



*Volunteering  
with EFAA* August 2021

# Agenda

1. About EFAA
2. EFAA Program Services & Impact
3. Volunteer Program Overview & Opportunities
4. EFAA Philosophies
5. Logistics & Volgistics
6. Next steps & Contact information

# About Us

- Since 1918, EFAA has been a locally operated community safety net for families in times of need.
- EFAA provides stabilizing services, innovative programs, and transformative advocacy to strengthen families and create a thriving community.
- We serve low-income families, older adults and people with disabilities of all ages, races, ethnicities and genders residing in Boulder County.
- As Boulder's Family Resource Center, we are dedicated to helping members of our community meet their immediate needs and springboard out of poverty.

# Our Services

## Basic Needs

*Addressess immediate needs of those in financial crisis to avert hunger and homelessness*

- Food and toiletries provided through Food Bank
- Financial Assistance provided for rent, utilities, transportation and minor medical needs
- Stengths-baed case management and referrals to outside resources

## Family Housing

*Leading provider of housing for families with children experiencing homelessness*

- 55 housing units across 7 sites throughout Boulder County
- Short-term housing (6-12 weeks) & Transitional housing (up to 2 years)

# Our Services

## Intensive Family Strengthening

*Aimed at alleviating poverty for the next generation. Deeper work with families with children and targeted investments focused on housing stability and income and wage increases.*

- Keep Families Housed in partnership with City of Boulder
- Bringing School Home in partnership with Boulder Housing Partners
- Housing Stabilization in partnership with Boulder County
- Job Uptake for Motivated Parents (JUMP)

## Children's Program

*Addresses needs of our community's most vulnerable.*

- Case Managers help resource parents to ensure medical, emotional and developmental needs are met
- Kid's Club, our in-house enrichment program aimed at alleviating toxic stress from homelessness

# Our Services

## Community Enrichment

*Provides participants opportunities to learn and connect*

- Expand skillsets through educational workshops
- Broaden social networks through community events

# Participant Demographics

- \$12,667 was the average annual household income with a 2.2 average household size and a 1.6 average number of children
- \$15,336 was the average annual family income for a single parent with two children; the self-sufficiency standard in Boulder County for a family of the same size is \$78,926
- 47% of participants identify as families, 15% of participants identify as seniors and 11% of participants identify as living with disabilities
- 48% Latinx, 26% White, 21% Unknown, and 2% Black, 2% Asian, and 1% Native Americans

# FY21 Impact

- **Served 2,633 Families**
  - Representing 5,923 individuals including 2,013 children
- **Direct Financial Assistance (DFA) Distributed - \$3,687,811**
  - 93% increase in DFA over FY20
  - 291% increase compared to pre-pandemic levels
- **Food – 933,047 pounds**
  - Worth \$1.6 Million
  - Distributed to 1,335 households
- **Housing, Children, Youth and Family Program – 125 Families**
  - Representing 441 individuals
  - Specialized case services to 255 children
  - 79% of children ages 5-13 engaged in an enrichment activity



# How does EFAA do it all?

## VOLUNTEERS!!!

- Volunteers are truly the  *heart* of our organization
- In FY21, 329 volunteers contributed 12,402 hours of service
  - Equivalent to 5.9 additional full-time employees
  - An economic impact of \$375,905

# Volunteer Opportunities - Food Bank

## Food Bank - **Greatest Need During COVID**

2.5 - 4 hours per week **for at least 3 months** (effective Oct 4, 2021)

- Stockers, Packers, Organizers, Unloaders - Morning (1) Shift
  - 8:30 - 11:30 (M, T, W, F)
- Stockers, Runners, Organizers - Afternoon (2) Shifts
  - 11:30 - 2:15 & 2:15 - 5:00 (M, T, W, F)
  - 11:30 - 2:45 & 2:45 - 6:15 (Thursdays)
- Saturdays - 1 shift on the last Saturday of each month
  - 9:00 am - 1:00 pm

## Training

- On-site with Food Bank staff, Shift Lead and volunteers

# Volunteer Opportunities - Drivers

## Home Delivery Drivers

*2 hours per week for **at least three months.***

- Driving personal vehicle to pick up food orders from EFAA
- Deliver food to participant homes
- Coordinate delivery routes with Food Bank and EFAA staff
  - Requires larger vehicle, driving requirements and interview

## Truck Driver/Driver Assistant

*2 hours per week for **at least three months.***

- Driving/riding in the EFAA truck to pick-up food from food drives, retail donors and wholesale donors
- Assist with unloading the truck upon its return to EFAA
  - Requires a separate application, requirements and interview

## Training

- On-site with Food Bank staff/Other

# Volunteer Opportunities - Front Desk & Intake

## Front Desk - **On Hold During COVID**

*3-5 hours per week for **at least six months***

- Greet participants and visitors
- Help direct traffic in lobby
- Help manage sign in for the food bank, answer incoming calls, schedule appointments, liaise with case managers
- Training
  - ~3-6 hours 1:1 training + 6-9 hours shadow/reverse shadow

## Intake

*3-5 hours per week for **at least six months***

- Meet with & check participants in for food bank visits
- Issue bus tickets
- Provide information on EFAA and community resources
- Training
  - ~3-6 hours 1:1 training + 6-9 hours shadow/reverse shadow

# Volunteer Opportunities- Children's Program

## Children's Activities – Kid's Club

*3-5 hours per month for **at least six months.***

- Weekly, year round afternoon program on weekdays from:
  - 3:30 – 5:00 pm during the school year
  - Times may vary during summer
  - Combination of in-person and virtual
- Requires a separate application, requirements and interview

## Training

- 1:1 with Activities Coordinator
- Hands-on shadow shift

# Volunteer Opportunities- Children's Program

## Children's Activities – Homework Coach

*2.5 – 5 hours a month*

- Weekly, year round afternoon program on weekdays from:
  - 4:30 – 5:30 pm
  - Times may vary during summer
  - Combination of in-person and virtual
- Requires a separate application, requirements and interview

## Literacy Enhancement

*Flexible, for at least six months.*

- Build partnerships for book donations, pick up donations and organize books by age groups, languages, holidays, etc. and create and maintain a record-keeping system of book inventories per site.

## Training

- 1:1 with Children's Program Coordinator or Case Manager

# Volunteer Opportunities- Other

## Annual & Special Events

- Celebration Gala (April)
- National Association of Letter Carriers' Stamp Out Hunger Food Drive (May)
- Holiday Opportunities (November/December)

## Nutrition Dinner Assistants - **On Hold During COVID**

*2.5 - 5 hours a month*

- Set up for dinner, serve food, engage participants in conversation, help with clean up
  - Volunteers are welcome to enjoy dinner and the nutrition topic presentation

# Participant Empowerment Philosophy

- In May 2018, the Board of Directors formed a Participant Advisory Council (PAC) to guide EFAA's strategic vision to empower program participants as the drivers of their own successes.
- The PAC supports leadership development of its members and provides an opportunity for direct feedback on EFAA programs and policies.
- EFAA participants, as the true experts through their lived experience, now have a literal seat at the table through a PAC representative on EFAA's Board of Directors.



# Civil Rights & Non-Discrimination

- EFAA strives to create a welcoming and non-discriminatory environment for all and we aim to ensure that everyone's civil rights are respected.
- Discrimination occurs when an individual's civil rights are denied or interfered with because of their membership in a particular group or class. Protected classes include race, color, national origin, sex, age and disability.
- To minimize risk of civil rights discrimination, ask yourself....
  - Am I treating this person in the same manner as I treat others?
  - Am I treating others as I would wish to be treated?

# Diversity, Equity & Inclusivity

- EFAA embraces diversity, equity and inclusivity. We aim to ensure that staff, volunteers, participants and donors adhere to these principles and that we all treat others with dignity and respect.
  - **Diversity** is the state of being composed of a demographic mix of people, taking into account elements of differences
    - race, ethnicity, sexual orientation, gender identity, dis/ability, age, class, religion/spirituality, national origin
  - **Equity** is the presence of justice and fairness within the procedures, processes and distribution of resources.
  - **Inclusion** is the full engagement of individuals sharing power at all levels of an organization. All members are valued, respected and supported.

# Logisitics - Arriving for your Shift

## Parking

- Limited & reserved for EFAA participants. Park north of Yaupon or on adjacent streets.

## Entrance & Exit

- **Enter via the resident door located in the alcove on the north side of the building. (Head around garages and through parking lot)**
- Exit through front glass door on 16th Street. (Typically the entrance)

## Office Hours

- Office hours and Volunteer shifts **differ.**
- Office Hours:
  - Monday - Friday - 8:30am - 5:00pm

# Volgistics Overview

- **Volgistics is EFAA's Volunteer Portal**
  - By completing our Volunteer Application, you have a volunteer account in this platform.
- **Volunteer schedule management tool**
- **Captures volunteer hours**
- **Allows us to communicate via email with volunteers**

# Account, PIN, and Scheduling on Volgistics

Website login from home, username = email address

- Schedule/cancel volunteer shifts
- Review/record service hours
- Access documentation and update personal information

Scheduling shifts

- Schedule is a planning tool
- Schedule and cancel shifts, **please contact us for short notice cancellations.**
- Recurring shift - We will schedule for you

PIN (Personal Identification Number)

- Used to sign in and out of shifts
- Last 7 digits of preferred phone but can be any other number you wish

# Next Steps & Contact Info

1. Read EFAA's [COVID-19 Protocols](#)
2. See [Guidelines for Volunteers](#) & [Volunteer Handbook](#)
3. Consider your availability, [login to Volgistics](#), review position-specific training documents, if applicable and schedule yourself for a volunteer shift!

## Contact Information

Sherry James, Volunteer Services Coordinator: [sherry@efaa.org](mailto:sherry@efaa.org)

**Thank you!**