



FAMILY PROMISE OF YELLOWSTONE VALLEY

VOLUNTEER PROGRAM HANDBOOK

FAMILY PROMISE YV

VOLUNTEERS

FPYV

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Welcome to Family Promise of Yellowstone Valley

Family Promise of Yellowstone Valley (FPYV) welcomes you as a valuable volunteer. We consider a volunteer anyone who provides time and talent to our organization as a community response to ending homelessness. We thank you for the personal investment you make to this mission. We are so grateful for your contribution of time, talent, energy and enthusiasm to help us fulfill our mission. The purpose of this handbook is to guide you in your volunteer experience with us. While the content is intended to inform you of your responsibilities as a volunteer, it is also intended to be used as a reference at your convenience should you have any questions during your service with Family Promise of Yellowstone Valley. The content and materials in this guide may be modified at any time in order to provide you with the most updated information available. This current version was revised July 2023.

About FPYV

Our Mission

The mission of Family Promise of Yellowstone Valley is to help homeless families achieve and sustain independence through a community response to homelessness.

Our Vision

The vision is a community where every family has a home, livelihood and a chance to build a better future. FPYV provides services to the most vulnerable families in the Yellowstone Valley region as well as surrounding areas including the Crow and Northern Cheyenne reservations.

Our History

FPYV, formerly known as Interfaith Hospitality Network, was originally founded in 1980 in New Jersey by a woman named Karen Olson. Since then, FPYV has spread across the United States and now has over 200 affiliates nationwide. Our location in Billings, Montana has been working towards its mission of helping homeless families achieve and sustain independence through a community response to homelessness since 2004. Every family that comes to FPYV receives intensive case management, support, mentoring, and guidance while they look for jobs and housing. The program at FPYV is rooted in compassion and accountability. Families are expected to work hard in order to accomplish their goals of overcoming their barriers to independence.

Our Services

FPYV has eight active programs to offer the community:

The Family Promise of Yellowstone Valley (FPYV) network consists of Eight (8) programs; Interfaith Hospitality Emergency Shelter, Transitional Housing, After Care, Partners in Housing, Community Diaper Bank, Community Case Management, Wrap Around and Break the Cycle of Poverty, and Make this House a Home Program. Each program provides support to families in our community struggling with poverty and fills a gap in our area

where families have few to no other options to receive assistance. Family poverty and homelessness is the fastest growing population in our community and with limited resources available FPYV is proud to serve.

1. Interfaith Hospitality Network (IHN) - This is the shelter program at the core of FPYV. This program can exist through partnerships with over thirty congregations and over 1,400 volunteers who provide shelter, meals, and support to our families during the week.
2. Transitional Housing (TH) – After shelter programming some families need experience in an apartment. There are currently 12 Transitional Housing apartments owned by FPYV. These apartments’ help families continue to save money and build a good rental history and learn the skills needed to keep housing over a long period of time.
3. Aftercare (A/C) - Once a family is ready to be self-sufficient and has moved into permanent housing in the community, they are considered “graduates” and can opt to continue with Aftercare. Aftercare offers ongoing support and guidance from the social worker, volunteers, and staff. Families may continue taking Life Skills classes at FPYV and attend different events we offer throughout the year. This program helps provide continued support and reduce the risk of a family’s re-entry into homelessness.
4. Partners in Housing (PIH) - This program encourages homeownership for graduates who have built up their savings. FPYV utilizes the modular home market and helps graduated families purchase homes outright. FPYV assists the family with renovations in order to make it a “forever home”, the ultimate end to homelessness.
5. Community Diaper Bank - This is preventative resource available to anyone in the community that provides free diapers, formula, and children’s clothing, no questions asked.
6. Wrap Around and Break the Cycle of Poverty Program (often referred to as ‘Wrap Around’) - This program encompasses everything FPYV offers to the homeless community. Parents and their children in the FPYV shelter will have access to counseling, life skills classes, transportation, education, childcare, basic needs, housing fees, birth certificates and social security cards, background and credit checks, healthcare, rental assistance, and utility assistance. Providing these services, FPYV knows that the families have a better chance at finding permanent housing and being essential parts of our community.
7. Make this House a Home - This is a program where community members donate gently used furniture, kitchenware, and general household items. These items are stored in FPYV’s storage units until a family moves out of IHN Shelter or Transitional Housing and into their own home. We help them settle into their new spaces by providing furniture and basic household items so that families can continue to save their money.
8. Community Case Management- Sometimes keeping families out of shelter are good public policy and good fiscal policy. When families haven’t lost housing FPYV can help with creative solutions to leverage family’s strengths. FPYV can provide alternatives to shelter. This program includes case management and community support, help locating rental assistance, utility support, landlord mediation, housing location, and mobility assistance.

Volunteer Opportunities

You can volunteer as an individual, group, or as a family! The following opportunities are split into categories of “weekly” and “seasonal”; however, we don’t want you to feel constricted to what is listed here. If you have a passion or skill you’d like to use to serve with us, let us know and we’d love to make it happen!

Weekly Tuesday Night Childcare

On Tuesday nights, families are required to attend Life Skills classes. Parents tackle Parenting, Anger Management, Codependency, Budgeting, and Nutrition through these classes. Many parents need childcare and this is where you come in. The children meet at the FPYV bus and ride to the congregation. Shortly after arriving dinner is served then there is a group activity, play time, or crafts. We need your help in caring for the children whose ages range from infants to young teens. You can volunteer alone, with a friend/ co-worker, with your family, all are welcome. Bring your imagination and creativity!

Weekend Day Center Volunteers

On the weekends we need people like you to come to the day center and hang out. Some of the families may be in and out of the day center on these days that we don’t have staff present. We need you to be around to let them back into the building and call for help in case of an emergency. There are five shifts available on Saturday (10am-12pm, 12pm-2:30pm, 2:30pm-5pm) and Sunday (1pm-3pm and 3pm-5pm). Bring a friend to join you, or even a good book!

Life Skills Classes

Through education of basic life skills, a family can learn helpful tools to break the cycle of poverty. FPYV requires families to participate in classes and groups such as Parenting, Anger Management, Codependency, Budgeting, Nutrition, hobbies, and more being added. This is where we like volunteers to get creative - what kind of class could you teach the families? To give you some ideas, a local artist teaches a dream board and meditation class to encourage the families to dream big. Another volunteer teaches the kids fun crafts to engage their creativity and work on motor skills. Another local volunteer teaches yoga 101.

Congregational

Families rotate weekly between the congregations in network. Sunday the guests are moved into the new congregation for the week. Monday - Friday between the hours of 5:30 PM to 6:00 AM, Saturday 5:30 PM to 6:00 AM, Sunday 5:30 to 6:00 AM the guests are in the host congregation. Within each congregation there are up to sixty volunteer roles per week. The following are the roles within each congregation, but not limited to:

Setup - Rooms are prepared in Sunday School and Bible Study classrooms for each host week. Laundry - After each host week, there are many blankets, sheets, and towels to be washed. Meals - Meals can be prepared at home and brought to the church or prepared in the church kitchen by about 2-3 volunteers.

Dinner - guests arrive from the day center at about 5:30PM

Breakfast - a small breakfast is prepared before leaving for the day

Lunch - consists of pre-packed meals for convenience when leaving for the day after breakfast

Evening Host - You can sign up to be an evening host from 6:30-8:30 pm. Evening hosts usually help clean up after dinner, chat with families, play with children, and act as a contact person for the congregation.

Overnight - Rumor has it, this is the easiest volunteer opportunity! You just come to sleep. It is a sleepover for a good cause and you can bring your family to share the experience.

Volunteer Coordinator - Coordinators will help with volunteer recruitment for positions in the congregations. The Coordinator is the liaison between the church and volunteers. They will be on call all week in case of an emergency or if something is needed at the church while guests are at the host congregation. The volunteer coordinator will greet the guests as they arrive on Sunday evenings, will train volunteers, and support volunteers.

Seasonal Summer Fun

During the off school months we invite the children in our program to join in on the excitement of learning during the months away from school. Volunteers are needed to assist with the caretaking of the children between 8:30 am and 1:30 pm beginning every year in mid-June and ending in the beginning of August.

Trips include: ● Zoo Montana ● Pompey's Pillar National Monument ● Billings Public Library - coding activities ● Pictograph Caves ● Lake Elmo ● Bowling ● Roller skating

Event list for Volunteers:

Fall: Awareness & Tabling Events

Winter: Beach Blizzard - Party for the Promise

Spring: Yellowstone Valley Gives & Awareness Events

Summer: Golf Tournament

Most events include opportunities for:

Planning Committees / Decorations / Coat Check / Setup / Takedown / Registration / Raffle ticket sales / Prize Baskets / Cleanup / Volunteer Sign-up Sheet (to recruit more volunteers)

Volunteer Drivers:

Sunday mornings and evenings

Transitional Living:

Yard work / Clean gutters / Paint walls / Deep Clean / Repairs

Other types of volunteer roles are:

Day of Service

Partners in Housing renovations and repair

Day Center Deep Cleaning

Organizing Donations

Moving Day groups

Answer phones

Help teens and adults write a resume

Read a book to children

Deep Clean play room (organizes and disinfects toys and books)

Administrative

Organize Basement (organize and declutter donations)

Volunteer Communication

We care about your volunteer experience and so we encourage volunteers to communicate with us openly. Below is the contact information for each volunteer area. If you're volunteer interest does not fall into one of these categories, please contact the general Volunteer Coordinator, Shay at (406)-294-7432. Please also note that our office hours are Monday-Friday from 8:00 am - 5:00 pm. For after-hours communication, please call the on-call person for the week whose number will be shared on a week-by-week basis.

<u>Volunteer Area</u>	<u>Contact Number</u>	<u>Email</u>
Bus Driver- Michelle	(406)-294-7432	casemanager@familypromiseyv.org
Cleaning & Organizing- Shay	(406)-294-7432	intern@familypromiseyv.org
House Warming- Shay	(406)-294-7432	intern@familypromiseyv.org
Host/Partner Congregations- Michelle	(406)-294-7432	casemanager@familypromiseyv.org
Life Skills Classes- Michelle	(406)-294-7432	casemanager@familypromiseyv.org
Mentoring & Tutoring- Michelle	(406)-294-7432	casemanager@familypromiseyv.org

Office Angels- Shay	(406)-294-7432	intern@familypromiseyv.org
Renovations & Repair- Shay	(406)-294-7432	intern@familypromiseyv.org
Special Events/ Committees Sherlynn	(406)-294-7432	marketing@familypromiseyv.org
Tuesday Night Childcare- Michelle	(406)-294-7432	casemanager@familypromiseyv.org
Summer Fun- Michelle	(406)-294-7432	casemanager@familypromiseyv.org
Weekend Shifts- Michelle	(406)-294-7432	casemanager@familypromiseyv.org

Day Center Information

Address: 10 S. 26th St Billings, Montana 59101

Hours of Operation: Monday-Friday, 8:00 am-5:00pm

Phone: (406)-294-7432 • Fax: (406)-294-7474

Executive Director, Lisa Donnot, lisa@familypromiseyv.org

Volunteer Application Process and Training

Initial Contact

The first contact person for a person or group interested in volunteering at FPYV is the general volunteer coordinator, Shay. Communication can take place over the phone or via email to answer initial questions and to schedule a time for a tour and interview.

Tour of the Day Center

A tour of the Day Center is not required of a volunteer but is highly recommended. This is a good way for a new volunteers to learn more about our mission and our program. Tours can be as quick as fifteen minutes. If a group is coming in to volunteer, this tour can happen on the same day of service.

Interview

An interview with the volunteer coordinator is required. This is an informal meeting between volunteer coordinator and the volunteer individual or group leader. The purpose of this meeting is for the volunteer coordinator to get to know the volunteer to see where the best fit would be. This interview usually takes place right after the tour if convenient for the volunteer.

Application

Filling out an application is required of all volunteers before any volunteer time begins. A physical copy of this application can be picked up at our Day Center. An online application version can be found at <https://interland3.donorperfect.net/weblink/weblink.aspx?name=E206387&id=5>

Background Check

FPYV will screen volunteers who will not be accompanied by a FPYV staff or Coordinator for their volunteer role. Please note that background checks will only be given for volunteers who plan to serve directly through FPYV and anticipate interacting with children.

Policies Guiding Volunteer Conduct

The following policies will be reviewed at some point during orientation. Volunteers agreeing to work with Family Promise of Yellowstone Valley will sign off on these policies before beginning work.

A. Job Description

- a. A position description will be specifically defined for each volunteer or group of volunteers. Each volunteer will receive a verbal description of his/her job. A copy of the job description will be provided upon request.

B. Standard of Conduct

- a. The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers and board members of FPYV. All words and deeds should help build our volunteer program and its reputation for quality and carry out the mission of helping homeless families achieve and sustain independence through a community response to homelessness.

C. Absenteeism

- a. Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. If you know that you will be late or absent, please contact the person in charge of the event or your supervisor at your earliest convenience (at least 24 hours) before you are expected to come so that alternate plans can be made. If the volunteer is absent or over thirty minutes late more than three times, the Volunteer Coordinator and volunteer should talk about finding a better fit within FPYV.

D. Grievance Procedure

- a. Volunteers and staff are expected to act professionally and in accordance with their position descriptions. Should a volunteer have a grievance concerning their work environment, they should report it promptly to the general volunteer coordinator. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially. Confidentiality cannot be guaranteed for complaints involving sexual harassment, child abuse, or abuse of elderly or disabled.

E. Discontinuation of Volunteer Service

- a. If you wish to leave your volunteer service for any reason, please contact your volunteer coordinator or so that appropriate arrangements can be made. As a volunteer, you have the right to terminate your volunteer service for any reason. FPYV reserves the same right.
- F. Media Conduct
 - a. Please be careful not to represent yourself as an official spokesperson or representative for the organization under any circumstances without prior approval.
- G. Alcohol/Drugs
 - a. When participating in activities with FPYV, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal. There are several fundraising events that FPYV where alcohol is served, and therefore, the consumption of alcohol is permitted for those of age at that time. Implementing this policy provides a drug and alcohol free workplace in order to ensure a safe, healthy, and productive environment for all volunteers and employees. If caught or suspected of breaking this policy, disciplinary actions up to and including termination will result.
- H. Harassment Policy
 - a. Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and unpleasant experience for everyone involved. Any volunteer who feels harassed should speak to his/her volunteer coordinator in attempt to reach a solution.
- I. Dress Code
 - a. When volunteers are working on behalf of FPYV each individual serves as a visible representative of our organization. Please be sure that your dress reflects a clean and neat appearance.
- J. Confidentiality
 - a. As a volunteer at FPYV you may have access to confidential information (information regarding medical treatment or diagnosis, financial information regarding contractual arrangements or other transactions, information regarding homes or income of clients, information about convictions or allegations of arrests or abuse). Volunteers are required to sign the confidentiality policy receipt form prior to beginning their volunteer service.
- K. Partisanship
 - a. While working on behalf of FPYV, volunteers must never present partisan information (supporting or endorsing political parties or candidates for office) in accordance with our organization's 501(c)(3) status. L. Proselytizing FPYV's program participants, staff and volunteers hold a variety of political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions held by others with whom they come in contact while volunteering with the organization.
- L. Change of Placement
 - a. If you wish to seek a change in your volunteer position or placement, please see the volunteer coordinator. Assignment to a new volunteer position may require additional screening, background checks, training, and application acceptance.

Safety and Liability Policies

A. Safety

- a. Although we do our best to provide safe conditions for our volunteers, we count on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to the person in charge as soon as possible.

B. Legal Liability

- a. Volunteers are concerned about their personal liability arising from their service for the agency. When a volunteer acts as a representative of the agency, acting on the agency's behalf and with its authority and within the scope of the volunteer's duties, the agency may be held vicariously liable for the actions of the Volunteer. However, liability is based upon the personal acts of a person so the volunteer may also be liable for his or her actions. When FPYV assigns a volunteer to drive a vehicle that FPYV owns, leases, or rents in the name of the agency, the volunteer is covered by FPYV's business auto liability insurance. When volunteers drive their own vehicle or some other vehicle not owned, leased or rented by FPYV, FPYV's automobile liability and physical damage insurance does not apply. A volunteer's personal automobile insurance policy is primary in the event of an accident occurring while a volunteer is conducting business on behalf of the agency. Volunteers are encouraged to discuss their personal insurance program with their insurance agent to determine what coverages are available for claims arising from their volunteer activities.

C. Liability Waiver and Media Consent

- a. All volunteers are required to sign a waiver and release of liability before serving the agency. By signing the waiver, volunteers agree to assume the risk of any accident or injury to person or property which may sustain in connection with your participation with FPYV. In addition, volunteers agree to release and discharge FPYV and any of its directors, officers, employees, partners, affiliates and successors from any and all liability or responsibility for any such accident or injury.

Thank you for taking the time to read this volunteer handbook! Please keep this copy of this handbook for your records. An additional copy of the Policies Guiding Volunteer Conduct and Safety and Liability Policies will be provided to sign and turn into FPYV. On behalf of the staff and everyone in Family Promise network, THANK YOU for volunteering with us.

FPYV changes lives and we truly believe that when a community responds for good, we can end homelessness together, one family at a time!

Forms for Volunteers are attached to this Handbook:



VOLUNTEER APPLICATION

Name: _____ Phone Number: _____

Address: _____

E-mail address (if applicable) _____

What position was you interested in applying for? (Mark all that apply)

Driver () Childcare () Day Center Volunteer () Housewarming () Host () Coordinator ()

Mentor () Life Skills Classes () Summer Fun ()

Availability

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Why do you want to volunteer with Family Promise?

References: (2 references required)

Name: _____ Relationship: _____ Contact# _____

Name: _____ Relationship: _____ Contact# _____

It is the policy of Family Promise of Yellowstone Valley (FPYV) that all volunteers must undergo a criminal background check before being hired as a volunteer. Do you give FPYV permission to obtain a criminal background check? (yes or no) _____

Please return this completed application to the Family Promise Day Center at 10 S 26th St., Billings, MT 59101 or e-mail to intern@familypromiseyv.org



Notification and Authorization to Release Criminal Information for Volunteering Purposes

Notification

The volunteer position for which I am being considered requires me to consent to a criminal background check as a condition of hiring. This check includes the following: Criminal history reference searches for felony and misdemeanor convictions at the county and federal levels of every jurisdiction where I currently reside or where I have resided during the past 7 years; and sex offender registry searches at the county and federal levels in every jurisdiction where I currently reside or where I have resided.

Authorization

I hereby authorize FPYV to conduct the criminal background check described above. In connection with this, I also authorize the use of law enforcement agencies and/or private background check organizations to assist FPYV in collecting this information.

I also am aware that records of arrests on pending charges and/or convictions are not an absolute bar for this position. Such information will be used to determine whether the results of the background check reasonably bear on my trustworthiness or my ability to perform the duties of my position in a manner which is safe for FPYV mentees.

Please print (for identification purposes):

Full Legal Name: _____

First

Middle

Last

Other Names You Have Used in Past Seven Years: _____

Current Address: _____

Previous Address (most recent): _____

Addresses in the 7 years prior to completing this authorization: _____

Phone Number: _____

Alternate Phone Number: _____

Date of Birth: _____

Gender: Female _____ Male _____

Month/Day/Year

Social Security Number: _____

Driver's License # _____

State of Driver's License _____

Have you ever been convicted of a criminal *offense or have any pending criminal* charges against you?

*This refers only to felonies and misdemeanors; you do not need to include non-criminal traffic violations or municipal ordinance violations.

Yes _____ (provide detail on next page) No _____

To the best of my knowledge, the information provided in this Notice and Authorization and any attachments thereto is true and complete. I understand that any falsification or omission of information may disqualify me for this position and/or may serve as grounds for the severance of my volunteer position with FPYV. By signing below I hereby provide my authorization to FPYV to conduct a criminal background check.

Signature

Date



Volunteer Release of Liability

By signing this waiver, volunteers agree to assume the risk of any accident or injury to person or property which may be sustained in connection with you participation with Family Promise of Yellowstone Valley. In addition, volunteers agree to release and discharge Family Promise of Yellowstone Valley and any of its directors, employees, partners, affiliates, volunteers and successors from any and all liability or responsibility for any such accident or injury.

Signature

Date

Area of Volunteer Service: _____

In case of emergency :

Emergency Contact Name: _____

Relationship to volunteer: _____ Phone: _____

Volunteer Name: _____ Date: _____

Thank you for Volunteering with Family Promise of Yellowstone Valley!



AUDIO/FILM/VIDEO/PHOTO RELEASE

I give permission for Family Promise, or anyone authorized by Family Promise, to use and reproduce the audio, film, video, and/or photographs recorded or taken of me in Family Promise promotional materials or any other use authorized by Family Promise. I understand that these audio/film/video/photographic materials belong to Family Promise and may be used, transferred, or reproduced without compensation to me, and that they may appear in national or international publications, programs, websites, and social media platforms.

Signed by: (Please print clearly)

Name: _____

Cell Phone #: _____

Email address: _____

Signature : _____

Name of Family Promise Affiliate: Family Promise of Yellowstone Valley