

PROJECT HOMELESS CONNECT/STAND DOWN: OCTOBER 7, 2015

Volunteer Information: Guiding Homeless Clients

1. Your task is to help participants move easily from one part of today's activities to another and to ensure they gain the needed info they've identified on their sheets. People who are homeless are accustomed to functioning independently, and should be treated at all times with dignity and respect.
2. You have a map to orient you—hang on to it as you will need it all day! There will be copies available when you arrive.
3. We will attempt to station volunteers at key locations to serve as guides to navigate the site.
 - Triage (intake) - gym
 - Lyon's Eye - gym
 - Veteran services - gym
 - Driver's License / ID's - in the hallway leading out of the gym
 - Medical/Health Services - classrooms along the hallway leading to the cafeteria
 - Lunch – outside under tents
4. If you notice that a specific visitor has special needs and requires 1-on-1 assistance, go ahead and make that decision yourself and meet that visitor's needs as you see fit.
5. Participants will await triage in the gym bleachers. Triage will be in the gym.
6. After triage, each participant will have an envelope which contains a form on which they identify service or info needs, and this will guide their trip through booths towards exit and completion of an exit survey. They will also have a list of the contact information they may take with them listing all the services/agencies participating.
7. Participants wanting an ID will go to the Driver's License Station. We are encouraging participants to complete all their business before leaving for the Driver's License office to get their ID. They will take the same TARC bus that brought them to the event to get to the Driver's License Branch and get off at the Nia Center, 29th and Broadway.
8. If participants need a shelter ID or bed, they are to be guided to the Coalition for the Homeless' Single Point of Entry table. Veterans services will be in the gym. Anyone with an orange sticker on their folder/resource guide is a Veteran.
9. Participants complete the brief exit interview and can exit to eat lunch and/or ride the bus to get their ID. **Once participants leave this building, they do not return.**
10. People often come to Project Homeless Connect/Stand Down with the idea in mind of getting one specific service or item, e.g., an ID. Please urge them while they are here to take the opportunity to “shop around”—there are new offerings every year, their situation may have changed, remember that we listened to them last year and tried to make the improvements they suggested.
11. If you encounter the unexpected or have any questions, please feel free to contact one of the on-site leadership team whose names and cell phone numbers are listed below.

Leadership Team On-Site

Natalie Harris (502-377-4997)

Joe Hamilton (502-243-7422)

Jamie Watts (502-439-7494)

Melinda Collett (502-472-6494)

Cory Jones (502-472-6831)

Eric Long (502-338-4898)