



Technical Assistance: Participant Involvement & Volunteer Services

Local Evaluation Checklist Question

In 2018, the Local Evaluation (Agency Component) included the following question in the Agency Certification and Site Visit Requirements Checklist.

The agency is able to provide documentation that demonstrates volunteer opportunities or other ways to engage consumers or former consumers in the community or within the agency. *Attachments that fulfill the requirement include: Volunteer sign-up available to participants; regularly scheduled volunteer opportunities; connections with outside volunteer projects.*

CoC Program Interim Rule

578.75 General Operations

Each recipient and subrecipient of assistance under this part must, to the maximum extent practicable, involve homeless individuals and families through employment; volunteer services; or otherwise in constructing, rehabilitating, maintaining, and operating the project, and in providing supportive services for the project.

Agency Sample

A local agency includes the following information in the welcome packet to promote participant involvement within the agency as well as volunteer opportunities in the community.

Volunteering can help you:

- meet people
- learn new skills
- improve your community

We can help connect you to volunteer opportunities!

There are several ways you can volunteer at [Program Name]. To volunteer within in the agency or program you may be asked to participate in a training.

All those interested in volunteering in the kitchen must complete a kitchen safety and protocol training that will be offered twice a year by staff. *Certain volunteering opportunities can earn you reward points!

The following are a few ways you can volunteer in the program:

- Assisting with setup/cleanup of special events



- Chores:
 - Dusting
 - Sweeping
 - Moping
 - Cleaning bathrooms
 - Cleaning community refrigerator
- Kitchen
 - Prepping Meals
 - Serving Meals
 - Washing Dishes
 - Putting Dishes away
 - Helping with putting away groceries

Please speak to staff if you are interested in volunteering or signing up for an upcoming training.

Below are other volunteer opportunities in the community:

Place	Address	Telephone #

You can also find other Volunteer Opportunities at: www.volunteermatch.org

Sample from Community Shelter Board

Community Shelter Board is the Collaborative Applicant for Columbus, Ohio. The agency website includes a monitoring instrument that outlines expectations for participant involvement in agency operations. These expectations have not been adopted in Chicago, but the document serves as a sample that can be used by agencies to better understand the requirement.

[2018 Program Review and Certification Standards – Client Rights](#) (pages 12-13):



- “To the maximum extent practicable, clients and other individuals and families experiencing homelessness are involved, through employment, provision of volunteer services, or otherwise, in constructing, rehabilitating, maintaining, and operating facilities for the program and in providing supportive services for the program.
- Expectations for clients during their program participation are clear and emphasize positive contributions to the living environment and services.
- Examples include work equity programs and client responsibilities for chores and facility maintenance.”