

## FAQs

### PAY:

1. How come other groups earn more at Arrowhead? Each contract is exactly the same for all the nonprofit groups. There is a sliding scale for the pay, based upon the number of volunteers on that date. Example: Group A brings 70 volunteers on 08/20 and makes \$165 pay. Group A brings 35 volunteers on 08/25 and makes \$150 pay. It is not based on contract or on the group. Donations at the register (tips) vary from stand to stand.
2. Does H&S pay hourly? No, we pay everyone who works the event the same amount.
3. How can I receive a check for reimbursement? We are happy to meet volunteers for in-person delivery, with advance notice we can bring a check to an event you are working, or we can mail a check. If you are a customer of Community America Credit Union, we can transfer money to your account.
4. Can H&S pay directly to the event or group I'm fundraising for? Yes, we could make out the check directly to your group/activity and no receipt is necessary, but an invoice from the third party is required.
5. How do I request a check? Email the treasurers at [HeartandSoulNPOFunds@gmail.com](mailto:HeartandSoulNPOFunds@gmail.com) with the amount (or balance), who to make it out to (you or your direct group), and how to receive it (mailed to volunteer's address, meet at an event or in-person, transfer via Community America.)

### RECEIPTS:

1. How do I get receipts to H&S? We use the Dropbox app to conveniently receive your receipts. Please email our treasurers for a Dropbox link. The shared folder will only be available to the treasurer and you.
2. How can H&S reimburse for medical or daycare expenses when other NPO's can't? H&S filed and was approved for this sort of fundraising by the IRS, Secretary of State Articles of Incorporation, our bylaws, and blessed by consulting several certified public accountants. We wrote into our policies and waivers that expenses for which volunteers seek reimbursement are not also tax deductible. Please be aware that any receipts submitted for reimbursement are then NOT ELIGIBLE to be listed as a deduction on your taxes. For example, if you are reimbursing yourself for paying college tuition this cannot be deducted on your taxes. This is true for ANY expenses you fundraise for with H&S or any other fundraising group and always has been. It is the volunteer's responsibility to not "double dip" by claiming these deductions on your taxes as well as receive reimbursement.

## WORKING EVENTS/VENUES:

1. Is H&S only working at Arrowhead and T-Mobile Center? No, we also will be staffing events at KC Convention Center, Kansas Speedway, KC Zoo & Aquarium, Azura Amphitheatre, Kauffman Stadium, Starlight Theatre and KC Current.
2. Can volunteers work for other nonprofit organizations? Yes, people are free to volunteer for any nonprofit that works best for them and switch around as necessary. It is the volunteer's responsibility to make sure that they are not double booked with another NPO or cancelling with one NPO to work with another to avoid incurring fines. While we find it acceptable, concession companies may require volunteers to complete training under both groups.
3. How can I see what events I've signed up for on the Sign Up app? When you log into Signup, click into My Invitations and the Location you are interested in, such as H&S T-Mobile Center. Across the top, on the right, check the box Show My Spots. You can click Done, print the listing, or add to your Outlook Calendar by choosing those options.
4. How do I check in for an event? Sign in information is provided via the confirmation email.
5. I'm confused what orientation or training that I need to work? It is confusing! See it all laid out on the Helpful Links tab on our website.

See our link for Signup Genius for Aramark training on the H&S website under Helpful Links, search for an event by email which is [Kcfundraising@aramark.com](mailto:Kcfundraising@aramark.com).

See our link for Levy ServSafe Alcohol Training, Orientation Video and Levy Policy PDF Form on the H&S website under Helpful Links.

## CONFLICT RESOLUTION:

1. Who can I go to when I have an issue I can't get resolved? I don't know who to direct a question to? Who can I go to when I need to confidentially express concerns? Please email our Volunteer Liaison, Bob Geist, at [communications@heartandsoulnpo.com](mailto:communications@heartandsoulnpo.com). His role is to be a confidential first stop for questions and concerns. If he can't help, he will bubble the issue up to the board for resolution.

If you would like other topics addressed in FAQs, please let us know at [communications@heartandsoulnpo.com](mailto:communications@heartandsoulnpo.com)