Mission

Opportunity begins with a stable home. Community HousingWorks provides and builds life-changing affordable apartment communities with resident-centered services for working families, seniors, and people with disabilities to forge stronger futures.

Vision

We believe with a stable home, powerful tools, and community support, people can move themselves up in the world.

Through our comprehensive programs offered on-site and to the greater community, we proudly serve more than 8,000 people each year.

The Foundation: A Stable Home

For many, a stable home can provide a critical foundation needed to overcome life's challenges. CHW builds and owns attractive, safe, and sustainable apartment communities in California that people can be proud to call home. Our award-winning apartments give people living on a limited income the chance to:

- Find home stability
- Pay an affordable rent
- Be part of a strong community

The Catalyst: Outcomes-Based Programs

From the comfort of their own community, CHW’s residents have access to critical resources to:

- **Gain financial stability**: Financial Fitness classes, Rental Home Stability program, and one-on-one financial coaching
- **Enhance their quality of life**: Onsite staff and referrals to local resources help people find opportunities to improve their well-being.
- **Achieve next-generation success**: After school programs help students succeed both inside and outside the classroom. We offer a specially designed reading enhancement program called i-Ready and an Achievers club aimed at building leadership skills for teens.

The Outcome: Multi-generational Achievement

With a stable home and the right resources, CHW residents can focus on achieving their dreams and building brighter futures for generations to come. CHW’s strong communities result in adults who are able to get out of debt, improve their credit, and start a practice of saving for the future. The youth have a safe place to learn and grow, improve reading ability, and succeed at school. Youth and adults alike gain the leadership skills and confidence to shape their communities for the better.

Each year, more than:

- 300 households jump-start a healthier financial future in our Financial Fitness class.
- 285 K-5th graders develop their reading skills in our after school program.
**Consistent Volunteer Opportunities**

There are several volunteer opportunities with Community HousingWorks in our Community Centers:

- **After School Volunteer:** Requires 1-2 hours/week for 3 months.
- **Office Volunteer, or Translator:** Short or long term office and translation projects as needed.
- **Internship:** Work as an intern after establishing a work plan and committed schedule with the CHW Volunteer Manager
- **Community Volunteer Leader:** Adult volunteers who wish to increase access to programs and services in the Community Center.

**Consistent Volunteer Requirements**

All volunteers (except our one-time volunteers) must complete the following steps before volunteering: (you may check off the boxes as you complete each step)

- **Online Application:** All volunteers must first apply online through www.chworks.org paper applications available upon request.
- **Contract Agreement:** Volunteers must sign the contract in the application stating their agreement to abide by all of our policies and procedures as well as commit to the minimum number of hours required.
- **Photo Release (Optional):** If volunteers are okay with being included in our photos or videos, Community HousingWorks needs written consent in the photo release section of the online application to use any materials. Photos and/or video will only be used for publicity, outreach, recruitment, and/or funding efforts.
- **Volunteer Training Videos & Website:** Each volunteer must watch the volunteer training video on CHW policies and take the quiz afterwards.
- **On-Site Training:** Volunteers must attend an on-site orientation as a tutor, coach, presenter, or intern.
- **Basic Live Scan:** Every volunteer who works with children in our Learning Centers must have a live scan done. Community HousingWorks will fully reimburse you for this expense.
Volunteer Daily Rules and Guidelines

Confidentiality Agreement
Volunteers will ensure confidentiality and privacy in regard to history, records, and discussions about the people we serve. Volunteers shall not discuss or disclose any individual’s record with third parties other than Community HousingWorks Staff. Volunteers shall not release information about individuals or records to third parties that enables the identification of any person by name, address, Social Security number or other coding procedures.

Daily Dress Code
CHW’s volunteer dress code is casual and appropriate. Volunteers are expected to exercise good judgment, safety, good taste, and modesty regarding their dress and grooming. Volunteers and Partners should not wear any clothing that would prevent them from completely fulfilling their duties, which may include messy activities like art projects. Clothing should be clean, in good appearance and not too revealing. Short-shorts, tube tops, spaghetti straps, visible undergarments, or any clothing that references drugs, alcohol, or violence are prohibited. Appropriate shoes must be worn at all times.

Health and Safety Regulations
Volunteers are responsible for reporting any safety or hazardous issues. They should avoid any actions that might cause injuries or be dangerous. Also, we suggest that all volunteers take a TB test before they start working in a Learning Center, but it is not required. If you have a TB test on record, please forward a copy of the results to the Volunteer & Partnership Manager.

In Case of Emergency Call 911
Volunteers will call 911 in the event of an emergency or an act of violence. After calling, volunteers should immediately let their direct supervisor know of the situation. If a volunteer has any health concerns or allergies, they should let their direct supervisor know as soon as they start their service. All emergency contact information should be included in the volunteer application.

Mandated Reporting Requirements
Volunteers are required to communicate with their direct supervisor promptly, thoroughly, and confidentially about any social, legal and/or health issues they may encounter with any resident or class attendee during the course of their work. These may include evidence of domestic violence, child abuse, elder abuse, or criminal behavior. Volunteers are also required to maintain confidentiality regarding these issues, excepting communication with their direct supervisor. All Community Building Coordinators will be responsible for contacting authorities. In the case of child abuse, if your direct supervisor cannot be reached, the volunteer will call the Operations Manager or the Volunteer & Partnership Manager.
Volunteer Daily Rules and Guidelines Cont’d

Affectionate Language, Physical Contact, and Hours of Operation with Residents/Children

In order to protect the safety of both residents and volunteers, we request that the following rules be followed while working with adults:

1. If a volunteer wishes to touch a resident or another volunteer, they must first receive their permission and follow respectful, socially accepted forms of platonic touching relationships (i.e. pats on the back, hugs when appropriate, etc.).
2. Volunteers may only see the adult residents during designated hours of service.
3. Volunteers must not proselytize, solicit, or convert residents to any religious beliefs.
4. Volunteers must respect the bodies and self-determination of the residents at all times.
5. Volunteers will use positive and appropriate words, language, and reinforcement when working with resident adults in all CHW learning centers.

Media Policy: CHW and Volunteers

Volunteers might be photographed or videotaped while on site for media related or promotional purposes. However, this will happen only if a photo release form is signed in the online application. Volunteers may take pictures of youth ages 17 and under, that they work with for school reports or projects only. These pictures may not be shown to anyone else or used for any other purpose unless the volunteer has written consent from the youth’s parent or legal guardian.

On-Site Time Records

Volunteers will log in upon arrival and log out before leaving the Centers or classrooms they are volunteering in. The Community Building Coordinator or your direct supervisor will use the volunteer sign in sheet to track hours for internal reporting purposes. Please be punctual and call your direct supervisor in advance if you are unable to come on your scheduled time or if you will be arriving late.

Visitors and Recruitment

We always need more help, if you would like to bring a friend or family member to volunteer or check out the program, you must obtain permission from the CBC first. The best way to recruit more volunteers is by having YOU help spread the word! However, we may need to conduct additional screening since we are an after-school program.

Resident Concerns

You will be volunteering inside CHW’s affordable housing complexes, if residents bring your concerns about their household or other issues, please be sure they speak to the CBC. CHW may have programs and services to help! We also have on site property managers that deal with tenant issues. If you have concerns about a student’s performance in school, or hear of bullying and other youth concerns, please communicate with the CBC.

Cell Phones

Volunteers should remain focused on the task at hand, personal cell phones may be used for emergencies, to look up homework or resource information, or use the calculator ONLY.
All Volunteer Policies

Equal Employment Opportunity and Non-Discrimination Policy

It is the policy of Community HousingWorks that there will be no discrimination or harassment in its programs, activities, or employment based on race, ethnicity, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, pregnancy, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status, or any other characteristic protected by law. The equal employment policy will be communicated to all employees and volunteers within the organization. The Community HousingWorks treats every volunteer as a respected member of the work team and keeps all volunteers informed of any changes in policies or procedures.

Harassment Policy

Community HousingWorks is committed to safeguarding the rights of all volunteers and families we serve by providing an environment that is free from all forms of discrimination and/or harassment. CHW prohibits any forms of discrimination including sexual harassment and harassment based upon race, ethnicity, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, pregnancy, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status, or any other characteristic protected by law. Any volunteers who believe that he or she is a victim of harassment or who witnesses harassment should report the harassment to his/her supervisor, or the Volunteer & Partnership Manager.

Drugs and Alcohol Policy

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Specifically, the possession, use, or being under the influence of alcohol and/or an illegal substance while volunteering is prohibited. Also, the distribution, sale, or purchase of an illegal substance while on site is prohibited.

The term illegal substance refers to any drug, which 1) is not legally obtainable or 2) is legally obtainable but has not been legally obtained. The term includes prescribed drugs not legally obtained and prescribed drugs not being used for the prescribed purposes.

Social Networking Policy

Volunteers are also expected to refrain from unprofessional online interaction with our residents, youth, or employees. Thus, volunteers are not permitted to friend, follow, or communicate with the residents or the youth they serve on social networking sites. Volunteers are also not allowed to connect or communicate with residents or youth when they are not actively volunteering on one of CHW’s properties. If evidence of unprofessional interaction is found, the Volunteer & Partnership Manager will take steps to resolve the issue. Steps include temporarily suspending the volunteer, holding meetings to gather the facts, reviewing the facts to determine if a policy violation has occurred, and possibly dismissing the volunteer if it is determined that a violation has occurred.
All Volunteer Policies Cont’d

Persons Previously Served Policy
Please notify the CBC and Volunteer Manager when you plan to exit service. Once a resident, youth, or volunteer exits a Community HousingWorks program, it is assumed that involvement between volunteers and residents will be conducted in a professional and ethical manner. Even though volunteers are free to continue their relationships with residents after a program exit or graduation, they are encouraged to abide by the following guidelines:

1. The former resident will give their consent to continue the relationship, understanding that they are no longer enrolled in a Community HousingWorks program.
2. The current resident will give their consent to continue the relationship, understanding that the volunteer is no longer part of a Community HousingWorks program.
3. The current volunteer will not be involved in counseling or treatment with the former resident, which indicates vulnerability.
4. The former volunteer will not be involved in counseling or treatment with a current or former resident, which indicates vulnerability.
5. The former volunteer will not friend, follow, or communicate with current or former residents on any social networking sites.
6. Former volunteers should always discuss possible relationships with current or former residents with the Community Building Coordinator before involvement so that any concerns may be addressed.

Recommendation Policy
If volunteers wish to ask for a recommendation for a job, higher education, or scholarship program, they must inform their Community Building Coordinator or direct supervisor well in advance before the recommendation is needed. They must also provide all necessary information to the requested person, so that the recommendation can be filled out properly. All Community Building Coordinators and supervisors reserve the right to say no to any recommendation requests.

End of Service Policy
Volunteers should let their Community Building Coordinator or direct supervisor know that their volunteer commitment is almost over 2-3 weeks ahead of time. This allows all CBCs to communicate with the Volunteer & Partnership Manager, who then sends out Volunteer Exit Surveys. We appreciate the feedback from these surveys so we can strive to make a better volunteer program.
After School Program Volunteers/Literacy

Community HousingWorks has an after-school literacy enhancement program for kindergarten through 6th graders that is an online, individualized, adaptive, and diagnostic assessment program. Various literacy materials, including games and books are specially selected to ignite student curiosity and enjoyment of reading while improving their reading ability.

We look for volunteers who want to work with enrolled students to create enjoyable experiences with reading through games, reading aloud, and other activities. Reading aloud can provide students with an entertaining and supportive model for reading. Studies have shown that students who are read to experience greater gains in vocabulary, confidence, language development, and school success. Our goal is to foster a lifelong love of books and reading. This is an opportunity for someone like yourself to make a difference in the life of a student and contribute to their success. The program creates an entertaining and supportive model for reading. Studies have shown that students who are read to experience greater gains in vocabulary, confidence, language development, and school success. Our goal is to foster a lifelong love of books and reading.

Homework and Activity Volunteers

The after school homework program for students is designed to offer students a place to learn effective study skills. Volunteers can work with small groups of students to oversee that kids remain on task and prioritize effectively. Volunteers also have resources at hand to help youth look up information and problem solve various difficulties. Volunteers are not expected to correct homework or offer specialized knowledge but to teach students to communicate with their schools and turn in homework on time. You CBC will work with you to explore your passions through creative and engaging community activities, as well. You can sign up to offer special community activities that teach students new skills and how to work in a team. Your CBC can help you shape activities, or you can suggest your own with CHW staff.
Community Volunteer Leaders (CVL)

Passionate volunteers who wish to help increase opportunities to access services, computers and programs within the Community Center may apply to become a CVL! CVLs receive training to develop their leadership skills to monitor the Center. They must be an adult (18+), complete a minimum of 15 hours supporting the Community Center with the CBC, and complete the application process, background check, and required training. For more information, ask your CBC!

After School Program Parents/Guardians and Achieve Teens

These are specific volunteer opportunities for parents/guardians and teens that support our after school programs and have separate manuals and training systems for those enrolled. Check with your Community Building Coordinator for examples.

Office Volunteers & Interns

CHW’s Office Volunteers work in one of our offices in either events, program development, translator, or clerical roles. This position can be worked in conjunction with an internship and must have a minimum commitment of 3 months, or be able to commit to the time required of the task. Once the basic volunteer orientation has been completed, prospective volunteers will be placed at their office and required to meet with the volunteer manager before becoming an active volunteer.

Thank you for your service!