LIHI VOLUNTEER MANUAL

Volunteer Programs
Low Income Housing Institute
Table of Contents
Contact Information ........................................................................................................... 3
   LIHI Main Office ........................................................................................................... 3
   Urban Rest Stop (Downtown) ....................................................................................... 3
   Urban Rest Stop (Ballard) ............................................................................................ 3
   Urban Rest Stop (University District) ............................................................................ 3
Overview and Purpose of Volunteer Manual ................................................................. 4
Mission Statement ............................................................................................................. 5
How LIHI achieves our mission ...................................................................................... 5
Who are our clients? .......................................................................................................... 6
Staff Organization ............................................................................................................ 7
Impact of LIHI ................................................................................................................ 8
LIHI Housing .................................................................................................................. 8
Urban Rest Stop ............................................................................................................. 8
Impact of LIHI Volunteers ............................................................................................. 9
Volunteer Information .................................................................................................... 12
   Volunteer Intake ........................................................................................................... 12
LIHI Volunteer Policies: .............................................................................................. 13
LIHI Volunteer Code of Conduct .................................................................................. 14
Confidentiality ............................................................................................................... 15
Liability & Communications Release ............................................................................ 16
Criminal Background Check policy ............................................................................... 17
Thank you! ...................................................................................................................... 19

Updated October 2019
Contact Information

LIHI Main Office
A: 2407 1st Ave Seattle, WA 98121
P: 206-443-9935
H: 9:00am – 5:00pm

For a list of all LIHI properties, go to www.LIHI.org/properties.html

Urban Rest Stop (Downtown)
A: 1924 9th Avenue, Seattle, WA 98101
P: 206-332-0113
H: Monday-Friday 5:30am - 9:30pm, Saturday-Sunday 8:00-3:00pm

Urban Rest Stop (University District)
A: 1415 NE 43rd St Seattle, WA 98105
P: 206-332-0113
H: Tuesday-Friday 9:00am - 4:00pm

Urban Rest Stop (Ballard)
A: 2014 NW 57th St, Seattle, WA 98107
P: 206-258-3626
H: Monday-Friday 6:30am - 10:30am,
11:30am - 2:30 pm
Overview and Purpose of Volunteer Manual

Welcome to the Low Income Housing Institute! We are so grateful you’ve decided to partner with us as we work with homeless and low-income individuals and families to get back on their feet and move forward. By partnering with LIHI you increase the capacity of services we provide as well as ensure our residents and patrons have access to more resources. Your contribution of time, talent, passion, and experience is crucial to our mission to end homelessness. Thank you for your interest in volunteering with LIHI!

The purpose of this manual is to act as a guide to our organization and your role as a LIHI volunteer.

Please refer to this manual with questions you may have regarding your involvement with LIHI. If your questions are not answered through this manual, please contact the Community Engagement Department.

Volunteer Department Contact Information:
206-443-9935
www.lihi.org/get-involved
Mission Statement
The Low Income Housing Institute develops, owns and operates housing for the benefit of low-income, homeless and formerly homeless people in Washington state; advocates for just housing policies at the local and national levels; and administers a range of supportive service programs to assist those we serve in maintaining stable housing and increasing their self-sufficiency.

LIHI works to end homelessness in our community by addressing basic & immediate needs as well as root causes & long-term solutions. We:

- Develop and provide affordable housing to low income, homeless and formerly homeless people, including families across 65 buildings and counting.
- Assist our residents with services that help maintain stable housing and prevent them from returning to homelessness.
- Help homeless individuals and families remain healthy & employed: LIHI operates the Urban Rest Stop—an innovative hygiene center for those who may be experiencing homelessness. There are locations in the Downtown, Ballard, and University District neighborhoods of Seattle. As of 2018, the URS has served over 60,000 (unduplicated) individuals.
- Advocate for just housing policies and access to affordable housing at the local and national levels.

How LIHI achieves our mission
We achieve our mission by addressing two major components of homelessness.

Basic & Immediate Needs
Root Causes & Long-term Solutions

First, we address basic & immediate needs. Through the Urban Rest Stop and transitional & permanent housing, we address individual’s and family’s current needs as they maneuver through homelessness or are at risk of becoming homeless. The first step to stabilizing a life is to secure shelter. By achieving this first step, individuals are better able and equipped to begin finding a stable job and planning ahead. Without housing, securing employment, obtaining an education and meeting basic survival needs is incredibly challenging.
However, simply providing housing is not adequate for ending homelessness. We also address root causes & long-term solutions. We work to address the reasons why individuals and families become and stay homeless through case management and supportive services. We work with residents to find long-term housing, stabilize their income, increase education levels and more. Advocacy for low-income and affordable housing is essential to ensuring there is housing accessible to people of all income levels and available in their own communities.

Who are our clients?
- They are individuals experiencing homelessness, previously homeless, at risk of becoming homeless and low-income individuals & families
- They are small children, youth, adults and seniors
- They are veterans
- They are immigrants and refugees from all over the world
- They are US born, coming from all corners of the country
- They are LGBTQIA+ families and individuals
- They identify with a variety of family and household structures, including single-family households
Staff Organization
As a provider and manager of housing, LIHI employs property managers and assistants as well as case managers. Below is a list of many LIHI staff positions that span throughout our entire organization.

Site Staff: These include staff that work at our low income housing sites and tiny house villages.

- Area Managers
- Program Coordinators
- Housing Assistants
- Case Managers
- Janitorial Staff
- Maintenance Staff
- Organizers
- Security Staff
- Special Project Managers

Main Office Staff:

- Administrative Staff
- Development Department
- Human Resources Department
- Volunteer Programs
- Tiny House Village Department
- Finance Department

Urban Rest Stop Staff

- Manager
- Shift Leads
Impact of LIHI
LIHI has a significant impact on the Seattle, King County and Washington State community. Through our array of services and resources, we work in partnership with our residents and clients to ensure their success moving forward. Below is some information regarding the services we provide. The numbers do not capture all the ways the people of our organization positively impact lives. Through the incredible efforts of thousands of volunteers we are collectively able to help more clients and provide more resources than what is provided by paid staff alone.

LIHI Housing
We house:

- Approximately 4,000 individuals and families
- Eighty percent of LIHI housing is reserved for households earning less than 30% of the area median income
- We operate in 6 counties in the Puget Sound: King, Kitsap, Snohomish, Island, Pierce & Thurston
- We own 65 properties holding over 2,300 units combined

Eleven (11) of our properties are 2-year transitional housing programs with case management for individuals and families. Case managers work with residents to secure permanent & stable housing and access resources to increase long-term self-sufficiency. Case management is also provided at some permanent housing facilities, particularly those with senior and veteran residents.

Urban Rest Stop
Services provided to date: 2018

- 1,061,057 Showers
- 2,150,000 Restroom Uses
- 472,248 Loads of Laundry

Other services provided:
- Clinical visits with Nurses
- Health Education Workshops
- Individualized Service Referrals
- Haircuts
- Thousands of socks, gloves, hats, hygiene products, waterproof ponchos, etc.
Impact of LIHI Volunteers
New Doors Academy

New Doors Academy includes:
• Computer Technology and Communication Training
• Information and Job Search Training
• Homework and Reading Club
• Summer Camp for Children

LIHI’s volunteer-powered "New Doors Academy" strengthens LIHI’s community and family support services by leveraging community generosity to help residents of all ages build new skills and achieve their goals. Volunteers partner with residents 1:1 or in small groups to help build skills and increase self-sufficiency.

Special Events

LIHI sites often host events that require extra assistance. They ask volunteers for help preparing, advertising, setting up, hosting and/or tearing down the event. In the past, volunteers have assisted with groundbreaking and grand opening events at properties, the annual LIHI Gala & Auction and the Upbeat on Jackson Concert Series. Events can range in scope from a fundraising dinner to a resident game night.
Group Projects

Volunteer teams are groups of co-workers, students, or other community members, who come together to do a one-day or multi-day volunteer project at one of our communities. Yard work, painting, deep cleaning, organizing, sorting supplies are all great examples of projects a team of volunteers can enthusiastically tackle in one day!

Advocacy

Contact Josh Castle

LIHI Volunteer Program offers civic engagement opportunities to residents, patrons, volunteers, and staff. LIHI Volunteer Program provides volunteers with opportunities to gain valuable experience and knowledge, offers tools and training to help volunteers become effective advocates for ending homelessness. Our advocacy projects include:

- Voter Registration,
- Housing & Homelessness Advocacy Day,
- One Night Count,
- Resident Leadership Development Program
- Local Government and Testimony Advocacy
Service-Learning

Each year local universities contact LIHI to host interns and service-learning students. Degree programs in social work and nonprofit leadership are always looking for interns. However, there are several service-learning and other internship programs that also reach out to us. These students come from a variety of disciplines and may be able to fit unique roles within LIHI.

These students are typically longer term volunteers (for at least one semester or quarter) that work onsite anywhere from 5-40 hours a week. They’re looking for experience that provide them with opportunities to bridge theory with practice.

In addition to students, several service corps, like VISTA AmeriCorps and the Jesuit Volunteer Corps, look to nonprofits for long-term placements. These individuals typically spend 1-2 years with an organization and work directly with clients or manage a program.

Urban Rest Stop (URS)

LIHI volunteers provide critical support to keep the Urban Rest Stop moving both directly supporting patrons and behind the scenes. We have volunteer openings for volunteers at the URS locations; Downtown, Ballard and in the University District. Volunteers help keep the URS clean, organized and stocked with supplies so that patrons are able to use the facilities hassle free and feel welcomed and respected.

The URS has served many patrons since its opening, providing over 1 million showers, 318,116 loads of laundry and over 2 million restroom visits.
Volunteer Information

LIHI Volunteers work in a variety of capacities and are essential to building successful futures for people and families who are low income or homeless. Our residents and patrons are best served by active participation of community members and LIHI volunteers are crucial and valued members of our organization.

Volunteer Intake
Each LIHI volunteer participates in a screening and intake process through LIHI. This is an important process that allows us to learn about our volunteers, understand what they’re hoping to gain from their experience with LIHI and help us best place them. This ensures our success in matching volunteers with programs and activities that meet volunteers’ needs, interests, and talents while also meeting the needs of LIHI.

The intake and screening process for all volunteers is as follows:

- Application
- Interview
- Agreement to Code of Conduct and Policies
- Agreement to Communications Release
- Criminal Background Check
- Orientation
- Placement
LIHI Volunteer Program Policies:

For the duration of my engagement in the LIHI volunteer program:

1. I will not offer rides to or drive the resident. I will not allow the resident to drive me.
2. I will not enter the home of the resident. I will not invite the resident to my home.
3. I will not accept gifts or give gifts to the resident.
4. I will respect the privacy of LIHI residents and hold in confidence sensitive, private and personal information I encounter.

During my volunteer sessions:

5. I will not use, possess, or be under the influence of alcohol or illegal drugs.
6. I will respect and use all equipment appropriately and as required for my assignment and will abstain from the use of LIHI equipment for personal use.
7. I will attend scheduled volunteer sessions consistently and arrive on time. If planning vacation or other predictable absences I will notify my supervisor (site staff, volunteer lead or volunteer program staff) at least two weeks ahead of time so that another volunteer can be scheduled to cover my session(s).
8. I will communicate an unexpected absence to my supervisor immediately.
9. I understand that after three missed sessions within a two month period my volunteer status will be reevaluated and I may become ineligible to participate in the LIHI volunteer program.
LIHI Volunteer Code of Conduct:

1. During my volunteer sessions I will treat all individuals with a sense of dignity, respect, patience, integrity, and worth. I will make a personal commitment to be nonjudgmental about cultural differences, life-style, beliefs and values of each person with whom I work.
2. I will maintain an open mind and a willingness to learn.
3. I will keep personal opinions and actions separate from those made as a representative of LIHI.
4. I will use honesty and productive feedback to best further the goals of the residents and the program.
5. I will not use profane and abusive language or disruptive behavior that is dangerous to self and others.
6. I will not approach anyone about or pressure anyone to accept my political, cultural, or religious beliefs.
7. I realize that I may have assets that fellow volunteers or residents may not have and that I shall use them to enrich the project on which we are working together.
8. I also realize that I may lack assets that fellow volunteers and residents may have. I will not let this discourage me and will still endeavor to assist in developing good teamwork.
9. I will not shame, embarrass, intimidate, disrespect, or humiliate any resident, patron volunteer, or LIHI staff.
Confidentiality
Confidentiality and privacy is essential when working with LIHI clients.

You may see or hear personal information regarding clients relating to client, staff or volunteers of LIHI. All such information is to be treated confidentially and discussed only within the boundaries of your volunteer position at LIHI.

Any information you obtain regarding individuals receiving resources from LIHI (information, housing, case management, URS Services, etc.) will be kept in confidence and is not to be shared with anyone outside of LIHI. You may not reveal to anyone any information that you learn about a client as a result of discussions with others LIHI staff providing support or services to the client. You may not write or publish any articles, papers, stories or other written materials which will contain the names of any client or information from which the names or identities of any client can be discerned unless cleared by your supervisor. If you have concerns or questions about working with individuals, contact your supervisor to assist you. Confidentiality and privacy of clients applies after you have left your volunteer position.

Respecting our clients’ privacy is essential in achieving our mission and abiding to the code of conduct. Please remember that each individual has their own set of boundaries and they may be different than yours. Respect information of clients based on what their boundaries are, not your own.
Communications Release
All volunteers sign the following document before beginning their work with us. The following lays out the agreements regarding LIHI releasing of photos for press and media documents such as flyers, handouts, LIHI publications to the community, etc. If you have any concerns or questions regarding these releases, please contact your supervisor.

COMMUNICATIONS RELEASE - I hereby give The Low Income Housing Institute (LIHI), to its nominees, agents and assigns, my free and unlimited consent and permission, waiving all claims for any compensation by reason thereof or for damages by reason thereof, to use, publish, republish or exhibit in the furtherance of its work, with or without identification of my name, the statements made and the photographs, videos taken during volunteering with LIHI, and to disseminate statements referring to me in conjunction therewith if LIHI so desires and to authorize any newspaper, company or other organization to use, publish, republish or exhibit said photograph with or without identification of me by name and to publish or disseminate statements referring to me in conjunction therewith in the promotion of LIHI and any of its fund campaigns or any of its activities.

LIABILITY RELEASE - I hereby release, indemnify and hold harmless The Low Income Housing Institute, its officers, directors and employees, and the organizers, sponsors and supervisors of all Volunteer Activities from any and all liability in connection with any injury I may sustain in conjunction with volunteering at LIHI properties and sponsored events. To the extent not insured, I likewise release and hold harmless from liability any person transporting me to or from volunteer activities. I also agree that by typing in my full legal name, it will serve as my electronic signature, and it is the legal equivalent of my manual signature.
Criminal Background Check policy

The Low Income Housing Institute (LIHI) and the Urban Rest Stop (URS) take the safety and wellbeing of residents, patrons, volunteers and staff very seriously. We conduct background checks on volunteers and staff to ensure the most productive and positive environment possible for all individuals involved. LIHI and the URS have the potential to be very fast-paced, unpredictable or triggering for volunteers. It is important that volunteers examine their own history and health before considering volunteering with us. We aim to maintain the safety and security of everyone on our properties or utilizing our services.

Who must get a background check?

All volunteers working in any of the following programs must agree to submit to a background check:

- New Doors Academy (onsite programming)
  - 1:1 programs
  - Youth activities
  - Senior activities
- Urban Rest Stop
- Service-Learning
- Internships
- Any volunteers working unsupervised with residents

The following volunteers are exempt from background checks:

- Minors who volunteer alongside their parent or guardian
- One-time group volunteers participating with their school, place of employment or other nonprofit organization
- Those working on offsite projects that do not come into contact with residents or sensitive resident related information

Background checks process:

When volunteers are approved through application and interview they will receive an email from Alliance 2020 to complete their background check online.

Each volunteer must produce a government issued photo identification card that verifies their full name and date of birth. Appropriate identification includes: Driver’s license, State ID card, school ID, military ID, passport, resident card or other as verified by the Volunteer Program Coordinator

Background checks are processed by Alliance 2020. The checks include:

- Multi-Jurisdiction criminal search
- National sex offender registry
- Current watch list database
- Motor Vehicle Report – for volunteers driving LIHI company vans only

Disqualifying offenses:

In general LIHI makes an effort to examine any volunteer on a case by case basis. The following criteria may or may not disqualify someone from volunteering depending on the volunteer assignment and the volunteer’s experience.

Within the last 18 months:
• Any convictions including DUI, theft or destruction of property

Within the last 10 years:

• Any felony (any crime punishable by confinement of greater than one year)
• Any gross misdemeanor
• Any crime involving force or threat of force against a person especially minors and seniors
• Any crime involving controlled substances especially with quantities judged with intent to sell
• Any crime involving cruelty to animals

Potentially permanent disqualifiers:

• Any crime of a sexual nature (including but not limited to sexual conduct with a minor, sexual assault, molestation, sexual abuse, indecent exposure, public sexual indecency, sexual exploitation of a minor, incest, failure to register as a sex offender, etc.)
• 1st degree murder
Thank you for your commitment to a stronger and safer community for all!