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## INTAKE VOLUNTEER

The Intake volunteer is responsible for completing paperwork for residents. It is critical that this job be done completely and with great attention to detail as decisions regarding case management are made based on information gathered in the intake paperwork.

- Meet, greet, socialize with, and learn from the residents.
- Assure residents that we are here to assist them. Point out the shelter manager and coordinator as persons to go to for assistance.
- Folders made up in advance are available for use in the black container labeled CWS. Each folder contains an Assessment, double sided consent forms, a length of stay notice, a letter from the Case Manager and two copies of the Shelter Guidelines and Rules.
- Gather important information from each resident when they check in: who they are, where they are from, how long they have been homeless, health issues, and more.
- Assist residents in completing paperwork. Many cannot read or write and will need assistance but are too embarrassed to ask. Going over the paperwork with them will ease their discomfort. Read each document out loud and complete each form with as much information as possible. Print clearly when completing forms. Be sensitive and maintain confidentiality.
  1. Please give them the Case Management letter and Reach Grievance Policy.
  2. Read the consent form aloud and have them sign it. Their signature gives us permission to work with other agencies in case management, etc.
  3. The HMIS Consent Form may look intimidating, but if they do not want to read the whole thing, just explain it is a record keeping system we use and only authorized licensed HMIS users may view, enter or edit client records.
  4. Complete the assessment form in full for the resident. Please print clearly and obtain all information, especially an emergency contact. Some residents are apprehensive about sharing information; assure them that it is important that we have information so that we can best serve their needs. This form stays in their file.
  5. The Length of Stay Contract notifies residents of our guidelines on time limits based on residency or vulnerability. If the resident is a non-county resident or coming from a "Residential Substance Abuse" facility, fill out section one. Add 2 to the date of entry to notify them of their last night in the shelter. If they are a county resident, read them section 2 and leave it blank. This will be filled out by staff after completion of vulnerability and level of need assessments. Please notify staff if you are not comfortable with this step.
  6. Read shelter guidelines and rules aloud, front and back, and have residents sign. Put the original in the file and give the copy to them.
  7. Fill out the fields at the top of the Resident HMIS Sheet (including the last night in the shelter if applicable) and give to the front desk volunteer to file in the HMIS book.
  8. Make a copy of their photo ID for their file and return it. If residents do not have one, inform them that they can come back to the day shelter on Tuesdays or Thursdays between 9 am and 1pm to apply for one. Explain that ID photos are for security purposes and that the shelter manager will take a picture of each resident.
  9. When intake paperwork is complete, place the folder in the shelter mail slot in the volunteer office.