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Memorandum of Understanding (MOU)

This MOU is between the North Carolina Association of Fire Chiefs and (insert department name here): Wake County Fire Services (Consortium of Wake County Fire Departments).

The Volunteer Workforce Solutions (VWS) Program Team will assist your department with recruitment and retention efforts by providing you with a GIS Tapestry Report that identifies your target audience and includes recruitment strategy ideas. You will also be given customized marketing materials to use for your recruitment campaign. The VWS Program will provide opportunities for you to network with others and attend leadership and recruitment trainings. In addition, you will be given access to an online recruitment and retention data collection system as well as other tools and templates to use for recruitment and retention purposes.

As a department, you fully understand and are committed to actively participating in the VWS Program and will work together with the VWS Program Team to improve your department's recruitment and retention efforts.

You understand and are committed to fulfilling the participant obligations as listed below:

- Participate in the VWS Program for two years.
- Identify a program leader or volunteer coordinator within the county/city/town/department who will manage and oversee the responsibilities associated with the VWS program. You may also select coordinators at the company level, if applicable.
- Key staff is encouraged to attend and fully participate in the Volunteer Workforce Solutions Orientation Webinar and Kick-Off meetings. Key staff includes: fire chief(s), chief officers, program leader, volunteer coordinator and ideally at least one representative from the elected governing body and the city/town administrator's office. The Orientation Webinar will be June 2, 2020.
- Key staff (fire chief, chief officers, program leader, volunteer coordinators, departmental leadership, company officers, volunteers, etc.) is encouraged to attend one of the leadership symposia being sponsored by the program. At least two will be offered in North Carolina free of charge.
- Submit home addresses of all members (career and volunteer if combination department) in order to produce a customized GIS Tapestry Report. Names are not needed, and all addresses will remain confidential and proprietary information.
- Provide images and contact information for marketing materials.
- Create and submit a list and timeline/12-month plan of recruitment/retention activities that will be carried out during the program.
- Monitor, track, evaluate and provide data related to the results of the recruitment campaign to the VWS Program Team.
- Submit monthly tracking forms and fill out all required information, including recruitment and retention data.

- Respond to email, phone and written inquiries from the VWS Program Team in a prompt manner.
- Attend and participate in meetings and/or phone calls with the VWS Program Team.
- Stakeholders on all levels (city/town manager, city/town/departement fire chief, company level chiefs/officers, and an elected official) must agree and adhere to the terms outlined in this MOU.

Department Chief's Signature: _____ Date: _____

Printed Name: _____ Email: _____

**** All Volunteer Departments that will be involved must have a Chief or designated representative sign this MOU. Additional signatures can be provided by attaching another sheet or simply signing on the back of this MOU.****

City/Town Administrator/Manager's Signature: _____ Date: _____

Printed Name: _____ Email: _____

Elected Official's Signature: _____ Date: _____
(For Example: Board President, Town Manager, County Manager)

Printed Name: _____ Email: _____

To be completed by VWS Staff:

Signature: _____ Date: _____ Email: tmosley@ncafc.com

Chief Tracy Mosley, NCAFC VWS Program Coordinator

Please sign and return to Derek Bullington at DBullington@iafc.org

If you have any specific questions about this MOU, please do not hesitate to contact Chief Tracy Mosley directly at tmosley@ncafc.com or at 252-205-1289.