

Family Promise Shelter Volunteer Manual

Family Promise Athens, beginning in 2024, will be operating a scattered site shelter model. Due to this new non-congregate shelter model, families in shelter will be placed in their own units. This will allow families to become more independent. Case management will still be provided to all families in our programs. Unlike the previous shelter model, there will no longer be on-site or overnight volunteering. Instead, there will be a variety of required and optional volunteer activities that are outlined in this document.

We believe that congregational and volunteer involvement is still an imperative part of this new shelter model. We want volunteer opportunities to better match the wants of volunteers with the needs of families. As we continue to work on improving programming, we will update this manual as needed.

Key Terms

Resident: Families experiencing homelessness that are in our shelter program.

Host Congregation: Community congregations that have volunteered to provide volunteers to serve families in shelter for 4–5 weeks year. Responsible for overall coordination of the assigned host week including ensuring all required host slots are filled during the week.

Support Congregation: Community congregations that have volunteered to be paired with a Host Congregation for their 4-5 host weeks each year. They do not have the overall responsibility of ensuring all slots are filled within their week, but they provide additional volunteers and support to the Host Congregation.

Host Week: Week of the year, starting on a Sunday at 5 PM through the next Sunday at 5 PM that a host congregation is assigned to Family Promise.

Host Calendar: Provides dates when the office is closed and when each host congregation is responsible for volunteers.

Volunteer Coordinator: Person or people responsible for overseeing the entire process of sign-ups, preparation, hosting, and debriefing for each host congregation. First point of contact during host week for volunteers.

Bi-Monthly VC Meeting: Every other third Thursday of the month, there is a meeting for all Volunteer Coordinators. This meeting rotates between in-person and zoom. Information is always emailed to all VCs in advance.

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Weekly Friday Zoom Calls: Every Friday at 9 am, FPA hosts a zoom call for the incoming and outgoing Volunteer Coordinators to allow for time for everyone to discuss any questions or needs for the upcoming week. The VCs will receive an email invitation to the zoom call if their week is coming up soon.

At-Large Volunteer: Community volunteer not affiliated with a congregation that supports FPA through shift sign ups as open spots are available.

Shelter Site: The shelter site is located at 158 and 164 Magnolia Terrace. The two units are the end units in a brick quadraplex at the end of the street. Each unit has two bedrooms and includes its own kitchen and bathroom.

Day Center: The Day Center provides families and community members with children's emergency household essentials and/or diapers. The Day Center also provides shelter families, a mailing address and a place to do laundry. Volunteer training is at the Day Center. Shelter families and community members are welcome to use the Day Center on the 2nd floor of First Baptist Church.

Sign-up Genius: Sign-up Genius is the online portal that volunteers will use to sign up for shifts.

How to use the sign-up genius

- Click on hyperlink sent by the Chief Impact Officer:
https://www.signupgenius.com/go/4090F4CA5AA29A4FE3-47300007-2024#
- View the available shifts (says “Sign up”)
- Click on Sign Up
- Fill out name, email, and phone number
- Press “Sign Up Now”
- You will receive a confirmation email that you’ve signed up

Family Promise Volunteers
2024 FPA Volunteers
Clyde Whitworth Contact

Please review the available slots below and click on the button to sign up. Thank you!

Share

Dates shown as mm/dd/yyyy EST

Date	Location	Time	Available Slot
02/05/2024 Monday	First Baptist Church 358 Pulecki St Athens, GA 30601	9:00am- 12:00pm	Van Driver 1 slot available Pick up van at FBC parking lot, drive to shelter site (Magnolia Terrace), pick up guests & take to pre-arranged appointments. Return van to FBC at noon.
02/06/2024 Tuesday	158 Magnolia Terrace Athens, GA 30601	6:00pm- 6:30pm	Dinner Preparer 1 slot available Hot meal prepared at volunteer's home or at congregation's kitchen, brought to shelter location at approximately 6:30 pm. Meals should be prepared for 2 separate families in separate shelter units & brought in disposable containers.

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Overview of Shelter Program Volunteering

As a volunteer, you have the opportunity to directly support homeless families and effect positive change. Our volunteer program welcomes individuals, families, and groups, offering a wide spectrum of volunteer activities that cater to various schedules, commitment levels, and interests.

Shelter Scattered Site Model

Beginning in 2024, the shelter location for Family Promise is a Scattered Site Model, meaning that families will be placed in their own specific units with bedrooms, bathrooms, and kitchens. Benefits to this model include:

- Apartments can feel the most like a homelike experience for a family
- Is extremely trauma-informed
- Scalable, as we build additional partnerships/funding opportunities, we can add more units and serve more families

Location Description

158/164 Magnolia Terrace Athens, GA - The two shelter units are on the left and right side of the Quadraplex at the end of Magnolia Terrace. 158 is the unit on the right and 164 is the unit on the left. There will be numeric signs on both doors that will indicate the units. The two middle doors are separate Habitat units with one bedroom. These units are not operated by Family Promise.



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Day Center Facility

The Day Center is located at 355 Pulaski Street inside of the First Baptist Church. Free parking is available in the back of the church off of Hancock Avenue. The Family Promise door is to the right of the awning. There is one flight of stairs to reach our office. The Family Promise door has a lockbox and the code is **2004**.



Overview of Hosting

During a host week, there are a variety of required and optional volunteer activities for Host Congregations, Support Congregations, and at-large volunteers.

Required Host Week Responsibilities

- Friday VC Zoom Calls at 9 am for the 2 weeks leading up to your host week and for the Friday during the host week.
- Provide a Kroger gift card to each family in the amount of \$25 per person

Optional Host Week Opportunities

- Provide household/hygiene supplies, or other requested supplies such as back to school or employment needs, to the families based on Amazon Wishlists or specific case manager requests.

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Required Host Week Shifts

- Monitor the Saturday Day Center
 - o Saturday, 1 PM – 5 PM
- Saturday Van Driver
 - o Saturday 12:45 – 1:15 PM
 - o Saturday 5 PM – 5:30 PM
- Evening Meal Dropoff
 - o Tuesday and Thursday, 6:30 PM

Optional Host Week Shifts

- Van Driving Shift
 - o Monday, 9 am – 12 pm
- Host a Saturday children's activity
 - o Saturday, between the hours of 1 and 5 pm

None of the optional opportunities are required, they are just options to provide ways of meaningful engagement with families experiencing homelessness. If a host congregation cannot fill a slot, we will either engage community volunteers/groups or utilize staff.

Weekly Volunteer Shift Descriptions

Weekly Gift Card

Host Congregations will provide a gift card (Kroger) of \$25 per person in the family for their host week. Gift Cards can be dropped off at the Day Center the week before the host week for the case manager to give to the families.

Dinner Preparers

Dinner is a hot meal prepared at volunteers' homes or in the congregation's kitchen. It is served at about 6:30 p.m. and brought to the shelter location. Cooking dinner is a good opportunity for congregational groups—such as Bible study, women's circles, men's groups, and couples' groups—to get involved with the program. Dinner shifts are only on Tuesdays and Thursdays. The residents will know that they need to be at home at those times to accept dinner.

Because families are living in 2 separate units, meals should be divided into family style for each family. As an example, if you bring lasagna, please bring 2 separate dishes for each family. Meals should be brought in disposable containers or in containers that the volunteer does not need back. Families will have their own silverware, plates, and cups. Meal preparers can bring drinks if they want, but it is not necessary.

Volunteers can choose to either provide a hot meal for the family or they might choose to pick up from a restaurant, such as pizza or chicken nuggets. Volunteers can also provide gift cards in advance instead of meals. We ask that the gift cards are either for Kroger or for a neighboring restaurant in the Beechwood area so that families without cars can easily access food.

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Van Driving

On Mondays from 9 – 12, there is one van driving shift for the purpose of helping families without cars run errands related to work or housing. This could be going to the DMV, going shopping for employment related clothing, going to landlords to fill out housing applications, etc. If there is a shift where families do not need driving, the volunteer will be notified by the Friday before the shift.

For the Open Saturday Day Center, we will have a Van Driving shift to pick up families from Magnolia Terrace and Drop off families at Magnolia Terrace. This will be from 12:45 – 1 and from 5 – 5:30. The van will stay parked in the First Baptist Church parking lot. The key is stored in the Day Center office. Van Drivers can come up to the Day Center to get the key. If the van begins to get low on gas, please notify an FPA staff member.

Supplies Donation

Host Congregations during their host week can provide supply donations to the families in shelter and the Day Center. No matter the week, we can accept the following donations:

General Supplies Unopened/New:

- Cleaning products (laundry detergent, Clorox wipes, dryer sheets, soap, sponges, etc.)
- Toilet paper/paper towels
- Hygiene products (toothbrush, soap, deodorant, etc.)
- Diapers and Wipes

Donations can be dropped at the Day Center during Day Center drop off hours. Donations will be given to families in shelter as needed and will also be used to give out to families that come to the day center for assistance.

If a family in shelter has a specific need (i.e. back to school supplies, Christmas needs, employment needs, that information will also be provided at least 3 weeks in advance to the host congregation to see if those needs can be filled.

Congregations can also order from our Amazon Wishlist to have items shipped directly to FPA. https://www.amazon.com/hz/wishlist/ls/CANFKC83CXI5/ref=nav_wishlist_lists_1

Saturday Day Center

On Saturdays the Day Center will be open from 1pm-5pm for laundry for shelter families. Volunteers will hand out detergent pods and dryer sheets to the family doing laundry at each designated time. Laundry detergent pods are stored in the Day Center in Clyde's office. There is a key to his office in the main waiting room stored with the Van Key. If the residents need other cleaning supplies for their units, they can have what they need from the storage closet.

A congregation can hire Patricia at \$10 an hour to cover this slot if they are unable to fill it.

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Children's Activity

During the open Saturday Day Center times, volunteers are welcome to also sign up for a children's activity. This gives parents the opportunity to do laundry, use the computer, or rest while children can engage in activities that are fun and engaging. At the Day Center, there will be built-in activities such as reading, playing ping pong, and going outside to the playground. FPA staff/interns have also developed a packet of potential children's activities that hosts can use.

In the beginning of this new model, FPA will also have either a staff member or a social work intern on-site to help facilitate the activities. Congregations can bring 1 – 5 volunteers on Saturdays to engage with the children.

Communication

FPA keeps an up-to-date email list of all volunteer coordinators. Email is the primary way staff will communicate any changes or family information to volunteer coordinators.

New Family Email: Impact Officer will send an email every time a new family moves in to shelter or moves out of shelter. The email will include all important information such as family makeup, work schedules, allergies/food preferences, etc.

Meeting Reminders: Impact Officer will send meeting reminders for Bi-Monthly VC meetings as well as Friday Zoom meetings. You will only receive the Friday Zoom meeting invitation if your host week is in the upcoming two weeks.

Social Media: Please also follow us on Facebook and/or Instagram for any community announcements.

Hospitality Code

- 1. It's nice to hear your name**, so learn the names of our residents, too. If a name is hard for you to pronounce, put in some extra time on your own to get it right.
- 2. Labeling people creates invisible barriers.** Remember that residents are residents, not "the homeless." Whether spoken or on a posted sign, labeling creates an automatic division, an "us" and "them" syndrome.
- 3. Personal questions can be tough to answer**, so don't put residents in an awkward position. If they need to talk, give them the chance. Try not to pry.
- 4. Never assume that a resident can't hear you.** Do not discuss a resident's situation with other people, especially not another resident. Respect their privacy.
- 5. Everyone can use a little privacy.** When operating a Shelter program, Family Promise provides temporary homes for our residents. Always knock before entering a resident's unit.
- 6. Sometimes we need to spend time alone.** Respect residents' needs for quiet time by themselves or with family.

7. We all have bad days. Depression, feelings of sadness and hopelessness may come. Allow residents space to deal with their emotions. And be prepared to forgive outbursts, without judging residents as ungrateful when they have a bad day.

8. We understand and care for our children. Allow residents to do the same. Avoid contradicting a resident's instructions to his/her children. Always ask parents' permission before giving things to children.

9. Parents need a break. Offer to read to, tutor, play with, and plan activities for interested children while their parents take a break.

10. Adult residents should be treated like adults. Although our residents are in a situation that may require them to be temporarily dependent on others, it does not mean that they are not grown up and able to make their own decisions.

Emergency Protocols

In a medical emergency, call 911!

After calling 911, call the After-Hours Emergency Phone to let the person on-call know of the situation. The person on-call will give advice on how to proceed given your specific situation.

Case Manager (Tenaja English) 706-286-6253

Impact Officer (Clyde Whitworth) 404-583-3532

Executive Director (Madison Sanders) 770-294-9902

Who to Contact When:

I've signed up to volunteer, but need to cancel or signed up for the wrong shift	1. Email both the impact officer and volunteer coordinator
I'm volunteering onsite and have general question	1. Call volunteer coordinator 2. If no answer, call the impact officer 3. If no answer, call the case manager
I'm volunteering and there is an emergency with the family (ie, resident needs to go to the hospital or, questions re: the families)	1. Call the case manager 2. If no answer, call the Executive Director 3. If no answer, call the impact officer
I'm volunteering and there is an emergency in the building (ie, the electricity goes out)	1. Call the case manager 2. If no answer, call the impact officer 3. If no answer, call the Executive Director