

Volunteer Training

Perdido Bay UMC



What You'll Learn Today



**REVIEW FAMILY
PROMISE**



**REVIEW YOUR
ROLE**



Q&A

**Family
Promise
&
Vision
&
Mission**

We envision a nation in which every family has a home, a livelihood, and the chance to build a better future.

Our mission is to help families at risk of or experiencing homelessness achieve sustainable independence.

Overview

Our 6 Core Values:

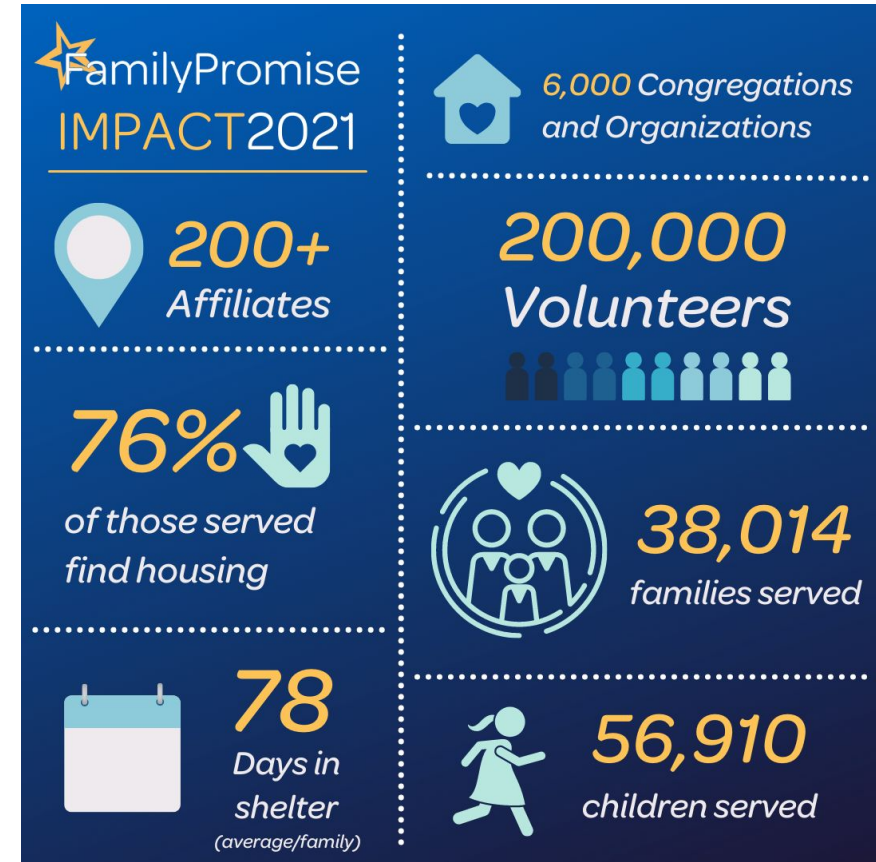
- Empathy
- Dynamism
- Hospitality
- Empowerment
- Innovation
- Community

- **200+ Affiliates**
- **43 States**
- **200,000 Volunteers**



Who Is Family Promise?

- Family Promise provides a continuum of services
- Serves all compositions of all families
- Effectively engages the entire community
- Points of Light Award from the President
- 4-Star Charity Navigator Recognition, 9 years straight
- 30+ years' experience
- Over 75% of families secure housing in an average of 11 weeks

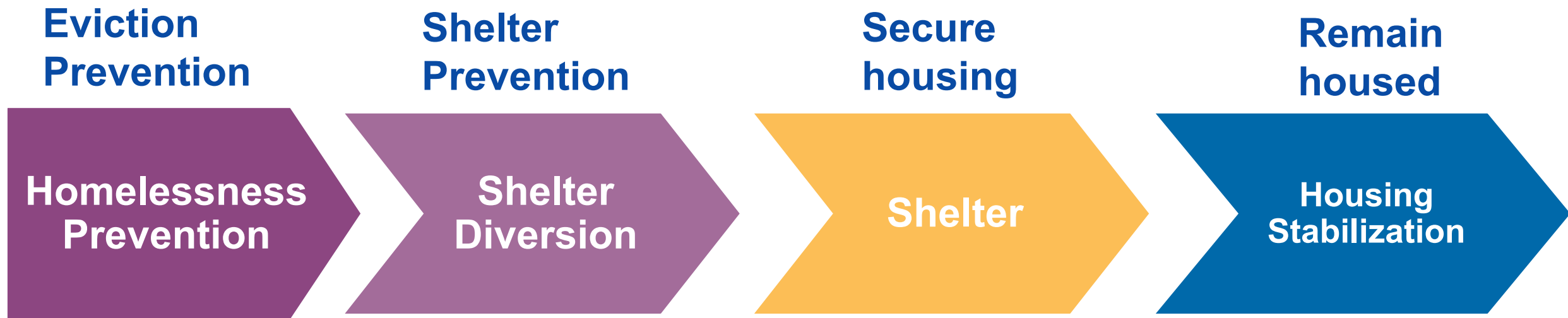


YOU Make Our Mission Possible By...

- Providing compassionate outreach and address root causes of family homelessness
- Empowering families toward economic stability; families come to us in crisis - we help them rebuild with new skills and ongoing support
- Helping Family Promise deliver life-saving services at 1/3 the cost of traditional service models, by leveraging community connections



Continuum of Family Promise



Community & Promise

Family Homelessness: The answer is not just a shelter.



Financial
Literacy



Health &
Wellness



Transitional
Housing



Family
Mentoring



Childcare
Services



Rental
Assistance



Homelessness
Prevention



Micro
entrepreneurship

We were treated like actual people; not like a case study or a statistic. Family Promise showed us compassion, sympathy, and even friendship.

Family Promise graduate



Key Points about Volunteering

What makes Family Promise (FP) different from shelters and other services for those experiencing homelessness is THE VOLUNTEERS.

- FP is staffed almost exclusively by volunteers.
- Volunteers offer their own congregations or host sites as respite
- Volunteers put the “**hospitality**” in Family Promise by providing kindness, warmth, & acceptance.
- Volunteers can develop relationships with guests that help them in their efforts to solve their problems and regain independence.



Hospitality Code

1. It's nice to hear your name.
2. Labeling people creates invisible barriers.
3. Personal questions can be tough to answer.
4. Never assume that a guest can't hear you.
5. Everyone can use a little privacy.
6. Sometimes we need to spend time alone.
7. We all have bad days.
8. We understand and care for our children.
9. Parents need a break.
10. Adult guests should be treated like adults.



Generational Poverty & Hidden

Generational = 2 generations or longer

Rules

Situational = Shorter time & caused by circumstance, i.e. death, illness, divorce, job loss, etc.

- Economic realities create rules by which people live
- Thinking & behaviors are shaped by the context of class in which individuals were raised
- Poverty can create counter-productive behaviors
- Disconnect between what works in individuals' circumstances compared to middle class rules
- Schools & businesses operate from middle class rules
- Systemic injustices that keep people poor



Implications for Volunteering

- Balancing volunteer expectations vs. families' realities
- Volunteers' perspectives vs. families' perspectives of same situation
- Volunteers' assumptions: everyone does things this way or knows these things
- Driving force for middle class is work & achievement.
- For generational poverty, it's survival, relationships, & entertainment
- Guests should be free from personal questions or comments that undermine their confidence or increase their burden or guilt.



Implications for Volunteering

- When people grow up in generational poverty, they may have a higher tolerance for anger, yelling, and perceived aggression
- When people have little control over their lives, they will seek it out: food, laundry, etc.
- Understand your own trauma and triggers



How Can I Help? (Optional Video)

<https://www.youtube.com/watch?v=4p5VbXUa6jM&t=148s>



Boundaries Aren't Just for

- Guests should **not** ask volunteers for, or accept, direct gifts including money or specific items
- Volunteers should make all gifts, including monetary ones, anonymously and via staff

Exceptions:

- Small items (books, etc.) given to each family, equally.
- Holiday items, if culturally appropriate
- Birthdays – recognize with cake/ice cream, and a small gift from the congregation – not from individual volunteers.



Danger!



- Over identification with guest's situation
- Showing favoritism because of strong attraction to guest's personality
- Physical attraction to guest
- Dual Relationships



Guest Guidelines and

Expectations

Guests are expected to respect host site, other's opinions, and the time and energy spent by volunteers.

- Guests sign a set of guidelines upon entering Family Promise
- Everyone is expected to behave in a courteous and respectful manner.
- Immediately report any behavior of an abusive nature to the Coordinator and Affiliate Executive Director.



Guest Parents are STILL in Charge

- It is the right and responsibility of guests to parent their own children
- Parents are responsible for their children
- Ask permission before giving things to children or engaging them in an activity
- If a parent is having trouble, offer to assist, step back, if they decline
- **If child abuse or neglect is observed or suspected, volunteer MUST immediately contact Executive Director**



Volunteer Communication



- Active Listening
- Supportive, nonjudgmental conversation
- Appropriate self-disclosure

Ordering	Ordering, Directing, Commanding: Telling the other to do something, giving an order or command.
Warning	Warning, Threatening: Telling the other what consequences will result if they do something.
Moralizing	Moralizing, Preaching, Shoulds and Oughts: Alluding to vague outside authority as accepted truth.
Advising	Advising, Giving Solutions or Suggestions Prematurely: Telling the other how to solve a problem.
Teaching	Teaching, Lecturing, Giving Logical Arguments: Trying to influence the other with facts, logic, or your own opinion without being asked.
Reassuring	Reassuring, Sympathizing, Controlling, Supporting: Trying to make the other feel better.
Probing	Probing, Questioning, Interrogating: Trying to find reasons, motives, causes; searching for more reasons.
Withdrawing	Withdrawing, Distracting, Humor, Sarcasm, Diverting: Trying to get the other away from their problems.



Volunteer Communication

What to share:

- Factual information
- Things that were successful during the week
- Ideas designed to improve/enhance hosting
- Weekly menu

Do not record:

- Opinions and/or criticisms of guests
- Information that may predispose the next volunteer or host site to have a negative expectation of a guest.
- **Do not share any information about guests with others. This is a violation of confidentiality.**



Medical: Universal Precautions

- Standard Precautions are applied to prevent exposure to blood, body fluids, secretions, and excretions from **anyone**
- **Hand hygiene is the single most important means of preventing the spread of infection**
- Surfaces must be disposed of or be sanitized
- Reduce contact with contaminated material by using gloves, hand brooms or other techniques to avoid touching the spill directly
- Families work with staff regarding medical needs; Do not recommend medicines; give them options... **ESPECIALLY** for children
- All medications **MUST** be stored securely; each family gets a child-proof lock box for their medications.
- *If a family goes needs medical attention, ensure on-call staff knows!*



Who Ya Gonna Call?

- Call 911 if it is a life-threatening situation or emergency
- Your host site coordinator is the first point of contact for non-emergency concerns
- The coordinator will connect with the Executive Director/staff as necessary



Smoking, Alcohol, Drugs

- No smoking is permitted in the building. There should be a designated smoking area outside.
- Alcohol and drugs are prohibited.
- Volunteers should NOT confront guests who are under the influence. They should notify the Coordinator and Network Director as soon as possible.



Actions Speak Louder Than Words

- Volunteers may be tempted to share religious beliefs with guests. It is inappropriate, unless the guest specifically asks
- Invite guests to attend services or other congregational groups; do not push
- Provide transportation if guests are interested in attending services
- Saying grace before a meal is fine, but be sensitive to varying faiths.



Children Volunteering

Children of all ages can volunteer.

- Must be accompanied by a trained adult
- Before bringing kids along, consider what they will do - play with guest children, help with food, etc.
- Prepare children beforehand. Provide age-appropriate information.
- Follow up. Give children time to discuss their experience.



Characteristics of Great Volunteers

Kind

Flexible

Good listener

Open minded

Compassionate

Respectful of others

A cheerful disposition and positive outlook



Components of the Rotational Hospitality Shelter

1

Host Sites &
Support
Groups

2

Family
Promise
Center

3

Transportatio
n

4

Community
Resources

5

Funding

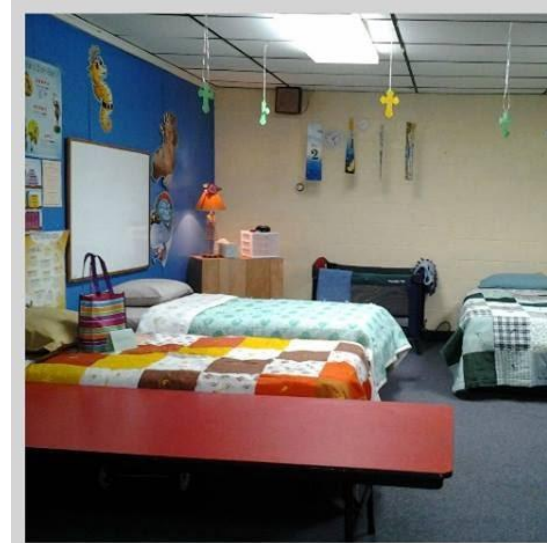


Key Points

- Ideal number: 13-17 host sites with volunteers, hosting 3-4 weeks/year
- Hosts will have support groups
- Signed MOU
- Serving 14 individuals (3-5 families typically)
- Serving all compositions of families

Host Sites

- Host **14** people (**3-5** families typically)
- **7** nights, **4** times per year
- **Sunday pm- Sunday am**
- **Separate space for each family**
- **Ideal number of Host Sites is 13 +**



Host Site Accommodations

Hospitality Areas

- Kitchen/Dining Area
- Lounge Area
- Sleeping Area(s)
- Storage Areas (for linens, kitchen staples, etc.)
- Other: Playroom, quiet/study room, etc.

Facility Issues

- Security, night lock-up
- Emergency exits
- Fire extinguishers
- Laundry
- Telephone use
- Housekeeping chores
- Kitchen use
- Other



Volunteers

- 20-50 volunteers per week from host sites & support groups
- “intentional inefficiency”- engage many people
- Fellowship among volunteers
- Resources/Connections for families
- Eat, Sleep, Hospitality
- Financial assistance to Family Promise



Family Promise Center

- Bathroom and showers
- Laundry
- Phone for guests
- Staff support
- Computers
- Playroom & quiet space
- Kitchen facilities
- Mailing address



Transportation

- Secure the most cost-effective transportation between the day center and host sites.
- Your Affiliate might use volunteers to drive the van (from the host/support sites) or have paid drivers.



Community Resources

- Maximize effectiveness
- Help local organizations place more families through referrals
- National partnerships
- Education, employment, youth needs are met



Who is Headed to Your Site?

- 3-5 families (14 individuals)
- **Families:** single or dual parent, same-gender parent, grandparent, and guardian-lead families are all accepted
- Guests over 18yrs old pass a background check
- Financially fragile and encountered a crisis or may have a history of generational poverty – it's important to **NEVER** assume why or ask why a person is experience a housing crisis!



Staffing The Network: Roles and

Executive Director **Responsibilities**

- Manages Network operations
- Supervises staff and volunteers
- Liaison to social service agencies
- Case manager for guest families
- Employed by the Board of Directors

Case Manager

Van Driver

Office Volunteers

Coordinator



Coordinators

- Oversee and manage all details of the host week
- Report directly to Family Promise Staff (the Director)
- Act as a liaison between Family Promise and the Host Site;
Serves on Network Committee
- Provide new volunteers with an orientation to ensure clear communication and understanding of program and guidelines
- Maintain volunteer records: contact information, hours served, training attendance, etc.
- Available to volunteers to answer questions, discuss concerns.
- Greets the guest(s) on Sunday.
- Is the person called for emergencies or problems.



Assistant Coordinators

- Use a team approach
- Assistant Coordinators assume leadership and responsibility for specific areas of hosting such as meals, transportation, general supplies, activities and donations.
 1. Makes schedule, ensures that shifts are covered.
 2. Can serve on Network Committee



Recommended Hosting Shifts

- **Evening** (5:30 – 8:30 PM) (staffed by 2 volunteers)
- **Meal** prepared and ready to serve between 6:00 and 6:30 pm.
- **Overnight** (8:30 pm – 7:00 am) (staffed by 2 volunteers, one male, one female)
- **Breakfast** (if different from overnight, 6 – 7:30 am), 1 – 2 volunteers.
- **Laundry, Activities Coordination**
- Each shift (with exception of overnight) should last no more than 3 hours
- 2 – 4 volunteers on duty at a time is optimal
- All questions and concerns should be directed to Coordinator



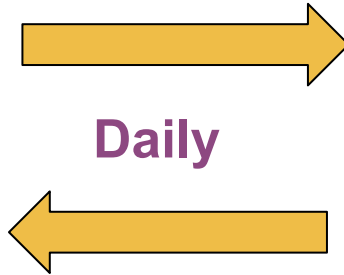
Rotational Hospitality Network

Typically, host 4x year, one week at a time; 3-5 families/ 14 individuals



Family Promise Center

- Staff offices
- Showers, laundry facilities
- Kitchen and dining area
- Mailing address, phone for families
- computers for families
- Support to find/maintain work and find housing, budgeting, etc.
- Van goes back and forth daily



Hosting Site

- Sun evening - Sun morning, approximately 6pm-6am,
- Provide **all meals**: cooked dinner, food for lunch, breakfast and snacks during the hosting week
- Provide **hospitality and activities for families**
- Sleepover facilities for families, volunteers
- **Set-up or take-down**, including laundry

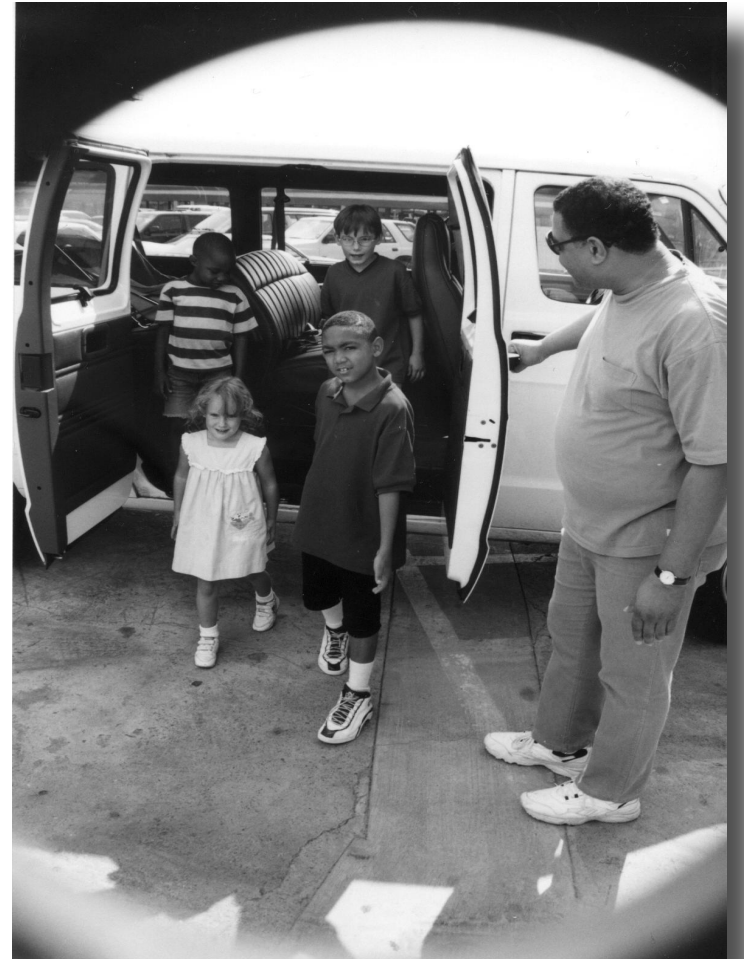
Typical Week- Sunday set up

- Sunday before families arrive at 6pm/6:30pm:
 - Set up rooms
 - Aerobeds or cots
 - Common areas designated



Typical Week-Sunday night

- Sunday at dinner time families arrive
- Orientation to the host site, week
- Dinner and prepare lunch for next day



Typical Week- Evenings



- Dinner
- Pack lunches
- Hospitality
- Quiet time



Meals

The Meal Coordinator addresses the following:

- Organizes volunteers to provide healthy meals.
- Food for the evening meal is usually prepared in the volunteers' homes and brought to the host site for serving.
- Evening hosts dine with guests
- “Meat and potatoes” work best; avoid fancy cooking and one-dish kinds of casseroles/meals.
- Review dietary needs as reported by Family Promise
- Lunches may be simple or leftovers
- Quick breakfasts except maybe on weekends



Typical Week- Sunday Morning

Families leave to the FP Center

Rooms restored to usual arrangement

Next host site will begin Sunday evening



Resolving Possible Conflict

- Remain calm and avoid overreaction
- Try to give families choice to resolve the conflict, but do not overwhelm them (do you want A or B?)
- Maintain physical distance and be able to access exits
- Do not block families from exits
- Adopt a supportive role by saying things like, “you look upset, do you want to talk about it?”
- Avoid saying things like “calm down, relax, it isn’t a big deal”



What would you do?

- Two or more guests are engaged in a loud verbal conflict
- A guest has a visitor enter the host site
- A guest is absent from the host site and volunteers were not notified in advance
- A guest who was supposed to be absent from the host site arrives
- Guests are unhappy with their living area at the host site when they arrive Sunday evening
- Guest complains about food provided





**THANK YOU FOR VOLUNTEERING
WITH FAMILY PROMISE!**