

**Christ The King Cathedral
St. Vincent de Paul Conference**

Description of Committees

SVDP Helpline Committee

In general, Helpline team members gather information about prospective clients, determine whether it is appropriate to schedule an appointment, and schedule appointments. Helpline team members are usually the first Conference volunteers with whom a client communicates. This places them in a unique position to convey the mission of SVDP:

to serve the needy and suffering, to bear witness to Christ and His church, and to adhere to the corporal and spiritual works of mercy- to feed the hungry, to give drink to the thirsty, to clothe the naked, to welcome strangers, to care for the sick, to counsel the doubtful, to console the sorrowful and to pray for them.

Team members speak with individuals who are suffering in so many ways, and a kind voice at the other end of the telephone line can make a huge difference and give them hope.

Following is a detailed description of the activities of a Helpline team member. All team members receive training to prepare them to perform these activities.

Many prospective clients call the United Way telephone number (211), and the operator then may direct them to the CTK Conference depending upon the ZIP Code in which they live. Some clients call the CTK Helpline directly. In our prerecorded message, clients are asked to leave their contact information and told that they will be contacted in the next day or two.

When a helpline team member speaks with the client, information about the client, their family and their needs is gathered. The team member then searches the CMS database to determine whether the client has been served in the past. If the client is a new client, the information gathered is entered into CMS.

If the client has previously been served by a SVDP Conference, the team member determines whether sufficient time has elapsed (usually one-year) for the client to be served again. If the client has an assigned CTK Conference caseworker, that

caseworker is notified. Occasionally, a client's CMS file is "red-flagged," meaning that there has been a problem with the client that may cause our Conference not to serve the client. In this situation, the client is informed that assist will not be provided them at this time.

If a Helpline team member determines whether that a client merits an appointment, a parlor appointment is usually scheduled, and the date and time is entered in the Conference's Dropbox folder for caseworkers to see. Occasionally, a team member presents a case to the caseworkers to determine whether an appointment should be scheduled or whether a home visit should occur instead of a parlor visit. There are also occasional emergency situations that are brought to the attention of caseworkers.

Time Commitment

Helpline Committee volunteers are each assigned a day of the week to retrieve calls. Prospective clients who have called-in and then contacted. The time commitment usually ranges between 10-minutes a week (if there are no calls) to as long as 4 hours a week. The average is about an hour and a half a week. The extent of call-in activity can vary with the season, with winter being busiest. Team members assist each other in a variety of ways. If a team member is unable to retrieve calls because of travel or other circumstances, other team members provide back-up. Furthermore, there is flexibility on days of coverage, with team members occasionally switching days.

Parlor and Home Visit Committees

Case workers involved in parlor and on-site interviews gather from clients detailed personal information, demographics, and financial information. Clients are asked to explain their need, what has given rise to the need, and whether the client will be able to sustain himself or herself if assistance is provided. Case workers make copies of pertinent documents such as driver's licenses and any documents supporting a financial request, such as a lease, late or eviction notice, or past due utility bills.

The Home Visit Committee will perform on-site visits, usually in groups of two volunteers, to client residences or comparable locations for the purpose of obtaining information to determine suitability for assistance. Team members gather information that may be available only beyond what could be obtained during a parlor visit. An on-site visit may also be suitable as a follow-up to a parlor visit. An on-site visit is usually conducted whenever the client is unable to attend a parlor visit or when other special

circumstances exist that call for such a visit. Committee members may also serve in the parlor visits.

The Parlor Committee interviews are similar in purpose to a client home visit and they are conducted in groups of two; however, the visit occurs at Christ the King cathedral in the small room near the main reception desk. The meetings are scheduled by one of the Helpline team members.

Case workers seldom decide during the interview whether assistance will be provided; however, in some instances, they may offer food, gas or a Breeze gift cards. Additionally, they may offer guidance regarding other appropriate services of which the clients may avail themselves.

The information collected during an interview is presented to the Conference as a whole during the weekly Conference meeting, where attending members determine whether assistance will be offered. Case Workers then follow up with the clients.

Currently, there are two parlor sessions: Tuesday's from 11 AM-2 PM and Wednesday's from 5:30 PM-7:00 PM. There are up to four individual appointments during the Tuesday sessions (11:00 AM, 11:45 AM, 12:30 PM, and 1:15 PM) and up to two appointments (5:15 PM and 6:00 PM) during the Wednesday sessions. On-site visits occur as needed.

Time Commitment:

In addition of the time spent during the interview, case workers will probably spend an additional 15-30 minutes per client documenting information in the CMS system (before and after meeting) and, if assistance is provided, on average approximately one-hour dealing with the client after the parlor session. Also, it is preferable, but not mandatory, for the case worker to attend the Wednesday evening conference meeting when the case is discussed.

During each of the interviews, there is a primary and secondary case worker. The former usually confirms the appointment, leads the interview, and enters information and requests into the CMS system. The secondary case worker assists with questions during the interview and with the case presentation during the weekly meeting.

Recruitment and Retention Committee

The Recruitment and Retention Committee is responsible for growing the volunteer base of the CTK St. Vincent de Paul Conference. The Committee recruits new volunteers and provides new member orientation and ongoing training.

Examples of Committee work include:

- Speaking on behalf of SVDP to other interest groups and ministries within the parish (Example: Women and Men's Club, RCIA, etc.)
- Representing SVDP at the bi-annual ministry fair
- Attending SVDP weekly meetings to welcome new volunteers
- Emailing interested volunteers
- Organizing an orientation session for new volunteers
- Calling a new volunteer to check-in on their experience with SVDP

Time Commitment

Each volunteer is encouraged to support recruitment efforts at their convenience. Volunteer opportunities are unique and based on specific recruitment events. Examples are as follows:

- Interest Groups – Approx. 30 minutes (1x/week) dependent on meeting times and agenda of interest group
- Ministry Fair – 2 hours (2x/year)
- Weekly Conference Meetings – 1.5 hours (1x/week – Wednesday at 7pm)
- Orientation Sessions – Sessions are held quarterly. Commitment is approximately 3 hours including 2 hours of preparation work and a 1-hour session held on Saturday mornings

Communications Committee

The purpose of this committee is to facilitate communications between the members of Conference, the CTK Community, and the communities served by the Conference. It will coordinate membership information with the Recruitment and Retention Committee and arrange for announcements in church, draft informational pieces for the church bulletin, and prepare the text for the annual pulpit talk.

Time Commitment:

Team members will participate in the committee in a variety of ways. Time can range from 10-20 minutes to 1 hour a day or week. Once the communications of scheduling

dates through email or phone calls are in place, members of the committee will coordinate with other committees and maintain the membership roster.

Collections Committee-Non-Monetary

The Collections–Non-Monetary Committee is responsible for all non-monetary collection activities performed at the parish for food, clothing and household goods. It also encompasses the off-parish outreach activities of staffing the Conference Support Center (CSC)(Chamblee) food pantry on specific days.

This includes:

- Providing logistical support for the clothing drive and bulk food collection;
- Scheduling and staffing for food collections;
- Assuring that the collection bins located on the CTK grounds are emptied in a timely manner;
- Arranging for monthly staffing and management of the CSC food pantry; and
- Facilitating direct purchase of food supplies for the CSC Food Pantry and other food pantries.

The Committee provides volunteers a one-on-one opportunity to work with those in need. The committee members see that their work has provide tangible impact on those served.

Committee members engage in two distinct activities:

- Food Pantry – The volunteers are responsible for welcoming and performing client intake verifying documentation for the scheduled food pantry appointments. Upon verification they will then assist the respective client to shop for goods based on the “point-based” system mounted on shelves. Upon completion they will assist in bagging and loading clients. Because many clients come with other needs, the volunteers will assist in completing clothing vouchers for the SVDP Thrift Stores as well as directing clients to other needed services. Between clients, the volunteers will stock shelves with new merchandise as well as sort through shelves to remove expired and damaged goods.
- Food Drive – Volunteers will staff the doors of the parish at all Masses one week prior to the food drive to distribute empty bags. The following week, volunteers will staff the SVDP truck near the plaza and accept and pack food on the truck as parishioners bring them to the tailgate.

Time Commitment

Volunteers for the weekends when food bags are distributed to parishioners (usually twice each year) work before and after one or more masses (about 2 hours each). Volunteers for food collection weekends, also work before and after one or more masses. Volunteers at the food pantry are needed approximately 12 Saturday mornings (each about 2.5 hours) during the year.

Collections Committee-Monetary

The Collections Committee facilitates collections of SVDP envelopes and cash donated at the church door on the weekend that includes the first Sunday of the month. Members of this Committee stand with a basket at each of the three doors of the church before and after each Mass and thereby serve as an example to the parish of persons actively serving the poor.

Time Commitment

The time commitment depends upon the role that the Committee member elects to perform. The person who prepares the e-vite (signup genius) invitation must spend an hour or more preparing an “inspirational” message to encourage volunteers. That person must also manipulate the software to reflect the dates of collection activities. The invitation is electronically published (typically) the weekend before collections, and a reminder e-mail is typically sent to all members on the Friday before the collection weekend, again asking for help.

Depending upon the number who have signed-up, one Committee Member will review the sign-ups on Saturday and make sure that each Mass is covered and that inexperienced Committee Members are not left without guidance or oversight in collecting. It is preferable for there to be one experienced Committee member who will act as coordinator of the collection at each Mass.

The coordinator will ensure that there is a collector at each door approximately 15 minutes before each Mass and approximately 15 minutes after each Mass. Money collected before Mass should not be left unattended. It should be put in the white plastic collection envelope labeled for "SVDP" with the Mass time that is located in the cart at the back-right corner of the church. The coordinator should hold onto the envelope that contains any money during Mass. After the collection is completed, the coordinator should place all envelopes and cash collected in the envelope, sign the envelope with one of the other collectors, take the envelope to the drop-slot in the east lobby, seal the envelope. initial the list on the drop box door, and drop it down the slot.

Ideally, one of the coordinators should show-up at the collection counting room on Monday morning after 8:10 a.m. Mass to thank the volunteer counters who count SVDP money each month.

If the coordinator is unable to locate the SVDP envelope for the Mass, there is usually a spare. Label it for SVDP and the Mass time. If you are confused, ask an usher. They are pretty familiar with the process.

If a collector is alone (a rarity), cover the main door first. As Mass starts, place baskets at the west door table and the east lobby. After Communion, stand with a basket at the main door. When you can gather what has been placed in the baskets. (If you see someone you know who is trustworthy, you could hand them a basket and ask them to collect at one of the side doors.)

Occasionally, people will hand you other second-collection envelopes. Just give them to the usher. Call the Chair of the Collections-Financial Committee, Dave Roberts, at (404) 625-9424 with other questions, problems, etc.

Resource Committee

Helping people today often requires knowledge of and referrals to other public and private agencies. The Resources Committee is tasked with: researching a range of services to help our clients; summarizing the information so caseworkers can access and research resources independently to advise their clients; and in some instances, such as emergency shelters, act as a liaison to help a client gain access to other needed assistance or advise case workers on how to procure services.

The first objective of this committee involves researching the range of services available for indigent clients in various areas, including but not limited to, homeless shelters, credit counseling, medical and dental providers, SSDI disability applications, procurement of Section 8 rental assistance, legal aid, evictions, utility bill assistance, mental health counseling, VA services, high interest loan conversion programs, travel assistance, domestic violence and substance abuse treatment options. This task often involves contacting the agencies involved, arranging tours for interested Vincentians and cultivating relationships of mutual respect to facilitate referrals to and from such agencies.

The second objective of this committee is to prepare documents detailing individual resources in a written summary that is posted within CMS (St. Vincent de Paul Society's cloud based record system) and therefore, accessible to case workers.

Time Commitment:

The Resource Committee research tasks are project oriented and therefore, have a flexible time frame for completing the research and summarizing a report. Assignments can be based on a volunteer's personal area of interest. Resource Committee liaison tasks are on an as needed basis but generally involve emergency situations that require a flexible time commitment. The committee will from time to time provide group informational presentations to enhance the knowledge base of our conference.

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