



HEART

HOUSING & ECONOMIC ASSISTANCE TO REBUILD TEXAS

Volunteer Management

October 24, 2018

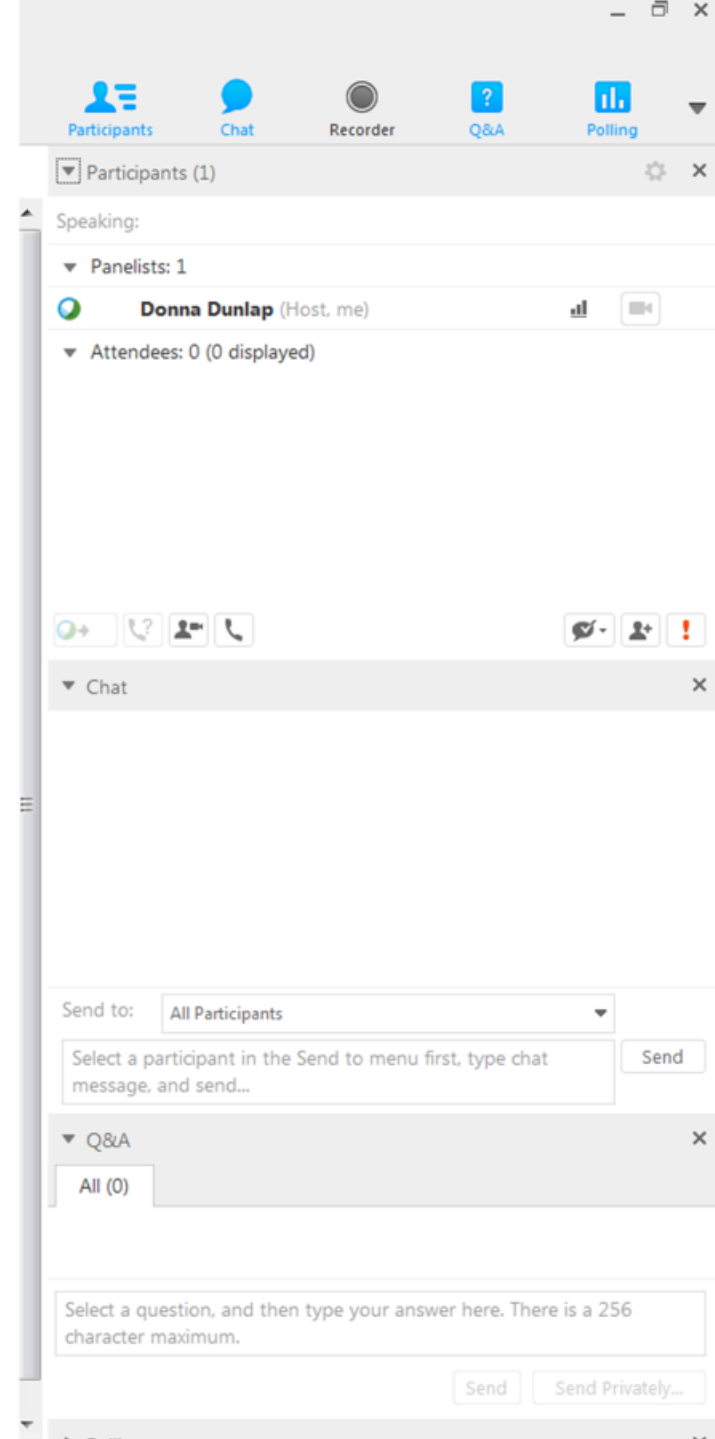
www.rebuildwithheart.org

Welcome & About Us



Questions?

Type them into the Q&A box



The screenshot shows the Zoom interface with the Q&A section open. At the top, there are icons for Participants, Chat, Recorder, Q&A, and Polling. Below these, the 'Participants (1)' section is visible, showing 'Donna Dunlap (Host, me)' as the only participant. The 'Chat' section is also visible, showing a 'Send to:' dropdown menu set to 'All Participants'. Below the chat section, the 'Q&A' section is open, showing a list of questions and answers. The 'Q&A' section has a 'Send to:' dropdown menu set to 'All (0)'. The 'Q&A' section is currently empty, with a placeholder text: 'Select a question, and then type your answer here. There is a 256 character maximum.' Below the Q&A section, there are buttons for 'Send' and 'Send Privately...'.



Stable Housing • Strong Families
Better Community

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Hancock Resource Center

- Katrina made its final landfall in Hancock County, Mississippi destroying 11,786 homes (90% ALL structures in Bay St. Louis and Waveland).
- It was almost one year before local residents could “dig out” to mount an organized response.
- Began as the Hancock County One-Stop in July 2006 to provide one place for residents to get info and resources to rebuild.
- Operated parallel to the Long-term Recovery Committee until October 2007 when the “one-Stop” absorbed the Long-Term Recovery Committee.
- Now a Community Development Corporation with eleven programs funded by federal funders, state programs and private funders.

Volunteer Management 101

○ Recruit

- Do you already have volunteers in your community? What are they doing?
- What do you need? (High school kids are awesome, but can they meet the need you have now?)
- You do not have to accept ALL offers of help, but DO tell the groups what your needs are in case they can help later.

○ Vet

- Process (in coordination with the county or government agency managing the disaster response) to determine who the group is, how long they are staying, what they can do, plan to do and whether or not they can do what they want to do.
- Volunteer Skills Levels
 - Unskilled- use for mucking and cleanup.
 - Skilled- should be supervised by a licensed contractor familiar with your local building codes.

Volunteer Management 101

- Organize
 - A central point of entry to assess greatest unmet need (prioritize)
 - Standard set of definitions for what is needed agreed upon by those working in the area to make assigning volunteers easier.
 - Have work ready for volunteers; prep ahead of time.
 - Work with case management staff to put together a funding package and coordinate with volunteer availability.
- Monitor
 - Reporting system so the coordinating agency will know what the volunteer groups completed.
 - Inspector to go out and review what has been done.
 - A system to capture volunteer hours and the value of donated materials, both for federal match and for your sense of accomplishment.
- Thank! (And they will keep coming back).

Volunteer Lessons Learned

- Recovery and rebuilding should always be locally driven and volunteer groups should be respectful of that.
- Private money is WAY easier to use than federal money.
- Prioritize unmet needs and help people understand Duplication of Benefits, RSDE (Residential Substantial Damage Estimator) and Flood Map Changes.
- As soon as your local contractors are ready to return to work, try to find resources to hire them. (Volunteers competing with local business makes economic recovery difficult).
- “Renegade” volunteers will refuse to work within a system. Provide the community with information about vetted groups and encourage residents to proceed with caution if its not a vetted group.



Project Homecoming

Volunteer Management, Recruitment, Lessons Learned

Presenters:

Kevin Krejci, Chief Information Officer: Gulf Coast Housing Partnership, Inc.

Noelle Marinello, Construction Manager: Gulf Coast Housing Partnership, Inc.



GCHP

The Early Years

YRS 0-2

- Operational Funding:
 - Presbyterian Disaster Assistance
 - Volunteer Donations
- Project Funding:
 - Homeowner Insurance
 - Volunteer Donations
- Site Selection
 - First Come / First Serve
 - Referrals
- Construction Staffing
 - Construction Manager
 - (Hopefully) Skilled Short-Term Volunteers
- Volunteer Recruitment
 - Presbyterian Disaster Assistance.

“Stabilization”

YRS 2-6

- Operational Funding:
 - Presbyterian Disaster Assistance
 - Volunteer Donations
 - Volunteer Fees
 - Small Foundation Grants
- Project Funding:
 - Homeowner Insurance
 - Volunteer Donations
 - Red Cross / Salvation Army
 - “Road Home” (D-CDBG)
- Site Selection
 - First Come / First Serve
 - Inter-Agency Case Management
- Construction Staffing
 - Operations Director
 - Construction Manager
 - Worksite Manager
- Volunteer Recruitment
 - Presbyterian Disaster Assistance.
 - ‘Mission Trips’
 - Colleges and Universities.

Transition / Growth

YRS 6+

- Operational Funding:
 - Presbyterian Disaster Assistance
 - Volunteer Donations
 - Volunteer Fees
 - “Earned Income”
 - Small Foundation Grants
 - HOME / CDBG
- Project Funding:
 - Homeowner Insurance
 - “Road Home” (D-CDBG)
 - HOME / CDBG / NSP2
 - Private Homeowner Loans
- Site Selection
 - “Priority Point” Evaluation Matrix
- Construction Staffing
 - Operations Director
 - Estimator
 - Construction Manager
 - Work Crew Leader
 - Worksite Manager
- Volunteer Recruitment
 - Presbyterian Disaster Assistance.
 - Colleges and Universities
 - Summer Youth Mission Program
 - Local Volunteers (Second Saturday)

Volunteer Construction: Staffing

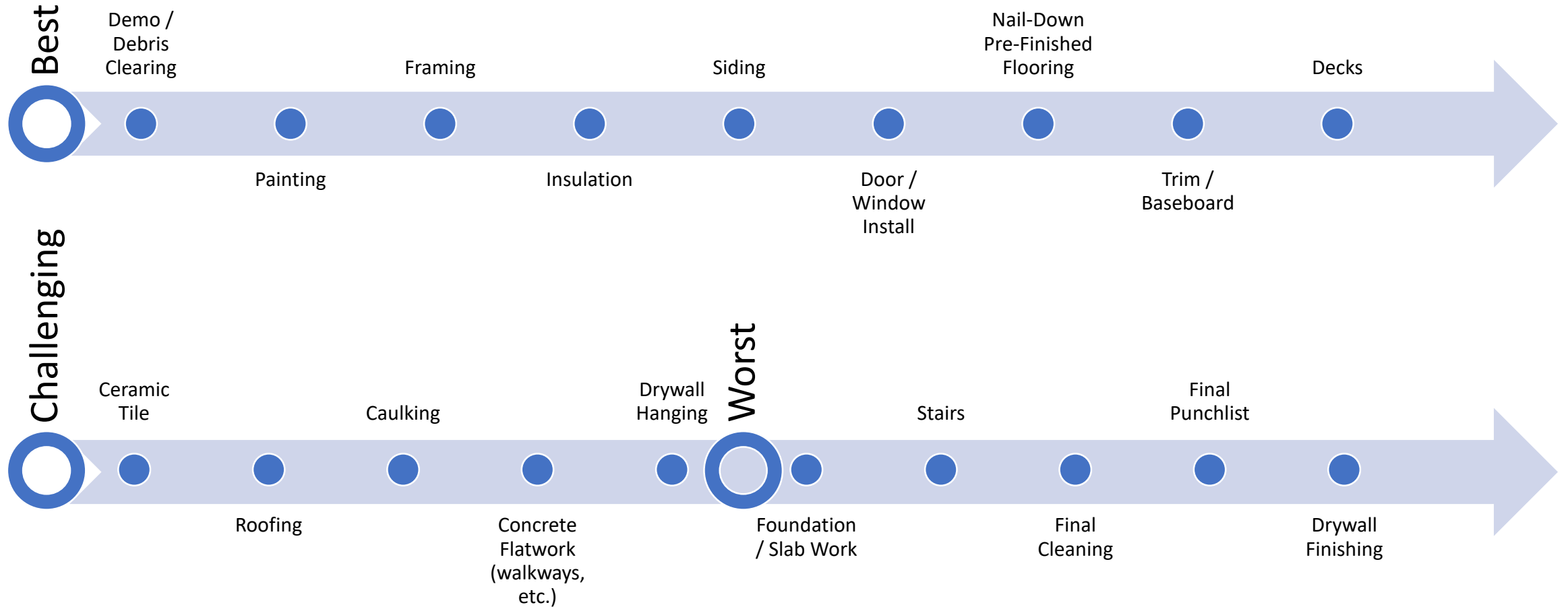
Construction Manager

- Role: Manage 3-5 sites and corresponding planning, permitting, volunteer scheduling, subcontractor management, material and tool delivery / availability.
- Skills: Broad array of construction experience, good communicator, good planner.

Worksite Manager

- Role: Work hand in hand with volunteers while they are on site. Planning and communication with Construction Managers re: tools, materials, construction planning.
- Skills: Ability to manage and communicate with volunteers. Construction knowledge a plus, but not critical with initial training and ongoing support from Construction Manager.
- Sources: AmeriCorps (State / Direct / Vista), Faith-based long-term volunteer programs, retirees, “RV’ers”

Volunteer Construction: Site Activities



Volunteer Management: Lessons Learned

General Volunteer Management

- It is hard being a volunteer.
- It is hard to lead volunteers.
- It is amazing being a volunteer.
- It is amazing to lead volunteers.
- The 'story' and overall experience is critical.

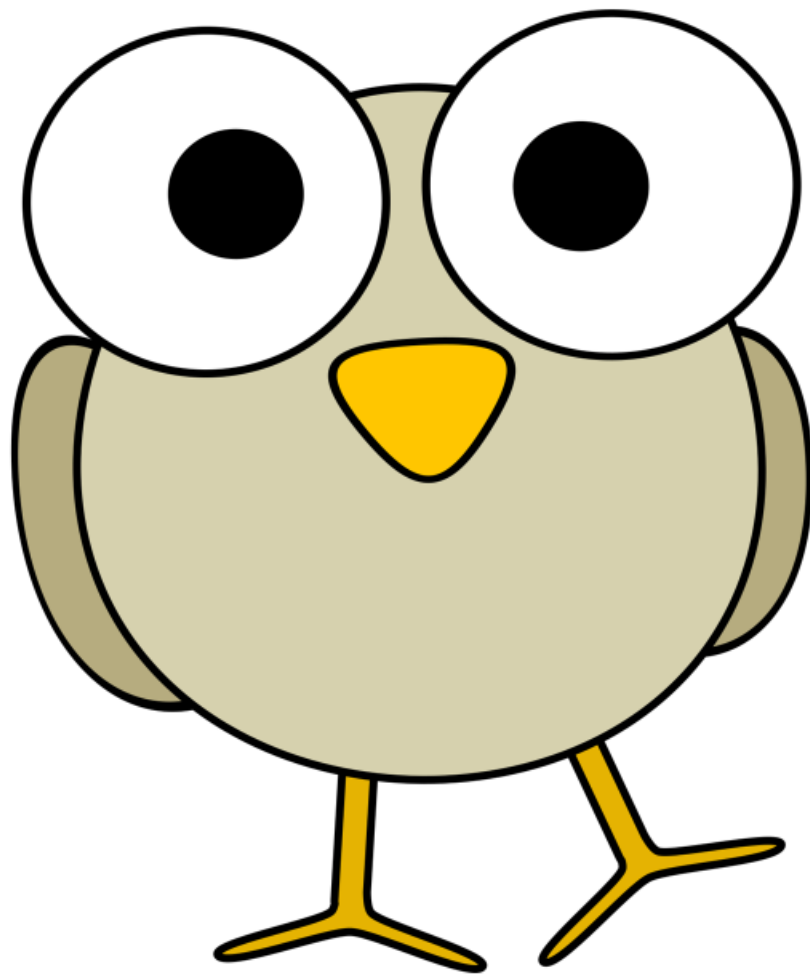
Volunteer Site Management

- Invest as much as possible in the first day of work each week.
- Invest in teaching and re-teaching early.
- Communicate the plan at every level.
- Create simple but effective systems (white boards, google docs, etc.)
- By mid-week, start preparing for the next week.

Construction Oversight Logistics

- Site managers need purchasing power.
- Site managers need vehicles capable of transporting tools and materials.
- DO NOT move groups between sites throughout the week, develop skills in the short time you have and use them.
- Tools: Maintain a robust baseline 'toolkit' for each site (from steel job boxes to shipping containers) with central specialty tools.
- Depending on work, volunteer groups of fewer than 10 per site and worksite manager are most effective.

QUESTIONS?



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Upcoming Webinars

<https://www.tsahc.org/nonprofits-local-governments/heart-program-webinars>

➤ **November 7, 2018: Ready to Respond**

How to prepare staff to handle emergencies and ensure residents are safe.

➤ **November 28, 2018: Income Certification**

A comprehensive overview of the income certification process



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