the cooperation and support for the Muskegon County Senior Millage and the programs it helps fund.

Signature: _____ **Date:** _____

I certify that the facts contained in this application are true and complete to the best of my knowledge.

