*Committed to Ending Homelessness*

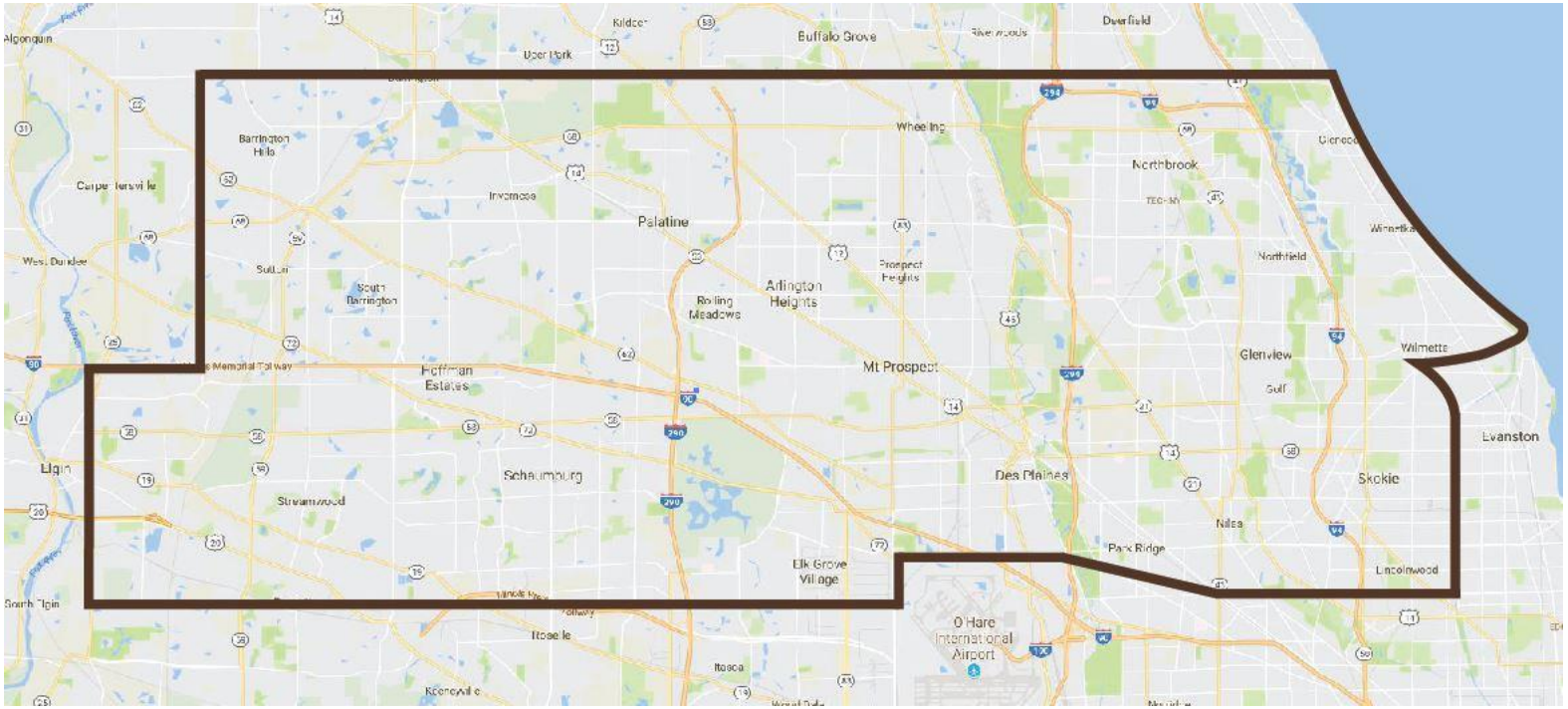
# Who We Are

JOURNEYS | The Road Home is a non-profit agency providing both shelter and social services to the homeless and those at risk of becoming homeless in north/northwest suburban Cook County.

# MISSION

*To individually assess and serve the homeless and near homeless, while broadening community awareness and involvement with the homeless.*

# Service Area



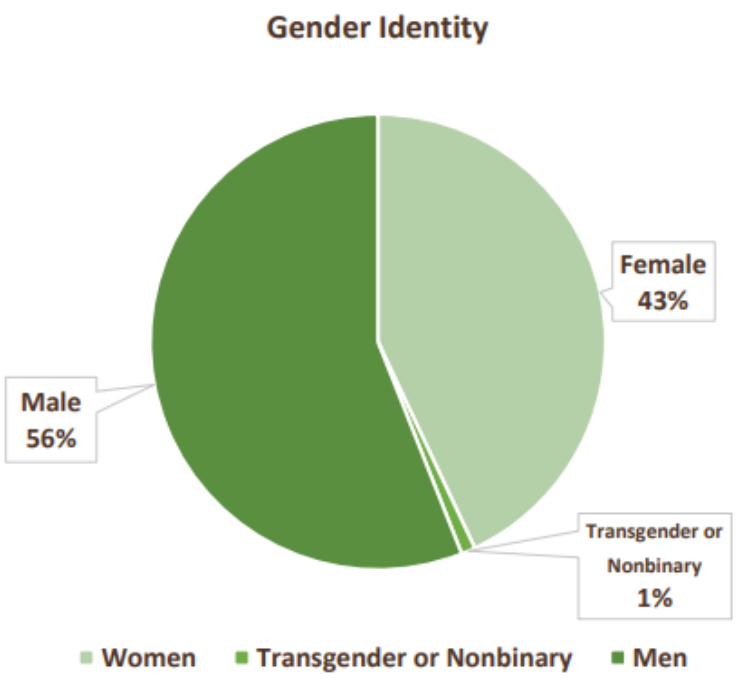

JOURNEYS
THE ROAD HOME℠

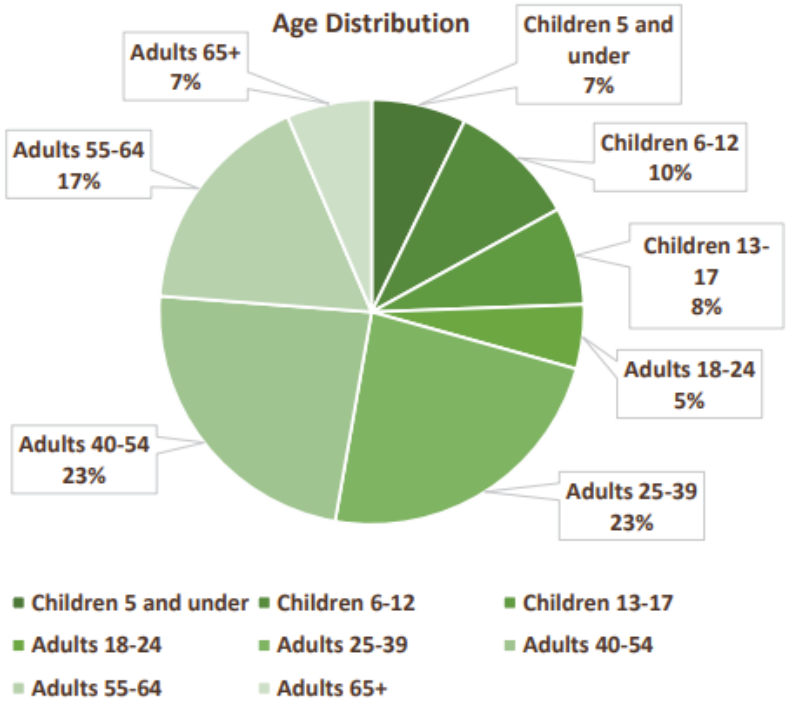
# Who do we serve?

JOURNEYS provides services to anyone who is without housing or at risk of losing housing in our service area.

***ALL SERVICES ARE FREE***

# Who did we serve in 2021-2022?




JOURNEYS
THE ROAD HOME℠

# What causes people to experience homelessness?

People without housing fall into three groups:

1. Short Term Loss of Housing (2 weeks or less)
2. One Shelter Season Without Housing
3. Long Term Loss of Housing (1+ yrs.)

# What do we do?

## Hotel Program

During the pandemic JOURNEYS pivoted to hotel shelter to keep clients safe.

## PADS

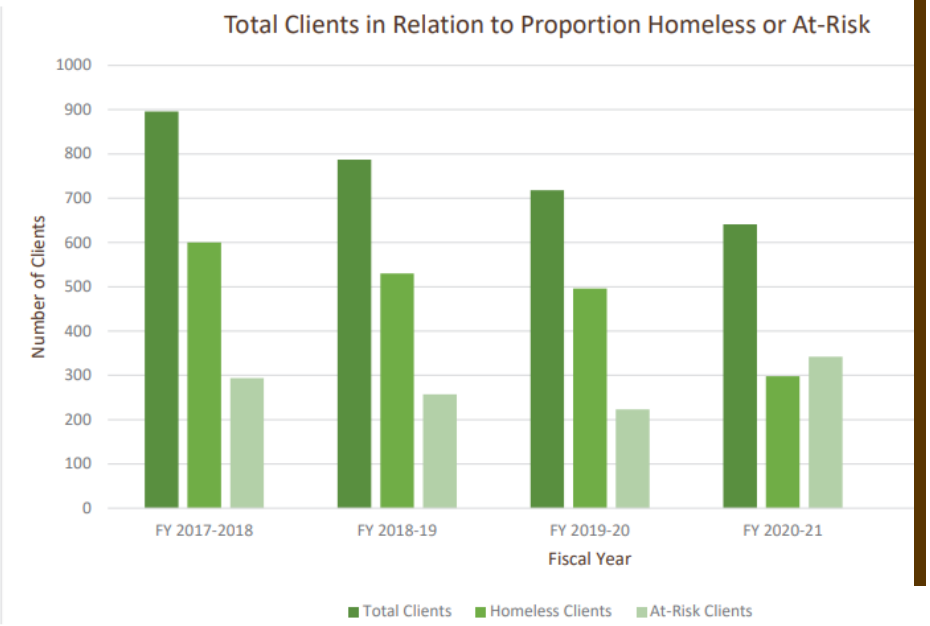
Public Action Demands Shelter partners with local churches to provide shelter nightly.

## HOPE Center

This includes services such as the clothing closet, food pantry, and support from case managers.

## Pathways Housing Readiness Program

This program helps stabilize clients and adjust to be able to successfully transfer to permanent housing.



# What does it mean to be *at risk*?

A PERSON OR FAMILY THAT IS ***AT RISK*** IS STILL HOUSED BUT IS STRUGGLING TO MAINTAIN STABLE HOUSING.

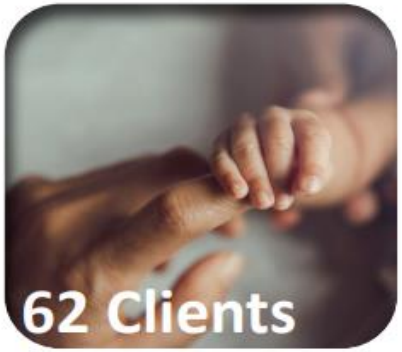
# Vulnerable Communities JOURNEYS served in 2021-2022

Survived Domestic Abuse.

Have a Disabling Condition.

Are Military Veterans.

Are 65 and older.




Are Under 5 Years Old.

Homelessness can affect anyone, but many of our clients belong to particularly vulnerable groups. As our numbers continue to rise after a drop during the height of the pandemic, the percentage represented by each group has remained largely the same, with the exceptions of surviors of domestic abuse and clients with disabilities. Since last year, the former has risen 6%, while the latter has declined 4%.



JOURNEYS THE ROAD HOME℠

# Building *for* Hope

**Support** **Shelter** **Stability**

This year has seen a flurry of construction progress. Since the spring, our new building has transformed right in front of our eyes. Power Construction has worked tirelessly to build the new 24-hour facility, which will provide comprehensive services and programs to help our clients on their journeys toward or maintaining permanent shelter. Additionally, it will feature shelter for men, women, and families on the second level, as well as permanent, affordable apartment units.

We are so excited to serve and grow alongside our community, and we are eager for the next chapter in JOURNEYS' story. We hope that with our new building, we will be able to serve more clients more effectively.

We thank our community for their partnership and indefatigable support of the Building for Hope project and JOURNEYS' mission. Take a look at the opposite page to see a progression of construction over the last few months!

Building for Hope is under construction and move in will begin December 2022. Into 2023, our services will be evolving. Please stay tuned to our social media, and website for updates.

# HOPE Center

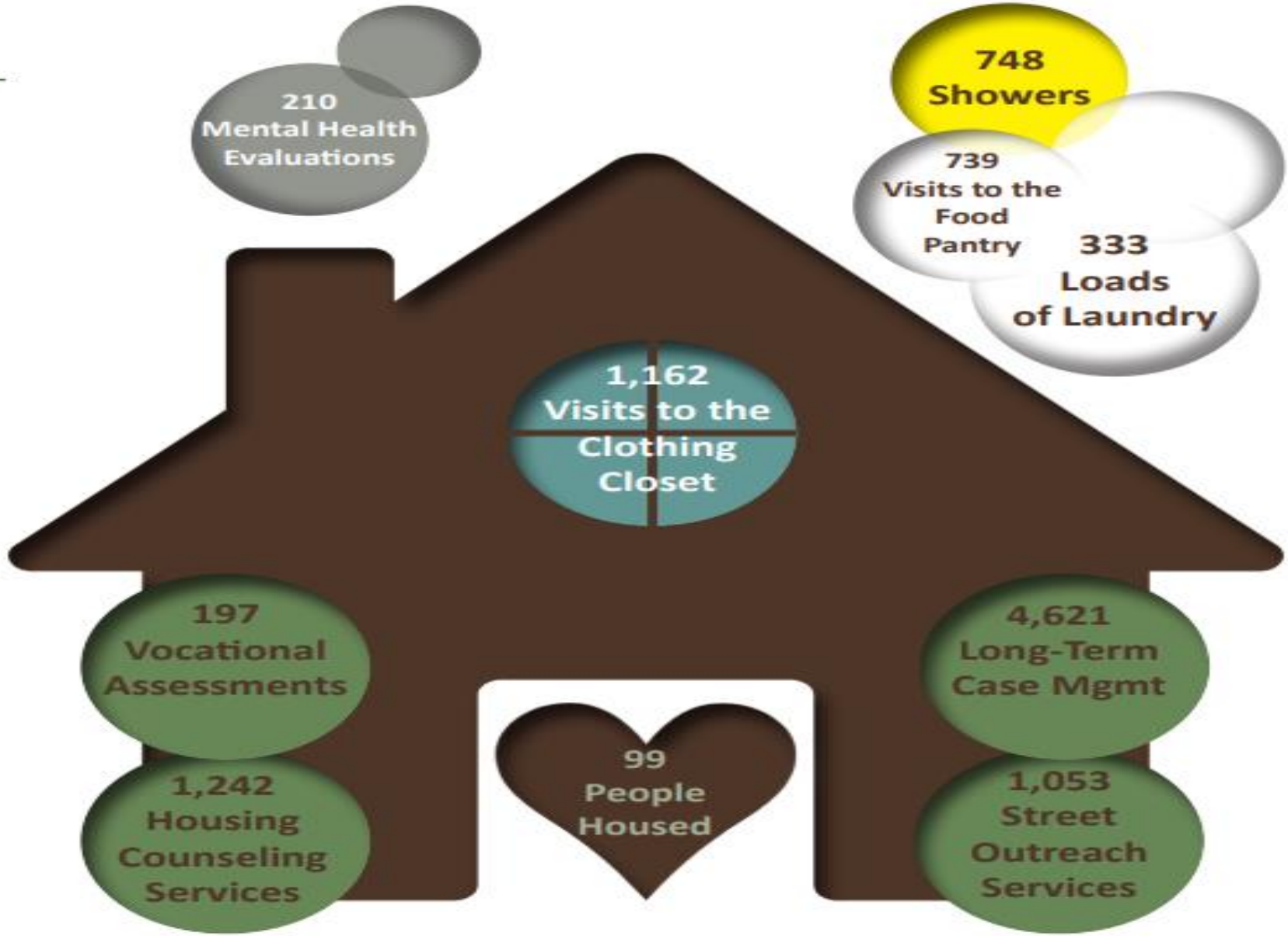
- 1992 HOPE NOW, Inc. was created
- 1998 Northwest Suburban PADS Inc. & HOPE Now, Inc merged
- Monday – Friday, 7:30am – 6:30pm

## GOALS

1. Move into Stable Housing
2. Maintain Stable Housing
3. Find or keep employment or receive employment benefits

JOURNEYS
THE ROAD HOME℠

# Impact of The Hope Center in 2021-2022



# Volunteer at the HOPE Center!

## With the new building the shifts will be extending to reflect JOURNEYS changing hours

Front Desk Assistant/Kitchen assistants

(3 people needed per shift, for each role)

7:30-11:30

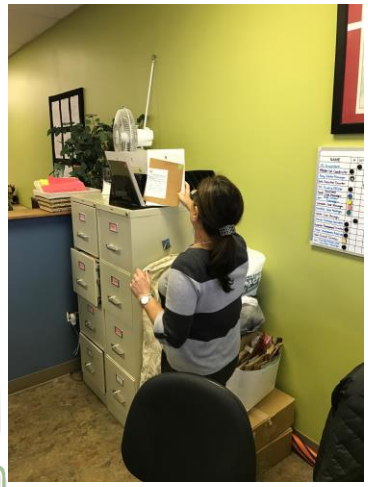
11am- 3pm

2:30- 6:30pm

Clothing Closet or

Food Pantry Coordinator

*Need more help in new building*



JOURNEYS

THE ROAD HOME℠

# Critical Importance of the HOPE Center:
## Over 65 Free Onsite Supportive Services

- Intensive case management
- Mental health counseling
- Housing assistance
- Vocational counseling
- Outreach services
- Budgeting &financial stability
- Resume design
- Job interview practice
- Computer skill
- Onsite nursing care
- Professional referrals
- Food pantry
- Clothing closet
- Bike repair

- New Transportation Program
- Occasional travel & food vouchers
- Warm meals
- Showers, laundry, lockers
- Voicemail, email, & mail

JOURNEYS
THE ROAD HOME℠

# PADS
# *October 1st – April 30th*

**Initial step:**

- 1989 Northwest Suburban PADS, Inc.

**Current Program:**

- 7 faith-based sites
- Over **2,500** volunteers
- Average of **25 guests** per night.
- 7pm to 7am

# Become a PADS Volunteer!

- Sites rely solely on volunteers
- Shift responsibilities vary
- Sites available year-round!
  - Up to 10 sites, October 2022 – April 2023
  - 2023, May – September to be determined

# Become a PADS Volunteer!

## SETUP SHIFT

(Begins 6:00 PM (Varies))

- Ready sleeping area
- Receive food and set up dining area
- Set up registration desk
- Monitor parking lots

*Youth volunteers under 7th grade may help with this shift.*

## FIRST SHIFT

(6:30 PM - 11:00 PM (Varies))

- Provide a portion of the meal
- Register clients
- **Assist with serving dinner**
- Make clients feel welcome
- Monitor all areas & secure doors

JOURNEYS
THE ROAD HOME℠

# Become a PADS Volunteer!

**Volunteers are urgently needed for the SECOND and THIRD shifts.**

At least one man and one woman is required for each shift.

## SECOND SHIFT

(11:00 PM - 3:00 AM (Varies))

- Maintain intake desk
- Admit approved late arrivals
- **Prepare lunches**
- Monitor all site areas hourly
- Awaken clients early if needed

## THIRD SHIFT

(3:00 AM - 7:00 AM (Varies))

- Maintain intake desk
- Admit approved late arrivals
- Awaken clients
- Prepare and serve breakfast

JOURNEYS
THE ROAD HOME℠

# Become a PADS Volunteer!

## CLEANUP SHIFT

(6:00 AM - 7:00 AM (Varies))

- Wipe down/put away mattresses, pillows, tables, and chairs
- Mop or vacuum floors
- Clean restrooms
- Empty trashcans
- Put away toiletries and clothing
- Clients may assist and receive gift certificates for their help

*Youth volunteers under 7th grade may help with this shift.*

JOURNEYS
THE ROAD HOME℠

# PADS site Locations

## *October 2022- April 2023- These sites are kept private from public to prevent people sending unvetted people to sites*

Sunday

- *No Site*

Monday

- *St. Mark's Lutheran Church – Mt. Prospect*

Tuesday

- *First Presbyterian Church – Arlington Heights*

Wednesday

- *St. James Catholic Church- Arlington Heights*
- *St. John UCC- Arlington Heights*

Thursday

- *Congregational United Church of Christ – Arlington Heights*

Friday

- *St. John UCC- Arlington Heights*

Saturday

- *All Saints Lutheran Church – Palatine*
- *St. Alphonsus Catholic Church – Prospect Heights*

# Critical Importance of the PADS program

- First contact with people who care
- Safe overnight shelter
- Warm meals
- Mission driven and grass roots

*Equal importance to HOPE Center and long-term housing, Pathways Housing Readiness Program.*

JOURNEYS
THE ROAD HOME℠

# PADS overnight shelter ineligibility

- Unsafe
  - *Person convicted of a violent felony or multiple misdemeanors*
  - *Acting aggressively*
  - *Has a contagious disease*
- Last known address outside the JOURNEYS service area
- All ineligible clients are referred to more appropriate agencies

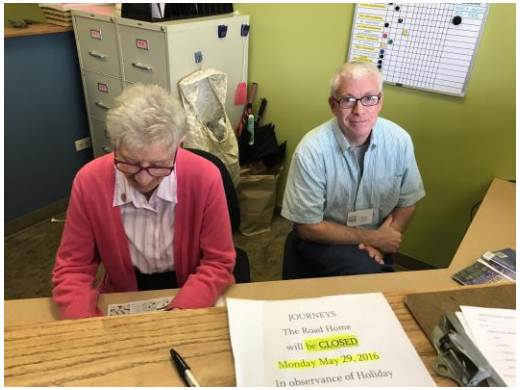
# Pathways Housing Readiness Program

## Supportive Housing

- 2007 PDI, Pathway Development Institute
  - PDI – Real Estate Holding Company
- Affordable Housing
- Transition clients to independent housing
  - Roommate/Landlord negotiations
  - Cooking, cleaning, etc.
- Up to 15 clients

JOURNEYS
THE ROAD HOME℠

# How does someone become a client?



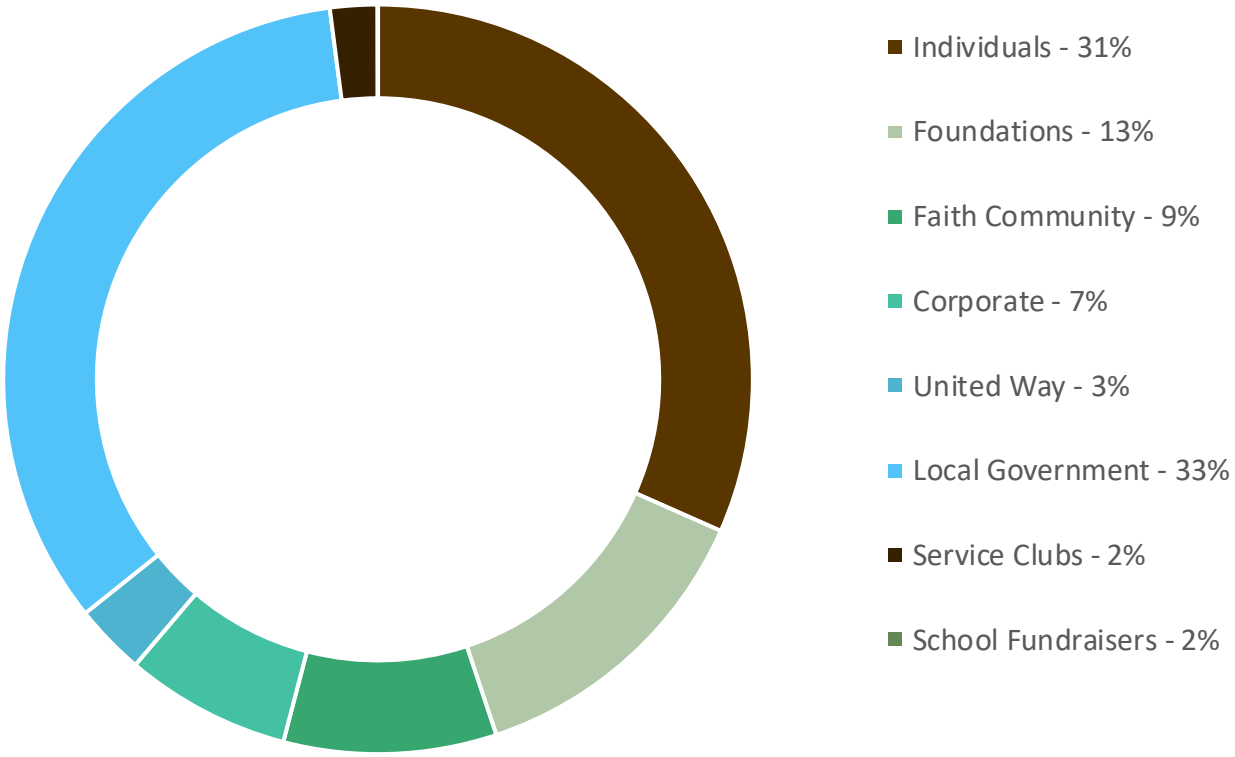

- Government issued photo ID
- Proof of current or last known address
- Background check

- Pass a TB test
  - Free at the HOPE Center
- Complete an intake once a year

# How do we pay for free client services?

## JOURNEYS is a 501(c)(3) Not-for-Profit Agency.

Our funding comes from a number of sources




JOURNEYS
THE ROAD HOME℠

# Ways to Get Involved

Volunteer

Host a Collection or Drive

Be a Corporate Ambassador

Attend an Event

JOURNEYS
THE ROAD HOME℠

# What is the role of a volunteer?

- Show respect for all clients, volunteers and staff
- Smile and listen to the clients
- Complete assigned tasks as outlined by volunteer supervisor
- Maintain safe and strong boundaries

JOURNEYS
THE ROAD HOME℠

# Maintain Safe and Strong Boundaries

- Most clients will not violate policies
- A tiny minority of clients will engage in unsafe behavior
- Do not give cash to clients, because that shows favoritism
- Being alone in a vehicle with a client can lead to dangerous situations
  - An alternative would be to call a cab or the JOURNEYS minibus, if available, for client rides.
- Do not disclose your address, workplace, school, or other personal information
  - Occasionally clients have sought out volunteers outside of the shelter

# Maintain Safe and Strong Boundaries

- Do not have any close physical contact with clients
  - Handshakes are OK, but hugs, massages or kisses are not permitted because they can be misinterpreted.
- Only the Site Director can approve storage of refrigerated medications
- If you have a job lead for a client, contact the Vocational Case Manager to appropriately connect the client
  - If you directly give a job to a client, you are creating favoritism

- Do not allow a client to use your cell phone
  - It is possible a client would then call you after the site closes, putting you in a difficult situation

# Confidentiality

All client information MUST remain confidential!

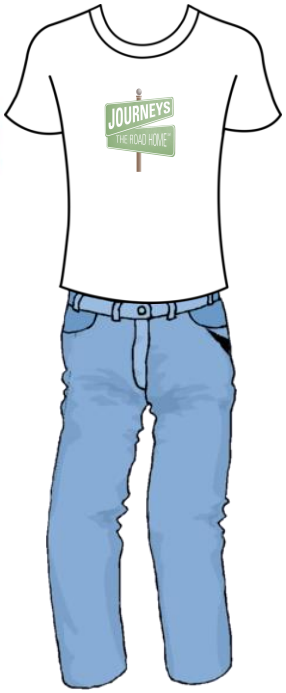
JOURNEYS
THE ROAD HOME℠

# Phone Policy

- **Never take pictures of clients**
  - That violates confidentiality
- Pictures of the shelters can only be approved by Site Directors or staff
- Personal Social Media posts
  - Tag only **JOURNEYS | The Road Home**
  - Do not tag the specific location you volunteer at
    - (i.e. the HOPE Center, a PADS site, etc.)

# Dress Code

- Masks are required
- Jeans are acceptable, but cannot be ripped
- Skirts and short must not hit above the knee
- No tank tops/shirts that expose any part of the abdomen
- No clothing with school symbols or indication of clubs/activities



# Unsure of What to Do?

If you find yourself in a situation that you are unsure of go directly to the Site Director at PADS, or the Volunteer Coordinator at the HOPE Center.

JOURNEYS
THE ROAD HOME℠

# Tuberculosis Safety

- All JOURNEYS clients are required to complete a free tuberculosis (TB) test at the HOPE Center
- Volunteers are strongly encouraged to receive a TB test annually

JOURNEYS
THE ROAD HOME℠

# Youth Volunteer Opportunities

**(AS A RESULT OF THE INCREASED RISK, CHILDREN UNDER THE AGE OF 5 ARE NOT PERMITTED TO VOLUNTEER FOR JOURNEYS PROGRAMS UNTIL A VACCINE FOR CHILDREN UNDER THE AGE OF 5 IS AVAILABLE)**

Below 7th grade may volunteer when clients/guests are **not** present

7th – 9th may volunteer when guests **are** present with a parent or guardian

10th – 12th may volunteer when guests **are** present but must work side by side with an adult volunteer

*Additional form must be filled out for all youth volunteers.*

# COVID-19 Policies and Procedures

## CDC Guidelines

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

**Volunteers commit to NOT show up to volunteer if they feel any symptoms of a new illness. Volunteers also commit to notify the Volunteer Coordinator of any suspected or confirmed coronavirus diagnoses in themselves or their close contacts, to assist the agency in coordinating contract tracing and medical care for vulnerable individuals.**

# COVID-19 Policies and Procedures

## HOPE Center Volunteers

- Before entering the building, you must put on a mask. This mask must be worn during the entirety of your volunteering, to protect yourself and others.
- A staff member will greet you and then explain your volunteer assignment for the day while you wash your hands and put on gloves.
- As a result of the increased risk, children under the age of 16 are not permitted to volunteer for JOURNEYS programs until a vaccine for children under the age of 16 is available.
- Volunteers must change gloves when switching tasks, such as switching from packing food pantry to serving food in the kitchen.
- Volunteers will attempt to keep at least 10 feet between themselves and others whenever possible.

# COVID-19 Policies and Procedures

## Delivery Volunteers

- Food packaging needs to stay closed and intact. It should only be opened by the person it is being delivered to.
- Masks and gloves must be worn at ALL times.
- To prevent cross-contamination, gloves must be changed from one task to another. Gloves also must be changed when they become dirty or torn, contaminated after touching surfaces or switching from raw to ready-to-eat food and after 4 hours of continuous use.
- When changing gloves, the proper hand washing procedure must be followed.
- Reduce the surfaces that you touch with your hands. (door handles, light switches, etc.)
- Single use items should be disposed of after one use.

# Special Events & Group Volunteering

## 3 Annual Events:

- BID for HOPE (November)
- Women's Luncheon (April)
- Superhero 5K (June)

## Group Volunteering

(Currently Unavailable)

- Organize a room in the building
  - Landscaping in the Spring
  - Other projects as needed

# Young Professionals Board

- 21-39-year-olds interested in philanthropy and volunteerism—all backgrounds encouraged to join!
- Focus on outreach and events to support JOURNEYS mission
  - Ex: Dine & Shares, Superhero 5K, Self-Defense Seminar
- Members must raise or give $200 annually
- Meetings are every last Thursday of the month, and a social every quarter

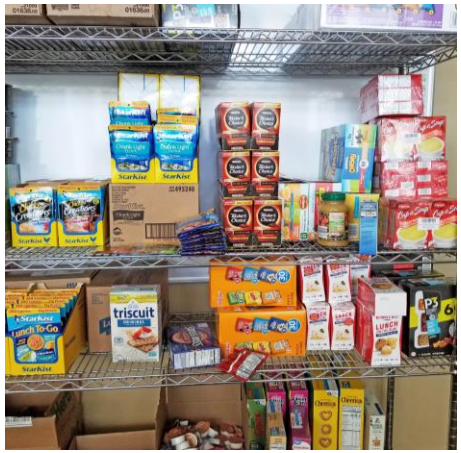
# Other Ways to Get Involved:

## Matching Grants

- Donate time, money, or resources and your company may match you monetarily

## 3rd Party Events

- Bake Sale
- Jeans Day at the Office
- Care Kit Creation
- Penny Wars
- Welcome Home Kits



## Drives & Collections

- Seasonal
- Clothing Drive
- Food Drive
- Hygiene Products Drive
- School Supplies
- Holiday Toys
- Toiletries
- Gently Used or New Shoes
- Giftcards (ex: food, gas, etc.)

JOURNEYS
THE ROAD HOME℠

# What's next?

Designate on the Volunteer Information Form link on the next slide whether you'd like to work at the PADS sites, HOPE Center, Delivery Volunteer – or all three!

- **PADS** – Indicate Preferred Site and Shift
  - The Site will contact you to schedule 1st shift and training
- **HOPE Center** – Indicate area preference & availability
  - The Volunteer Coordinator will contact you to schedule your first shift and training
- **Youth Volunteers Need to have Parent Permission Form Signed**

# Volunteer Background Check Policy

- All JOURNEYS' volunteers are required to participate in a screening process through the Dru Sjodin National Sex Offender Public Website (NSOPW)
- https://www.nsopw.gov/
- Once cleared, the volunteer information will be sent to the indicated sites

# Volunteer Information Form (required)

https://journeystheroadhome.kindful.com/register/volunteer-registration-2022

# Thank you for your interest in volunteering with us!