

### **GREETERS (2 volunteers at any given time)**

You are the most important person today. A distressed homeowner is at a total loss when they come in. Make them feel comfortable. Be sure to get the lay of the land so you can help them if they come back to you with other questions (bathrooms or vending machines or copier).

You will guide them to the registration table.

You will also make sure that before the homeowner leaves, he/she gets a package of information AND leaves the survey behind.

You could take the time to explain to them:

1. They will need to sign in.
  - a. Walk with them to the sign-in table.
2. Explain that they will go into the main training room.
3. If volunteers are already assisting other homeowners, to take a seat and watch the power point presentation.
4. A volunteer will help fill out the appropriate forms.
5. Make sure to fill out the yellow card and leave it with the Greeters on their way out.
6. Remind them that if they need anything, they can seek you out or any DCRAC staff.

### **REGISTRATION (2 volunteers at any given time)**

You are very important in making sure that homeowners sign in, are explained the survey form, and are reminded that before they leave, they should return their surveys. Remind them that we will contact them within a few days.

1. Direct them to the training room.
2. Tell them that if volunteers are already assisting other homeowners, to take a seat and watch the power point presentation.
3. A volunteer will help fill out the appropriate forms.
4. Remind them to fill out the yellow card and leave it at the registration desk on their way out.
5. Remind them that if they need anything, they can seek out the Greeters or DCRAC staff.

### **FOOD STATIONS (Need 2 volunteers from 4:30 to 7:00)**

1. A warm and welcoming host to direct the flow of traffic to the food stations.
2. If we are running low on food, find a DCRAC staffer so we can order more food.
3. Your job today is to make this table inviting and always replenished (chips, sodas, coffees, etc.)
4. You will also direct visitors to the trash and recycle receptacles.
5. You may also be required to make sure that the volunteers are taken care of—food brought to them if needed.

**HELP WITH FORMS/BUDGET (We need 8 volunteers/housing counselors at any given time—if you can give us 2.5 hour blocks, we will need 16 volunteers altogether)**

We will create a flow chart/cheat sheet for you.

Our homeowner does not always know how to accurately fill out forms. Going over this form with you will make our homeowners feel a little less jittery.

ALL you will have to do is help the homeowner fill out forms they bring to you.

IF the homeowners' **lender is on site**, you will help them fill out the intake sheet, budget, and the back of the survey. Then you will direct them to their lender. Don't forget to remind them to leave their survey on their way out.

If their **lender has sent their forms**, you will help the homeowner fill these forms. The homeowner should come to you with the appropriate forms—just double check though. If the homeowner has already brought their pay stubs, etc., you will need to make copies of everything and leave the package with Carlos (at a DCRAC table).

If we do not have the Lenders' forms, it is our intake sheets, budgets (you are not judging at this point—just helping them fill it out), and a check list (which lists a lot of pieces of information the homeowner should be prepared to provide their housing counselor or their lender).

If the homeowner's housing counselor is on site, the homeowner will be directed to his/her counselor.

Attached are:

- Intake forms
- Checklist
- Survey

Take a few moments to review them so that you are comfortable.

On behalf of DCRAC, thank you so very much.