The Way Home Provider Input Forum (PIF) Wednesday, May 17, 2023, from 9 – 10:30 a.m.
Meeting Agenda

- Welcome
- Your Provider Reps
- A word from Mike Nichols
- Volunteer Houston
- Combined Arms
- CoC Updates & Reminders
- Partner Announcements
Your Provider Representatives

- Preston Witt, Harmony House, Inc. (left)
- Kelly Young, Career and Recovery Resources, Inc. (right)
Announcement:
A word from Mike Nichols

Mike Nichols to retire at end of 2023. View the official announcement here.
Partner Presentation: Volunteer Houston
Volunteer Houston 101 for The Way Home

May 2023
Meet the team!

Andrea Shiloh  
VP Volunteerism & Civic Service  
ashiloh@imgh.org

Brooke Campbell, CNP  
Director, Volunteer Houston  
brooke@volunteerhouston.org

Hannah Kay  
SERVE HOUSTON Program Manager  
hannah@volunteerhouston.org

Karla Grado  
SERVE HOUSTON Program Coordinator  
karla@volunteerhouston.org
AGENDA

● About Volunteer Houston
● Introducing *The Way Home* Pilot with VH
● VH Portal Tour
● **FORUM:** The Volunteer Wage
● Resources
● Want more training?
● Q&A + Wrap Up
Volunteer Houston connects individuals, groups, and companies with nonprofit agencies to transform the Greater Houston community for good through volunteerism.
Our Service Area

<table>
<thead>
<tr>
<th>County</th>
<th>Agencies</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Austin</td>
<td>0</td>
<td>62</td>
</tr>
<tr>
<td>2 Brazoria</td>
<td>22</td>
<td>3,132</td>
</tr>
<tr>
<td>3 Brazos</td>
<td>1</td>
<td>349</td>
</tr>
<tr>
<td>4 Chambers</td>
<td>0</td>
<td>99</td>
</tr>
<tr>
<td>5 Colorado</td>
<td>0</td>
<td>21</td>
</tr>
<tr>
<td>6 Fort Bend</td>
<td>63</td>
<td>12,374</td>
</tr>
<tr>
<td>7 Galveston</td>
<td>18</td>
<td>1,425</td>
</tr>
<tr>
<td>8 Harris</td>
<td>600+</td>
<td>67,224</td>
</tr>
<tr>
<td>9 Liberty</td>
<td>0</td>
<td>247</td>
</tr>
<tr>
<td>10 Matagorda</td>
<td>0</td>
<td>34</td>
</tr>
<tr>
<td>11 Montgomery</td>
<td>28</td>
<td>2,984</td>
</tr>
<tr>
<td>12 Waller</td>
<td>1</td>
<td>212</td>
</tr>
<tr>
<td>13 Wharton</td>
<td>0</td>
<td>41</td>
</tr>
</tbody>
</table>

As of Feb 2022
## VH PORTAL

<table>
<thead>
<tr>
<th>AGENCIES</th>
<th>VOLUNTEERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post needs</td>
<td>Volunteer Resume</td>
</tr>
<tr>
<td>Custom shifts</td>
<td>Browse with filters</td>
</tr>
<tr>
<td>Track hours</td>
<td>Mobile app</td>
</tr>
<tr>
<td>Events RSVP’s</td>
<td>Digital badges</td>
</tr>
<tr>
<td>Custom qualifications **</td>
<td>Add hours from external opps</td>
</tr>
<tr>
<td>Discounted Background Checks **</td>
<td></td>
</tr>
</tbody>
</table>

## LOCAL PROGRAMS + SERVICES

<table>
<thead>
<tr>
<th>AGENCIES</th>
<th>VOLUNTEERS</th>
<th>COMPANIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tech support</td>
<td>Tech support</td>
<td>Fully managed, completely custom CVP’s</td>
</tr>
<tr>
<td>Days of Service Initiatives</td>
<td>President’s Volunteer Service Award</td>
<td></td>
</tr>
<tr>
<td>Star Agency Membership **</td>
<td>Awards + Recognitions</td>
<td>Service Projects 2 Go</td>
</tr>
<tr>
<td>Annual Volunteer Fair</td>
<td>General Q+A support</td>
<td>Align with CSR goals</td>
</tr>
<tr>
<td>Disaster Volunteer Reception Center</td>
<td>Disaster Volunteer Reception Center</td>
<td>Intentional Service Reflections</td>
</tr>
<tr>
<td>VETP</td>
<td>SERVE HOUSTON</td>
<td></td>
</tr>
</tbody>
</table>
Volunteer Houston Initiatives
Introducing

The Way Home Pilot
The Way Home Pilot with Volunteer Houston

WHAT

A partnership between CFTH and VH to funnel interested volunteers to The Way Home member organizations.
The Way Home Pilot with Volunteer Houston

WHY

- CFTH receives volunteer inquiries but does not house a central hub of volunteer opportunities related to homeless services.
- Volunteer Houston has the technology to support a central hub of similar volunteer opportunities (i.e. “needs”).
The Way Home Pilot with Volunteer Houston

HOW

- CFTH will direct interested volunteers to the VH Portal initiative titled “The Way Home”.
- The VH team will approve needs posted by TWH members to be included in TWH initiative.
- VH will promote the TWH initiative broadly to increase volunteer responses to your needs.
VH Portal Tour
The Way Home Pilot
QUESTIONS?

About the volunteer perspective
VH Portal Lingo

VH Portal  Volunteer Houston’s web-based volunteer connection tool
Agency  Nonprofit, school, government office
Agency Manager  Employee of an agency that manages their VH account
Volunteer Resume  A volunteer’s record of volunteer hours + locations in the VH portal
Star Agency Member  Agencies that pay annual fee for additional benefits + services
Galaxy Digital  VH portal platform
Initiative  A grouping of similar needs in the VH Portal
Events vs. Needs

**EVENTS in the Portal**
- To increase attendance
- Free events only
- Open to the public
- Includes RSVP feature

**NEEDS in the Portal**
- To recruit volunteers
- Set your own shifts
- Add your qualifications
- Manage responses
Meals on Wheels for Greater Houston

Click here to open Agency Manager's Toolbox

Agency Logo

Upload your logo
<table>
<thead>
<tr>
<th>USER</th>
<th>TEAM</th>
<th>BEGIN</th>
<th>OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erin Rola</td>
<td></td>
<td>Dec 14, 2021 at 12:08pm</td>
<td></td>
</tr>
<tr>
<td>Alper Atıcıy</td>
<td></td>
<td>Dec 14, 2021 at 12:08pm</td>
<td></td>
</tr>
</tbody>
</table>

SHOW 25 - ENTRIES
SHOWING 1 TO 2 OF 2 ENTRIES
QUESTIONS?

About volunteer responses
QUESTIONS?

About Initiatives
FORUM:
The Volunteer Wage
Independent Sector 2022 Value of a Volunteer Hour

$31.80

$29.86

https://independentsector.org/resource/value-of-volunteer-time/
The Scene......

How can he cultivate a team to meet the increased need without sufficient resources?

OPTION 1
Low-cost labor who save money.

OPTION 2
Unique value added labor who advance the mission

OPTION 3
Partners in extending budget & mission
Resources
Mobile App | Cause Connect

- For volunteers
- Sign up and sign in
- Log hours
- Syncs with web portal
- iOS + Android
Background Checks

- If you ALREADY have an account with Sterling
- Sync with your VH Portal Agency account, FREE
- Volunteer pays OR Org pays
- View status of checks in VH portal

VIDEO TUTORIAL
Video Tutorial Library | volunteerhouston.org/tutorials

FOR AGENCY MANAGERS
- Adding / removing agency managers
- Events vs. needs
- Managing responses
- Setting up Sterling background checks
- Safelisting VH email addresses
- VH Star Agency benefits
- More.....

FOR VOLUNTEERS
- Submitting qualifications
- Recording hours
- Searching and filtering needs
- Team Leader orientation
- Safelisting VH email addresses
- Your volunteer resume
- More.....
More Training?
Exclusive to *The Way Home* Members

- Wednesday, June 7
- 10 am - 12 noon
- In-person, Midtown
- Limited to 20 people (2 per organization)
Questions?
Thank you!

info@volunteerhouston.org
Partner Presentation: Combined Arms
The Need

- Approx. 200k service members transition out of the military per year; approx. 35k veterans relocate to Texas annually
- With 45k+ veteran-serving 501c3's in the US & 1,800+ in Texas alone, the veteran serving ecosystem is highly-fragmented, inefficient, and challenging to navigate
- Only 48% of veterans believe the military prepared them well for civilian life; 47% of post-9/11 veterans report the readjustment to civilian life was difficult or somewhat difficult
This is what Military members face when they Google transition programs. This is just the first 100 out of 45,000.
MAKING TEXAS THE FIRST INTERCONNECTED STATE FOR VETERANS

TEXAS VETERANS NETWORK

The Texas Veterans Network (TVN) is a statewide collaborative of more than 250+ veteran-serving community-based organizations and government agencies that holistically serve the veteran and military community. Together we offer more than 1,400 resources for the military and veteran community.

The Texas Veterans Network serves Active Duty, Reservists, National Guard, SIVs, and Veterans from all service eras, and their family members.
TEXAS VETERANS NETWORK METRICS

Highest needs:
1. Financial Assistance
2. Food Assistance
3. Career Services

Top Requested Organizations:
1. Texas Food Banks
2. Texas Veterans Commission
3. Wounded Warrior Project
USING DATA TO DRIVE DECISIONS

**Cases Closed**

<table>
<thead>
<tr>
<th>Service Group</th>
<th>Service</th>
<th>2022</th>
</tr>
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<tbody>
<tr>
<td>Financial Assistance</td>
<td>Rent &amp; Mortgage</td>
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</tr>
<tr>
<td></td>
<td>Rent / Mortgage A.</td>
<td>84</td>
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<tr>
<td></td>
<td>Rental Assistance</td>
<td>3</td>
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<tr>
<td></td>
<td>Utilities</td>
<td>356</td>
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<tr>
<td></td>
<td>Financial Assistance - Other</td>
<td>151</td>
</tr>
<tr>
<td></td>
<td>Financial Assistance - Other</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Grp</th>
<th>Service Category</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 0-30</td>
<td>Financial Assistance - Other</td>
<td>104</td>
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<tr>
<td></td>
<td>Follow-up</td>
<td>96</td>
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<tr>
<td></td>
<td>Job Search &amp; Assistance</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>Disaster Relief</td>
<td>45</td>
</tr>
<tr>
<td></td>
<td>Resource Referral</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td>Homeless Services</td>
<td></td>
</tr>
</tbody>
</table>

**Cases Created**

**Case Status**
- Closed: 557
- Closed - Reassigned: 2

**Contact Self Serve**
- 745
- Echolink: 218
- Grand Total: 963

**Contact Ethnicity**
- Asian: 1
- Black: 38
- Latino: 12
- Nonbinary/: Other: 1
- Other/Not Reported: 441
- Other/Unknown: 187
- White: 23
- Grand Total: 702

**Contact Ge.**
- Man: 497
- Woman: 204
- Grand Total: 702

**Contact Age**
- Age 18-34: 75
- Age 35-49: 216
- Age 50-64: 178
- Age 65+: 75
- Not Reported: 158
- Grand Total: 702
GROWTH OF THE NETWORK

Milestones

- **April 2020**
  - TVN Phase 1 Award (73 counties)

- **May 2021**
  - TVN coverage extends to Panhandle and East Texas (196 counties)

- **May 2022**
  - CAX awarded Tech Innovation Award from Tech Forward

- **October 2022**
  - Lighthouse API
  - Seamless and safe connection to the VA Master Index

- **April 2021**
  - 10,000 Unique Veterans Served via TVN

- **July 2021**
  - CAX 2.0 launched. Improved client experience. Profile creation <2 min.

- **August 2022**
  - 30,000 Unique Veterans Served via TVN

- **April 2023**
  - TVN Phase 2 Award (statewide)
WITH COMBINED ARMS’ “NO WRONG DOOR” APPROACH, VETERANS CAN ENTER OUR PROGRAMS THROUGH PARTNER ORGANIZATIONS OR ANY OTHER METHOD THAT LEADS THEM TO US.

VALUE TO VETERANS
• SPEED
• EFFICIENCY
• ACCOUNTABILITY
• HOLISTIC SUPPORT

VALUE TO THE COMMUNITY
• ECONOMIC IMPACT
• COMMUNITY ENGAGEMENT
• SOCIAL GROWTH
• CIVILIAN ACTIVATION
COMBINED ARMS TECHNOLOGY

Call the TVN Intake Team at 888-737-3112

**ConnectNow**
- Fastest way to connect to resources
- Preferred for natural disasters or crisis situations
- Highly customizable & rapidly deployable

**Community Connector**
- Inter-agency & Community Leader referral product
- Major member organization incentive

**Assessment 2.0**
- Improved to >2 minute profile & assessment completion
- Enhanced user feedback mechanisms & user experience improvements
- Highly customizable
Service Delivery Process

**STEP 01**
Profile Creation
Clients quickly create a profile with basic contact information.

**STEP 02**
Request Services
Clients choose resources needed, and the applicable organization auto-populates.

**STEP 03**
Organization Alerted
Organization receives notification of selection & conducts outreach.

**STEP 04**
Successful Connection
Organization conducts intake, procedures and connects client with services in 72 hours or less.

**STEP 05**
Outcome Survey
Done! Client & Organization conduct feedback surveys.
<table>
<thead>
<tr>
<th><strong>General Information</strong></th>
<th><strong>Contact Information</strong></th>
<th><strong>Address Information</strong></th>
<th><strong>Military History</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Name</strong></td>
<td><strong>Last Name</strong></td>
<td><strong>Address</strong></td>
<td><strong>Military History</strong></td>
</tr>
<tr>
<td><strong>Gender</strong></td>
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<tr>
<td>Select an Option</td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Marital Status</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Please select your marital status</td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Household Under 18</strong></td>
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<td></td>
<td></td>
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<tr>
<td>Select an Option</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Household Income Level</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select an Option</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>I am also a caregiver</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>I'm a military spouse/partner</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please fill in your details to connect with us. If you or a veteran is in crisis, please call the VA Veterans Crisis Line at 1-800-273-8255, Press 1 or call 911.
COMBINED ARMS PORTAL

Get connected to hundreds of resources for veterans and family.

Find Resources | My Connections | My Profile | Refer a Friend

Veteran Status Info

How to Use Combined Arms
TVN IN THE COMMUNITY
Join us to help us ensure that veterans are connected to the resources that they need to thrive!

- Become a Community Connector to connect Veterans to resources
- Promote the Texas Veterans Network
- Encourage veteran students to create a profile
CoC Updates & Reminders
CoC Updates & Reminders

• The Way Home Job Fair
  • Tuesday, May 30, 2023, from 8:00 AM – 12:00 PM
  • United Way Houston (50 Waugh Dr, Houston, TX, 77007)

• 2023 Point-in-Time (PIT) Homeless Count Results
  • Our results found a total of 3,270 people experiencing homelessness
    • 1,242 people living unsheltered (17% decrease since 2022)
    • 2,028 people staying in shelter (over 18% increase since 2022)
  • View the full survey analysis [here](#) or by visiting the Coalition’s website.

• FY23 NOFO
  • Please ensure you and your staff are signed-up for The Way Home Newsletter (and check your spam folder)!
Partner Announcements

We want to hear about your work! Tell us a program success story, an upcoming event, or a challenge your agency/program may be facing.
Thank you!

See you next time:
Wednesday, August 16, 2023, 9:00 AM - 10:30 AM