



*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](#).
1. See [Guidelines for Volunteers](#) & [Volunteer Handbook](#)
1. 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

Thank you!