

PHC 5 Intake Process & Volunteer Descriptions

The Intake Process

Outreach Volunteers bring clients to the convention center.

The client enters convention center.

The Navigator Volunteer finds out if the client has an HMIS card. If so, they will go to HMIS tables and get print out from Data Collection Volunteers.

Navigator then asks the client out of the main categories which one would they like to see first and then takes them there.

The Navigator then asks the basic intake questions as s/he takes the client to the first service wanted.

The Navigator then takes the client to service requested and has Service Specialist Staff gage which specific service the client would benefit from the most.

The Service Specialist would then direct them to a Time Keeper Volunteer who will take their name down and inform them if there is a wait and how long. The Time Keeper Volunteer will also announce when people's appointments are ready.

The Navigator will track times and complete form with the client as they wait for the services. They will then move on to another service area requested while waiting for their time for the previous service.

When services are completed, the Navigator reviews the intake form and turns into Data Collection to ensure form is completed and returned.

Outreach: Volunteers will be trained on principles and practices of doing outreach to homeless clients. The morning of the event, outreach volunteer teams will be dispatched to target areas to invite homeless clients to come to PHC. Shuttle service is provided for volunteers and clients.

Navigator: They are responsible for getting general information from the client and managing their intake and provider experience. They will take the general needs of the day and take clients to Service Specialist Volunteers to gage which provider may serve them best. Navigators give clients the choice of services offered and then connects them with wait appointment times. When services are finished, they take the client and the form to be turned into Data Collection.

Time Keeper: Time Keepers are responsible for keeping the wait-list for each provider they are working with. They will keep the list and let clients know how long the wait will be for their appointment.

Data Collection: Data Collectors print out Intake Forms for those that have an HMIS card. They will also collect intake forms from the Navigators and client. They then enter the information into a database that will report event information at the end of the day.

Childcare: Childcare Volunteers will interact with children and supervise them as their parents seek services.

Food: Food Volunteers will coordinate and distribute food to clients and care bags

Preparation: Preparation Volunteers assist with essential pre-event tasks such as stuffing gift bags, distributing flyers, and other logistical tasks