

## Small Business FAQs about *Volunteers for Small Business Recovery*

### Getting Matched

- **How are matches made?** Matches are made through the online platform by Common Impact staff based on alignment between the needs submitted from small businesses and volunteer skill-sets.
- **Will all small businesses get matched to a volunteer for a call?** The goal is to match all small businesses with a volunteer; however, matches are made based on alignment so there is a possibility that a match will not be made.
- **When should I expect to be matched?** Matches are made on a rolling basis and we do our best to align our follow-up with your sense of urgency (as noted in your submission). Common Impact will communicate if there are questions about matching as soon as possible.
- **What happens once I am matched?** Once you are matched, you should expect to receive an email (within 48 hours) from the corporate volunteer to schedule a mutually agreeable time to schedule your 1-hour call.
- **Do I need to ask the volunteer to complete an NDA or other paperwork?** There should not be any additional paperwork required. If there is a concern about privacy/confidentiality, please reach out to us for support.

### Corporate Volunteers

- **Who are the corporate volunteers?** The program is partnering with the NYC Service's Corporate Volunteer Council to provide corporate volunteers. Companies who are interested can sign up through April 23, 2021.
- **How can a corporate volunteer address a challenge that I am facing?** A volunteer can help you resolve your challenges by 1) helping you to determine the right questions, 2) identifying together what you do/don't know, and 3) providing some initial guidance and expertise.
- **What if the challenge is too large and cannot be addressed in a 1-hour call?** While most "sticky" challenges cannot be resolved in 1-hour, a volunteer can help you create a path forward, which is a critical first step in fully solving your small business challenge.
- **Can I continue working with the corporate volunteer after the call?** The program only requires that volunteers engage in the 1-hour call. It is up to the volunteer whether they would like to continue to work with you on their own.

### *Volunteers for Small Business Recovery*

- **Can I solicit the corporate volunteer and consider them a prospective customer?** Small businesses should not be soliciting corporate volunteers.
- **How long is this program being offered?** This pilot will run through May and June and may continue into July 2021.
- **Who do I contact if I have a question about the program or have an issue with the platform?** Technology and program support are available by contacting [info@commonimpact.org](mailto:info@commonimpact.org).