



Welcome

Thank you for donating your time to Lansing Project Homeless Connect, your generosity is greatly appreciated. Through donating your time and effort you become an integral part of eliminating homelessness in our community. Once again, thanks!

What is Lansing Project Homeless Connect?

The first of its kind in our community, Project Homeless Connect is a *One Day, One-Stop Shop* for the community's homeless population to gain access to vital services. Most importantly, the event is outcome oriented; it is not just a day for people to wait in line, but a day for people to make changes, and have immediate access to essential services. Participants will interact face-to-face with the many wonderful human services agencies in the Greater Lansing area, and foster increased understanding of the societal implications, which homelessness in our community raises, through the sharing of information and experience.

Already implemented in over 170 communities, Project Homeless Connect is part of a national 10-Year Plan to end homelessness. Through our execution of this project, our community becomes an active participant in a solution that has been effectively implemented throughout the country.

What are the specific themes of Project Homeless Connect?

- **Not business as usual.** Be unique from the status quo response.
- **No waiting in line.** Homeless people do that enough.
- **Hospitality from the whole community.** Government and business leaders partnering with faith-based organizations and non-profit agencies.
- **Immediate access.** Not simply referrals.
- **Quality of life resources.** Including haircuts, housing service, meals, dental and medical care, entertainment, wheelchair repair, and more.

Client Interaction:

- Treat clients with dignity – Try to talk with them, not at them.
- Respect client privacy – When handling paperwork, do not review it unless necessary.
- Ask for help, if you need it.
 - Do not Promise services.** Do not say, “You will get ...”
 - o If clients say, “I heard that ...”, it is best to say, the services available are on the event flyer and that availability is determined at Check-In.
 - o Remind clients that it is at the service areas where they will be screened and told about options and appointments for which they are eligible.
When escorting a client, if there is a problem, do not argue or advocate in front of the client. Get the client to another area – food or service – and then come back to explore options. Remember, we are all volunteers and at times, if services are limited, we have to say “No.”

STATIONARY/HALLWAY GUIDES

- o Do your best to help give people direction.
- o In many cases, you are also keeping clients on correct paths/out of certain areas.

REMINDERS

- Wear comfortable shoes!** We will provide you with a Project Homeless Connect T-Shirt. Avoid wearing jewelry.
- Bring water!** We are expecting warm weather.
- It is not too late to recruit a friend!** We have positions available to anyone who wants to help. Please refer them to: Kathy Faber at 517-702-3318 or Danielle Martin at 517-483-4269



Work Flow

In order to be an informed participant at Lansing Project Homeless Connect, it is important that you understand the various volunteer placement areas.

Greeters

Greeters make a first impression. They welcome Lansing Project Homeless Connect consumers and either lead them to the entertainment area or match them with a mobile hospitality volunteer, depending on consumer volume. Your team captain will be able to help you decide which direction to lead the consumer.

Intake/Check-In Volunteers

In order to efficiently and effectively service consumers, check-in is crucial. At check-in consumer needs are assessed. The volunteers at this station must fill out the appropriate forms, which will act as a guide for the Mobile Hospitality Volunteers.

Mobile Hospitality Volunteers (*client escorts*)

These types of volunteers are the HEART of Lansing Project Homeless Connect. Mobile Hospitality Volunteers, or MHV's, guide consumers to various stations depending on the service needs assessed at check-in. The MHV is responsible for making sure everyone stays on track, ensuring that the homeless consumer has received meal service, and providing guidance and hospitality to each individual. We have the greatest need for MHV's; there must be a 1:1 ratio of MHV's to Lansing Project Homeless Connect consumers.

Restaurant Service Group

It is crucial our consumers feel a sense of welcome, comfort, and independence. In our efforts to increase moral, we offer a restaurant-style meal service. Volunteers in the Restaurant Service Group will be responsible for working in the kitchen area and restaurant at Lansing Project Homeless Connect. Tasks include: taking and delivering food orders, bussing tables, kitchen organization, drink service, etc. No cooking is required. The restaurant service group may also be responsible for assembling to-go food packages for homeless consumers. This is also a crucial area of volunteerism.

Clothing Monitor

Some Lansing Project Homeless Connect consumers will be taking advantage of our shower and hygiene services. Our goal is to provide clean clothing for each client who receives these services. Clothing monitors will be stationed by each shower area, to assess the clothing need for each consumer. The monitors will take down the client's size and distribute the appropriate clothing to the consumer.

Set Up and Break Down Volunteers

This service category may overlap with your existing service capacity depending on the length of your volunteer shift. Volunteers are needed to set up the event which includes table and chair arrangement, the placing of banners and signs, and other general organizational tasks. Those who are a part of set up will have the privilege of attending a rally with important community partners at 9:00AM. Break down volunteers are very important, as they help to close the event, disassemble service areas, and do general clean up.



Lansing Project Homeless Connect
 Thursday, June 26, 2008
 Lansing Eastern High School's Don Johnson Field House
 8:00AM – 6:00PM (volunteers)
 10:00AM – 4:00PM (individuals seeking service)

Volunteer Application Form

Your privacy is important; information will not be shared with anyone outside Project Homeless Connect

Name: _____ D.O.B. _____
Street Address: _____ City _____ Zip _____
Email: _____ Phone: _____
Volunteer Experience (if any):
Fluent Languages Spoken:
T-Shirt Size: check one <input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> L <input type="checkbox"/> XL <input type="checkbox"/> XXL
Please Indicate Your Desired Volunteer Shift: check one <input type="checkbox"/> All Event Day, including preliminary activities and rally, 8:00AM – 4:00PM <input type="checkbox"/> Shift One, 8:00AM – 1:00PM <input type="checkbox"/> Shift Two, 1:00PM – 6:00PM <input type="checkbox"/> Set Up, 8:00AM – 10:00AM <input type="checkbox"/> Break Down, 4:00PM – 6:00PM If you would like to volunteer in a time shift not listed here please call: 517-483-4269
Please Indicate Your Desired Placement Area: check all that apply <small>*for position descriptions please see the Work Flow page</small> <input type="checkbox"/> Wherever Needed <input type="checkbox"/> Greeter <input type="checkbox"/> Intake/Check-In <input type="checkbox"/> Mobile Hospitality (client escorts) <input type="checkbox"/> Restaurant Service Group <input type="checkbox"/> Clothing Monitor
Boxed Lunch Choice: check one <input type="checkbox"/> Vegetarian <input type="checkbox"/> NON -Vegetarian <small>*Lunch will be provided to volunteers who donate 4 or more hours of their time.</small>

Please email your completed application to: dmartin@ci.lansing.mi.us, or print and send to:

CITY OF LANSING
 HUMAN RELATIONS AND COMMUNITY SERVICES DEPARTMENT
 ATTN: Tina Ramos
 124 W. Michigan Avenue
 4th Floor, City Hall
 Lansing, Michigan 48933