

Project Homeless Connect – Orientation

www.ProjectHomelessConnect.com

Thank you for volunteering with Project Homeless Connect. The purpose of this document is to orient you with how PHC works, and to ensure you are equipped with the knowledge and resources needed to assist clients.

What is Project Homeless Connect (PHC) and what is expected of me?

PHC is a bi-monthly event where volunteers connect homeless San Franciscans with needed services under one roof in one day. As a volunteer you will assist clients in navigating the event and getting to the services they need. Your goal for the day is to treat clients with compassion, respect and flexibility.

The Volunteer Day

8:30 A.M. - Volunteer Registration – Morning Shift:

Volunteers arrive, sign-in, and get their t-shirts that identify them as volunteers. Hold on to your t-shirts and wear them to your next volunteer day.

9:00 A.M. – 9:30 A.M. - Rally

Join us for an informational rally with Mayor Newsom and Judith Klain, Director of Project Homeless Connect. You will receive event information and training

9:30 – 10:00 am - Service Area Assignment

If you are Unassigned or registered as General, you will now be assigned to a service area. Once in your area, you will be trained and prepare for clients. If there is down time before clients arrive, familiarize yourself with your service area, the venue map so you can direct and be of assistance to clients or ask any questions of your leads (green shirt)

10 am to Close - Connecting:

Doors open at 10 a.m. At each event between 1500 and 2000 individuals come through our doors. Please engage clients and assist them in locating service areas, utilize your map to give directions. Questions? Ask a lead (green shirt).

12:00 – 12:30 - Volunteer Registration and Assignment - Afternoon Shift

Afternoon shift (12:30 – 4) volunteers arrive at the event location to register and receive assignment for their volunteer role.

3:30 pm - Volunteer Debrief (Please attend we want your feedback):

Volunteers and organizers gather to debrief about the event in Larkin Hall. Initial numbers are reported.

4:00 – 6:00 Breakdown and Clean Up

Please stay to help break down the event. We can use your assistance.

Important Volunteer Information

- **No Coat Check** – Leave valuables at home, only bring what you can carry
- Wear comfortable clothes and shoes and bring water
- THANK YOU!

The Client Day:

Step 1- Check-in:

Check in volunteers greet clients and interview them to help determine what services they need. Some want just a meal others are interested in a multitude of services. The client will be given a yellow form that denotes each service area requested, the yellow form is the clients "key to services", and they need to have the form with them.

Step 2 – Getting Services:

Each client has unique service needs that will dictate how they navigate the day. Whether you are escorting a client from the Check In area or from one service area to another, ask them which service is on top of their list for the day. This is important as some services areas have limited resources (Vision or Dental for example) and if one of these areas is on top of the clients To Do list, it is best they are there sooner than later. The list of services provided is always growing and includes the following and more:

- Medical Care, Dental, HIV and TB Testing, Needle Exchange
- Benefits (CAAP, GA, SSI, Food Stamps)
- Behavioral Health (Mental Health & Substance Abuse Counseling and Treatment, methadone)
- Housing Information and Shelter Reservation
- Veterans Assistance
- Family Services and Senior Services
- California ID
- Free phone calls and voice mail
- Employment Services
- Vision care and glasses
- Domestic Violence Counseling
- Legal Assistance
- Acupuncture and Chiropractic
- Lunch and take away food
- Flu Shots and Hair cuts
- HIV Rapid Testing
- Massage
- Hygiene Items
- Dental Services
- Veterinary Services
- Wheelchair Repair
- Homeward Bound

Step 3 – Check out and Hygiene Kits:

Check out works to ensure clients concerns and feedback are heard and noted. In addition, Check Out is where clients receive their hygiene kit.