



### **California Human Development Mission, Vision, & Values**

**Vision:** We open doors, build strong communities, and improve lives.

**Mission:** We are a human services organization that creates paths and opportunities for people in need to rise above barriers in their pursuit of better lives.

**Values:** At California Human Development, we believe in:

Service with *Respect*

Service with *Integrity*

Service with *Honesty*

Service with *Humility*

### **CHD Volunteer Program**

The organization's volunteer program promotes quality involvement of volunteers in the delivery of agency services to clients based on the following beliefs:

- a) Volunteers allow the organization to expand its resources and reach more individuals needing services than it could with paid staff alone.
- b) Volunteers bring a useful community perspective to the organization.
- c) Volunteers are strong representatives of the organization throughout the community.

### **Purpose of this Handbook**

The purpose of this handbook is to provide overall guidance and basic information for volunteers who have committed time to work with California Human Development.

## **History of California Human Development**

Founded in 1967, the corporation began with \$125,000 from the U.S. Department of Labor for a job-training program. Today, California Human Development administers more than 50 separate contracts totaling approximately \$14 million. Over the years, the CHD has diversified its services and created programs that touch the lives of people in many important ways. From job training and placement to housing and community service projects, CHD reaches out to improve the quality of life for individuals and families, and others served by its many programs.

## **Our Programs**

California Human Development is committed to helping adults and families receive the opportunities they need to live with independence and greater human dignity.

### **Farmworker Services**

California Human Development provides employment and training for farmworkers throughout Northern California. Our training helps farmworkers secure stable, non-seasonal jobs.

Farmworkers play a vital role in California's \$30 Billion agricultural economy. These farmworkers are often recent immigrants, monolingual in Spanish, and lack non-agricultural job skills. Farmworkers seek to improve their skills and opportunities through our training.

Working with a network of training centers and private employers, farmworkers gain real job skills that lead to non-seasonal employment. We also work with agricultural employers to upgrade their workers' skills. Our services are coordinated with California's One-Stop System.

### **Youth Program – WFD/FWS division**

Tutoring, mentoring, career exploration, and other support help farmworker youth succeed in school and advance either to post-secondary education or specialized career training.

### **Affordable Housing Services**

Our goal is to develop a continuum of affordable housing options. We develop and manage low-income housing.

In Napa County, we operate and manage three Migrant Farmworker Housing Centers. They are located in Calistoga, St. Helena, and Napa. Affordability for the beds and meals is maintained through a unique partnership with the Napa Valley agriculture community.

In Fairfield, we manage **Parkway Plaza** an affordable rental housing project for seniors that allow them to live with dignity and independence.

We own and manage affordable rental projects - **Aytch Plaza** in Lake County and **Mahal Plaza** in Sutter County - year around the farm- workers. First-time home buyers counseling helps residents' transition to home ownership.

In Sonoma County, we helped develop **Ortiz Plaza** to make affordable housing more available to farmworkers of low income.

### **Citizenship & Immigration**

Assistance to immigrants and their family members helps them apply for U.S. Citizenship. We provide help obtaining legal status, work permits, and with other immigration issues.

### **Community Services**

**Day Labor Center** provides a safe and dignified place where day laborers can meet with employers for an honest day's work at fair pay. And it's more than that; our Centers help workers to build a better life for themselves and their families.

<b>Management Procedures</b>
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### **Ethics/Confidentiality**

In the course of their work, some volunteers may have access to information about our clients. We have a responsibility to protect the confidentiality of everyone who comes to California Human Development for help. Volunteers must not discuss client information with anyone except their supervisor.

Similarly, some volunteers may have access to records or information about other volunteers and donors who support California Human Development. It is important that volunteers not share this confidential information with anyone.

### **Equal Opportunity Policy**

It is the policy of the California Human Development to provide equal employment opportunity for all applicants and employees, both paid and volunteer, irrespective of race, color, national origin, ancestry, sex, medical condition, mental or physical disability, marital status, veteran status or sexual orientation in the organization's employment practices and social and recreational events.

**Anti-Harassment Policy**

Volunteers should speak with their supervisor if they need clarification of anti-harassment policies.

**Accidents in the Workplace**

Any accident involving personal injury to anyone associated with the organization should be reported to the supervisor immediately. If needed, the supervisor should secure immediate medical attention.

**Dress Code/Identification**

As a representative of California Human Development, all-volunteer staff shall dress appropriately for the conditions and performance of their duties.

**Smoking and Alcohol Policy**

Volunteers should speak with their supervisor if they need clarification of the smoking and alcohol policies.

**Record Keeping**

*Timesheets:* at the beginning and end of each shift, volunteers should sign their names and hours worked in the volunteer time logs located at each site. Time logs are collected monthly, and hours are tallied for individual volunteers, and then electronically submitted to: <https://forms.office.com/r/fWv1b0j8mf> for organizational tracking.

*Maintenance of Records:* files are maintained on each volunteer, including skills and interests, date of service, positions held, duties performed, evaluation of work, and awards received. It is the responsibility of volunteers to inform the coordinator of volunteers about any changes in address, phone number, or e-mail address. Volunteer records are accorded the same confidentiality as paid staff personnel records.

**Medical/Emergency Form**

All volunteers must complete and keep updated a Medical/Emergency Form. (See appendices).

<b>Job Descriptions</b>
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When appropriate, volunteers will receive a job description of duties and responsibilities. All descriptions shall include a purpose, duties, and a listing of job qualifications. An overview of the general and strategic volunteer job should be provided by your supervisor.

### **Interviews**

Prior to being assigned to a position, all volunteers will be interviewed to ascertain their suitability for, and interest in, that position. The interview should determine the qualifications of volunteers, and their commitment to fulfill the requirements of the position, and should answer any questions that they might have about the position.

### **Reassignment**

Volunteers who are at any time reassigned to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed.

### **Leave of Absence**

At the discretion of the supervisor, leaves of absence may be granted to volunteers. When a leave of absence is taken, the volunteer's records will be maintained for up to three years. Upon return to active volunteer work, effort will be made to allow the volunteer to return to the same or a similar position. However, there is no guarantee that the same position will be available.

## **Training and Development**

### **Orientation**

All volunteers will receive a general orientation on the nature and purpose of California Human Development, the program or activity for which they are recruited, and a specific orientation on the purposes and requirements that they are accepting.

### **On-the-Job Training**

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignments. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

## **Supervision and Evaluation**

### **Supervisor**

Each volunteer will have a clearly identified supervisor who is responsible for direct management of them. This supervisor may be paid or a volunteer. This supervisor shall be

responsible for day-to-day management and guidance, job-specific orientation, yearly evaluations, and exit interviews. The supervisor shall also be available to the volunteer for consultation and assistance.

### **Absenteeism**

We count on our volunteers as key members of our team. If you're expecting to be absent, please inform your supervisor as far in advance as possible so that we may arrange coverage.

<b>Support and Recognition</b>
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### **Access to Agency Property and Materials**

As appropriate, volunteer staff shall have access to agency property, and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for agency purposes.

### **Volunteer Career Paths**

Volunteers are encouraged to grow and develop their skills to assume additional and greater responsibilities. California Human Development will maintain appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

### **Recognition**

Recognition of the many and varied contributions of volunteer staff is accomplished both formally and informally. Informal recognition, including positive feedback for a job well done, is the responsibility of each supervisor and department or program.

The Community Impact Director and Volunteer Coordinator are responsible for recognition activities and providing technical support and consultation as needed.