

# **IDignityOsceola** Restoring dignity and hope by providing identification.

## **February 26, 2016 Osceola Volunteer Assignments**

### **Event Coordinator**

- ❖ Roaming Facility.
- ❖ General go to person for questions & problems.
- ❖ Please let Coordinator know if you need to be relieved from your position.
- ❖ Will guide any guests or press through event.

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|-------------------------------------|--------------------|
| 1) <b>Cindy Coffman (site host)</b> | <b>6:00 - 5:00</b> |
| 2) <b>Mary Downey (agency host)</b> | <b>6:00 - 5:00</b> |

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### **Coordinator Assistant (1-4)**

- ❖ Roaming facility with coordinator.
- ❖ Work with coordinator to solve various tasks and return upon completion.
- ❖ Basically solving problems and filling any gaps in service.

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|--|--------------------|
| 1) <b>Tricia Hall (Event Supplies)</b>                   | <b>6:00 - 5:00</b> |
| 2) <b>Erika Garcia (Supply Runner/Event Support)</b>     | <b>6:00 - 5:00</b> |
| 3) <b>Crissy Robertson (Supply Runner/Event Support)</b> | <b>6:00 - 5:00</b> |

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## ❖ Registration (2-4)

- ❖ Stationed at Volunteer Registration.
- ❖ Ensure that everyone who enters completes the sign-in process, completes an annual waiver as needed and has an IDignity t-shirt to wear.
- ❖ Ask volunteers to verify contact information.
- ❖ Volunteers who did not pre-register need to wait within Hospitality for assignment. Verify if the volunteer can stand for long periods or has any special requests.
- ❖ Monitor valuables stored within Volunteer Registration. No less than 2 volunteers or one IDignity Staff Member must staff Volunteer Registration at all times.
- ❖ Thank the volunteers who have completed their assignment as they exit and encourage them to complete the volunteer feedback forms within Hospitality.

1) Rose Flores	6:00 - 5:00
2) Bonnie Gibson	6:00 - 5:00
3) Lydia Abraham	6:00 - 5:00

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## Registration Assistant (1-2)

- ❖ Assist with annual waiver and sign-in process as needed.
- ❖ Provide an IDignity t-shirt to all volunteers. OURM Disciples receive yellow t-shirts; all other blue. An IDignity Staff member allocates the red t-shirts.
- ❖ Give **blue** name tags to first-time volunteers and **red** to everyone else.
- ❖ Ask volunteers to complete the appropriate form if s/he speaks a foreign language or knows sign-language. Also provide an additional name-tag to indicate this. E.g. Hablo Español.
- ❖ Direct volunteers to Hospitality. Escort them if adequate staffing.
- ❖ Monitor valuables stored within Volunteer Registration. No less than 2 volunteers or one IDignity Staff Member must staff Volunteer Registration at all times.

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1) **Crissy Robertson**

**6:00 - 5:00**

## **Hospitality Servers (2-4)**

- ❖ Stationed in Hospitality.
- ❖ Setup Breakfast & Lunch.
- ❖ Fill coolers with sodas and water.
- ❖ Do not leave the room unoccupied. Contact the Volunteer Coordinators (Rose 315-730-9237 or Bonnie 409-988-5259) if you need coverage.
- ❖ Hospitality is reserved for IDignity volunteers ONLY.
- ❖ Remind volunteers that no food should be taken into the event service areas. Bottled water, canned drinks and cups **with lids** are permitted within the event service areas.
- ❖ In a rare occurrence (emergency only) that a volunteer wants food for a client, be sure that the client eats in the Hospitality area and does not take food back to any of the event service areas. Contact the Volunteer Coordinators (Rose 315-730-9237 or Bonnie 409-988-5259) to inform them.
- ❖ Clean up area and store what is usable for the next event.
- ❖ Suggest that volunteers complete Volunteer Feedback form as you have time.
- ❖ Monitor Donation/Suggestion Jar.

1) **Christian Scaccia-Lead**

**6:00 - 5:00**

2) **Ana Martinez**

**6:00 - 5:00**

3) **Jennie McCabe**

**6:00 - 5:00**

4) **Edward Kilroy**

**7:00 - 4:00**

5) **Mallory Pastereau**

**11:00 - 1:00**

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## **Queue Area Station Leader (1-2)**

- ❖ Stationed at Pre-Intake Queue Area.
- ❖ Coordinate Queue Area Volunteers and the process.

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1) Joel Grey                      6:00 - 5:00

## **Queue Card Walk-In Line Distribution (4)**

Stationed at Queue Area, along wall just inside entrance.

- ❖ Remember you are the client's first impression of IDignity.
  - ❖ Direct clients to the end of the line and ask to wait for Queue Card.
  - ❖ Maintain crowd control, single file along the "Walk-In" line.
  - ❖ Distribute the numbered Queue Cards to clients (lowest numbers first).
  - ❖ Give each client a Queue card for themselves and additional cards for any children that are also seeking services.
  - ❖ Carefully complete the name portion of the Queue Card in print, not cursive.
  - ❖ Record the client's Queue Card number and name on Queue Log.
  - ❖ Complete and have clients sign the IDignity General Release Agreement. Make sure the name matches the Queue Card. Record the Queue Card number on the top, right of the General Release Agreement.
  - ❖ If client is a special or problem case, let the Queue Leader(s) (red or purple shirt) know.
    - ❖ Tell clients to wait until their number is called for Intake.
- |                           |                                 |
|---------------------------|---------------------------------|
| 1) Pamela Heffington-Hall | 7:00 - 4:00 (Front of the Line) |
| 2) Zunilda Charaudeau     | 7:00 - 4:00 (End of the Line)   |
| 3) Charmaine James        | 8:00-12:00                      |

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## **Queue Card Reservation Distribution (2-3)**

- ❖ Stationed near Queue Area away from the standby line.
- ❖ Remember you are the client's first impression of IDignity.
- ❖ Clients who have received a reservation will be listed on the reservation list printed for the event. If a client expresses a case manager made a reservation, but they are not on the list, please see a Queue Leader in the red or purple shirt, so s/he may address the issue.

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- ❖ Distribute the numbered Queue Cards to reservation clients on a first-come/first-serve basis. Reservation clients have been instructed to arrive before their reservation time, so some may be arriving earlier than others.
- ❖ Give each client a Queue card for themselves and additional cards for any children that are also seeking services.
- ❖ Carefully complete the name portion of the Queue Card in print, not cursive.
- ❖ Record the client's Queue Card number and name on Queue Log.
- ❖ Complete and have clients sign the IDignity General Release Agreement. Make sure the name matches the Queue Card. Record the Queue Card number on the top, right of the General Release Agreement.
- ❖ If client is a special or problem case, let the Queue Leader(s) (red or purple shirt) know.
- ❖ Tell clients to wait until their number is called for Intake.
  - 1) **Jacqueline Allcorn** 7:00 – 4:00 (Front of Line)
  - 2) **Josiah Allcorn** 7:00 – 4:00 (End of the Line)
  - 3) **Valerie Collins** 8:00-12:00

## **Queue Client Event Introduction (1-2)**

- ❖ Stationed at Queue until 1:30 then move to Shepherd.
- ❖ Inform potential clients of what this event is providing and what the process is. For those interested, provide an IDignity informational flyer and review it with them.
- ❖ Ask if clients have any questions, then try to find the answer.
- ❖ Escort clients to bathrooms if needed. We need to make certain clients return to the waiting room and do not enter the event through another door.
  - 1) **Brittany Buckner** 7:00 – 4:00

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## **Queue Document Status Checker (1) (Next Event)**

- ❖ Stationed outside at sidewalk walking the Queue.
- ❖ Ask clients in line if anybody is waiting to see if a previously ordered document (birth certificate, Social Security card, marriage certificate, etc.) has arrived.
- ❖ Complete the Document Status Log for clients checking on documents. If they already have a Queue Card, record the number with their entry in the Document Status Log. If they do not yet have a Queue Card, write notes allowing you to identify the client when returning outside.
- ❖ When a few names have been added to the log, see the Document Distribution volunteers in the “Bubble” (checkpoint room inside the entry door). These volunteers will check the IDignity records to

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see whether or not those documents have arrived, or if there is a problem we need to address at the event. They should mark notes for you to take back to the client.

- ❖ Return to the client in line and relay the message.
- ❖ Continue the process to the end of the line.

1)

## **Queue Area Number Caller (2)**

- ❖ Stationed outside the waiting room.
- ❖ Primary task is to ensure that the waiting room does NOT become overcrowded and that intake is currently stacked with clients.
- ❖ When space is available at the intake table call for the next lowest number from the Queue for both walk-ins and reservations.
- ❖ Sick or disabled clients are also often given fast-passes (lower Queue numbers) to expedite them through the process. Fast-passes are at the discretion of the Queue Leader(s).

1) **Stan O'Loughlin**

**7:00 - 4:00**

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## **Shepherd: Queue to Waiting Area (2)**

- ❖ Stationed just inside client entrance.
- ❖ Ask each client for their Queue Card.
- ❖ When Shephard (Checkpoint to Intake) motions for another client, ask for the client with the lowest Queue Card number and that has all forms completed.
- ❖ That client will be led to the Checkpoint (door with slot) to verify past visits to IDignity.

1) **Bill Geisy**

**7:00 – 1:00**

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| 2) Ian Coates       | 7:00 – 4:00  |
| 3) Allan Vandebosch | 11:00 - 4:00 |
| 4) Peter Godfrey    | 7:30 - 12:00 |

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## **Shepherd: Waiting Area (1)**

- ❖ Stationed in Waiting Area the whole day.

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|-----------------|-------------|
| 1) Jim Pederson | 7:00 – 4:00 |
| 2) Don Walker   | 7:00 – 4:00 |
| 3) Kathy Walker | 7:00 – 4:00 |

## **Shepherd: Waiting to Intake (1)**

- ❖ Stationed in the Waiting Area.
- ❖ Ask Queue Area Clients for the next lowest Queue Card number.
- ❖ Control the flow of clients to the Intake tables as available.
- ❖ Client intake is limited by the number of available seats at Intake.

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| 1) Mike Jackson    | 7:00 – 10:00 |
| 2) Lauren Martinez | 9:00 - 4:00  |
| 3) Mabean Lozada   | 9:00 - 4:00  |

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## **Client Checkpoint: Document Distributor (1-3) (NEXT Event)**

- ❖ Stationed in the vestibule next to document pass-through door and Legal Table. Two volunteers or one IDignity Staff Member must be present at all times.
- ❖ Following Orientation, please go to the Client Checkpoint and await training from an IDignity Staff Member. Legal training will occur in the adjacent area. It is useful to listen to their training until the IDignity Staff member arrives for your Client Checkpoint training.
- ❖ A Document Distributor verifies if a client has previously received documents via IDignity and also distributes documents, such as birth certificates, that have arrived and are ready for the client.
- ❖ Within the Queue, a Document Checker volunteer inquires if someone has been notified that documents have arrived or verifies if the client is attending to check the status of a pending document request. The Document Checker will consult with you throughout the morning to apprise you of these client names so that you can verify if the documents have been received. Typically, these documents are flagged within the document boxes so that when that client arrives at the checkpoint the documents can be accessed quickly and the client's identity can be verified.
- ❖ **IMPORTANT:** You are responsible for the identity verification of clients who have received documents. **Do NOT distribute a document of any type to someone who is not the client; an IDignity staff member must verify that the individual is authorized to receive the document. This includes people claiming to be relatives or case workers.** If client is questionable and stumbles over verification questions, ask someone from Legal to locate an IDignity staff member if one is not present.



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- ❖ For birth certificate distributions, use the black binder as a guide for the verification questions that must be successfully answered by the client before you distribute the document. The client must sign for her/his document(s) and you must sign at the bottom of the page as witness. If the client is picking up a Social Security card or other document, ask if s/he has an ID. If not, look up the client on the appropriate OSBC/non-OSBC Google sheet and ask verification questions such as DOB, phone number, last name at birth, etc.
- ❖ As clients arrive at the checkpoint, you will be provided her/his Queue card.
  - Notice if client's Queue card indicates that the client has previously received documents via IDignity.
  - Check the HMIS report to verify if client has received documents previously via IDignity.
    - Verify the type of document. If we assisted someone with a Social Security card last month, and this month s/he needs an ID, then that person is served. We limit 1 type of document within 4 months. If documents have been stolen, then the client should file a police report next door at OPD HQ and return. Then, we can obtain the document. Otherwise, s/he will have to wait. **Special appeals may be approved by Jackie Down, IDignity Lead Counsel or Michael Dippy, Executive Director.**
  - **If client is ineligible for a service, use a Sharpie to mark through that service on client's Queue Card.**
  - Search the OSBC and non-OSBC Google sheet on the computer to verify if client has any documents to be picked up. If there is a back-up of clients, this step may be skipped.

## **Client Intake Station Leader (1)**

- ❖ Stationed standing at Intake. Following Orientation, lead Intake training and oversee process during the event.
- ❖ Prior to IDignity orientation, ensure binders and supplies are distributed on tables for Intake Volunteers.
- ❖ Coordinate Intake process
- ❖ Maintain supply of all forms.
- ❖ Assist with Intake Checker duties.
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card.**
- ❖ **All clients must provide a Social Security number on the Intake Form in order to receive IDignity services, unless they don't know it or don't have one.**
  - 1) **Angie Etman** **6:00 – 5:00**

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## **Intake Lead Assistant/Checker (2-3)**

- ❖ Stationed standing at Intake Area. Following Orientation, attend Intake training.
- ❖ Volunteers should raise hand when they have completed an Intake.
- ❖ If client is a child, staple parent's and child's forms together.
- ❖ Retain Intake Form(s) and place in black box. At the end of the event, put all forms in order by Queue number.
- ❖ Give Queue Card to client and direct client to an Intake-to-Legal Gatekeeper.
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card. If there is a contradiction, inform the Intake Leader (red shirt).**
- ❖ **All clients must provide a Social Security number on the Intake Form in order to receive IDignity services, unless they don't know it or don't have one. Inform the Intake Leader if a client refuses to give his/her SSN. If SSN isn't known, write "doesn't know SSN" on the Intake Form.**
  - 1) **Patty Pederson** 7:00 – 4:00
  - 2) **Dennis McClellan** 7:00 – 4:00

## **Client Intake (10-12)**

- ❖ Stationed at Intake tables. Following Orientation, attend Intake training.
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card. If there is a contradiction, inform Intake Leader or Assistant.**
- ❖ **All clients must provide a Social Security number on the Intake form in order to receive IDignity services, unless they don't know it or don't have one. Inform Intake Leader or Assistant if a client refuses to give his/her SSN.**
- ❖ Complete an Adult Client Intake Form for each client who is either an adult or an unaccompanied child. If a parent requests services for a child, complete a Child Intake Form for the child **and** an Adult Client Intake Form for the parent.
- ❖ Every client, whether adult or child, must have a Queue Card. If a parent does not have a Queue Card for a child, raise your hand for the Intake Leader.
- ❖ Place a neon orange sticker at the top of client's Queue Card.

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- ❖ Raise your hand for a Checker. Client should remain seated until cleared by the Checker.

1) Rita Epp	7:00 – 4:00
2) Myrna Ayala	7:00 – 4:00
3) Althea Lee	7:00 – 4:00
4) Cameo Vandebosch	7:00 – 4:00
5) Darlene Kelso	7:00 – 4:00
6) Michael Figueroa	7:00 – 4:00
7) Claudia Rigail	7:00 – 4:00
8) Kevin Loiseau	7:00 – 4:00
9) Annette Rodriguez (ASL/Spanish)	7:00 – 4:00
10) Nancy Antoon	7:00 – 4:00
11) Stephanie Mercado	7:00 – 4:00
12) Crystal MacNamee	7:00 – 4:00
13) Joy Moody	8:00 – 12:00
14) Sherri Giesey	7:00 – 1:00

## **Shepherd: Intake to Legal (1-2)**

- ❖ Stationed between Intake & Legal. Following Orientation, attend Legal training, space permitting. Otherwise, await start of event within the Intake and Legal area.
- ❖ Make sure that client has been through Intake, by checking their Queue Card for an orange dot.
- ❖ If a seat is not available at the Legal Table, direct the client to sit within the Legal Waiting Area.
- ❖ Control the flow of clients from Intake to Legal. Do not let the Legal Waiting area exceed capacity. If the Legal Waiting Area begins to reach capacity, alert the Intake Leader so that s/he can adjust the flow of clients within Intake and let her/him know when the normal flow can resume.

1) Diane Jackson	7:00 – 4:00
2) Cindy Godfrey	7:30 – 12:00

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## **Legal Station Leader (1)**

- ❖ Stationed at Legal. Following Orientation, lead Legal training and oversee process during the event.
- ❖ Coordinate Legal Volunteers including the training following orientation.
- ❖ Verify that Queue Cards number has a neon orange sticker next to number, if it does not return the client to the Shepherd who will return the client to Intake.
- ❖ Handles all special cases.
- ❖ **All clients must be registered under the name, birthdate and Social Security number that are on their Queue Card.**

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|--------------------------------|--------------|
| 1) Christine Arendas (Osceola) | 7:00 – 12:00 |
| 2) Rob Holborn (Osceola)       | 7:00 – 4:00  |
| 3) Tom Pratt                   | 7:00 – 4:00  |

## **Legal: Gold Star Runner (1)**

- ❖ Following Orientation, attend Legal training. Then, go to the Legal station and an IDignity Staff member will review your specific duties.
- ❖ Stationed in front of the Legal Leader.
- ❖ Take Queue cards to the Tax Collector's table to verify if client has a Gold Star.
- ❖ Return Queue Card to appropriate legal volunteer.

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| 1) Heriberto Arajo | 7:00 – 4:00 |
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## **Legal: Document Checker (1-2)**

- ❖ Following Orientation, attend Legal training.
- ❖ Stationed between Legal and the VA services.
- ❖ Verify that clients have all paperwork needed to obtain documents requested.
- ❖ Ensure the Queue card lists numbers for the order of services.
- ❖ If client has “Government-Paid” box checked at the bottom of the Queue card, ensure they have a “Certification of Homelessness” or “Certification of Poverty” form to accompany their documents.

- 1) Jackie Dowd**
- 2) Edison Rosendo**

- 7:00 – 4:00**  
**8:00 – 12:00**

## **Legal Volunteer (14)**

- ❖ Stationed at Legal. Following Orientation, attend Legal training.
- ❖ Verify that Queue Cards number has a neon orange sticker next to number, if it does not return the client to the Gatekeeper who will return the client to Intake.
- ❖ Verify that the client has all the forms completed to proceed with the desired legal identification documents.
- ❖ Offer options to clients of background documentation that they/we can acquire, which would meet requirements of the various agencies.
- ❖ Offer all-day bus passes or taxi service for the client to fetch his background documents.
- ❖ Mark on the Queue Cards the order of services the client needs to follow.
- ❖ Cross off services on the Queue Card that are not available to the client.

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- ❖ Complete the legal release form for client and obtain her/his signature.
- ❖ **All clients must be registered under the name, birthdate and Social Security number that are on their Queue Card. If there is a contradiction inform the Legal Leader (red shirt).**
- ❖ Some volunteers, as assigned by the Legal Leader, will renew eligible IDs online. Make sure to print the receipt and record the client's name & Queue number on it. Then have client sign the receipt. Enter the relevant information within the Online ID Log Sheet.

1) Kevin Ufret	7:00 – 4:00
2) Amy Envall	7:00 – 4:00
3) Shelia Hamilton	7:00 – 4:00
4) Sergio Sanchez	7:00 – 4:00
5) Gabrielle Colon	7:00 – 4:00
6) Brittaney Johnson	7:00 – 4:00
7) Brent Crider	7:00 – 4:00
8) Thomas Easterly	7:00 – 4:00
9) Janet Easterly	7:00 – 4:00
10) Helen Soto	7:00 – 4:00
11) Everett Pastereau	7:00 – 4:00
12) Nikki Whisler	7:00 – 4:00
13) Julie Harwell	7:00 - 12:00

## **Social Security Coordinator (5-6)**

- ❖ Stationed at Social Security. Following Orientation, attend Social Security training.
- ❖ Verify that Queue card has a neon orange sticker next to number, if it does not return client to Shepherd and instruct Shepherd to return client to Intake.
- ❖ Complete Social Security Service Tracking log which documents services received and if/when a Social Security card will be mailed to IDignity.
- ❖ **As needed, coordinate transportation of clients to SSA with bus driver & escort.**
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card. If there is a contradiction inform the Social Security Leader (red shirt).**

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| 1) Kelly Roberts, Lead | 7:00 – 4:00 |
| 2) Yamilet Garcia      | 7:00 – 4:00 |
| 3) Dorothy Jackson     | 7:00 – 4:00 |
| 4) Jessica Perez       | 7:00 – 4:00 |
| 5) Nikki Hinton        | 7:00 – 4:00 |
| 6) Mara Frazier        | 7:00 – 4:00 |

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## **Social Security Caller (2)**

- ❖ Stationed at Social Security. Following Orientation, attend Social Security training.
- ❖ Establish a friendly rapport with the clients. Some will experience long wait times.
- ❖ Record each client's Queue number on the Social Security Waiting list.
- ❖ Verify that the client is in the correct location.
- ❖ Using lowest Queue number as the priority, call clients to the next available worker. **Call the first name of client followed by Queue number if necessary. Do not simply call the number.**

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| 1) Yolanda Graham   | 7:00 – 4:00 |
| 2) Norma Bustamante | 7:00 – 4:00 |

## **Transportation Coordination & Escort (2-3)**

- ❖ Stationed adjacent to Social Security.
- ❖ Provide round-trip transportation to clients via vans provided. Likely to Social Security Administration and the West Colonial Tax Collector or other locations.
- ❖ Escorts ride with clients to SSA office and return with them. Escorts must have a cell phone.
- ❖ Give cell phone number to event coordinator & SSA volunteers.

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- ❖ Escort will have a passenger list to check when departing OURM and again when departing the original destination.
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue card. Please verify this with agent at SSA or Tax Collector. If there is a contradiction call Social Security Leader.**

- 1) Steve Powers (Mears Transportation)
  - 2) Roger Bailey
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## **Provider Room Shepherds (5-8)**

- ❖ Following Orientation, remain in the same room near the FL Birth Certificate Area. The Shepherd Leader or an IDignity Staff Member will provide training as soon as possible.

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- ❖ Stationed between Intake/Legal and Provider Services Room.
- ❖ Never leave without one Shepherd guarding it. Responsible for doorway into the Provider Services Room.
- ❖ Verify that Queue card has a neon orange sticker next to number, if it does not return client to Intake.
- ❖ Explain to client the sequence of stations s/he will need to visit by looking at the numbers on the Queue card. Point out the location of those stations, and encourage the client to return to the Shepherds area if s/he needs assistance after completing their first station.
- ❖ Walk clients to the Waiting Area for their first station and remind the client of the Queue card priority system (lowest number is called first; listen for first name also).
- ❖ Ask client if s/he has any questions.
- ❖ If you see a confused or upset client, approach her/him and offer assistance.
- ❖ If have a question ask the Shepherd Leader, a red-shirt leader, or the Event Coordinator.

1) <b>Tedd Lingo</b>	<b>7:00 – 4:00</b>
2) <b>Todd Coffman</b>	<b>7:00 – 4:00</b>
3) <b>Josh Weeks</b>	<b>7:00 – 4:00</b>
4) <b>Marisol Soto</b>	<b>7:00 – 4:00</b>
5) <b>Daniel Soto</b>	<b>7:00 – 4:00</b>
6) <b>John Beebe</b>	<b>10:00 - 12:30</b>
7) <b>Wilma Beebe</b>	<b>10:00 - 12:30</b>

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## **Out-of-State Birth Certificate Station Leader (1)**

- ❖ Stationed at Out-of-State Birth Certificates. Following Orientation, lead OSBC training and oversee process during the event.
- ❖ Guide, assist and train workers at all OSBC Stations (Callers, Information Sheets, Runners, Birth Certificate Applications, Quality Assurance, Spreadsheet and Mail Preparation).
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card.**

1) Vicki Kilroy

7:00 – 4:00

2) Brittany Manfred

7:00 – 4:00

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## **OSBC Frontline Caller (1)**

- ❖ Following Orientation, attend OSBC training.
- ❖ Stationed at OSBC entry.
- ❖ All OSBC clients must come to you and be recorded on your list.
- ❖ Verify that Queue card has a neon orange sticker next to number, if it does not return client to Shepherd and instruct Shepherd to return client to Intake.
- ❖ If client will be getting FL ID renewed today, they **MUST** go to FLOW first, and then return to OSBC for assistance.
- ❖ Ask them to take a seat and wait to be called by you for Information processing.
- ❖ Always call lowest Queue Number on your list to send to the next available Information Sheet worker. **Call the first name of client followed by Queue number if necessary. Do not simply call the number.**
- ❖ You or your Runner make copies of clients' photo IDs. Write "From original," your first name and today's date in the bottom right corner of the copy. Give the original and the copy to the applicant. (Not all applicants will have photo IDs. That is OK.)
- ❖ When applicants have their Information Sheet and a copy of their photo ID (if any), you or your Runner take them to the Paper Application Caller across the room.
- ❖ Put a check, or some indication, on your list when a person has been sent to the Application Caller. Be sure the Queue number can still be read.
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card. If there is a contradiction inform the OSBC Leader (red shirt).**

# **IDignityOsceola** Restoring dignity and hope by providing identification.

1) Gabriel Zurita

7:00 – 4:00

## **OSBC Information Sheet Workers (3)**

- ❖ Following Orientation, attend OSBC training. Stationed at OSBC.
- ❖ All OSBC clients go to the Frontline Caller to be recorded on her/his list by Queue number. They take a seat and wait until she calls them.
- ❖ The Frontline Caller calls clients by the lowest Queue number and sends them to the next available Information Sheet worker.
- ❖ You complete the Birth Certificate and Client Contact Information areas of the Information Sheets for the clients as directed by a set of instructions.
- ❖ It is extremely important to get the Birth Certificate information right. The Information Sheets are the first line of information about the clients both during and after the Events.
- ❖ Ask clients if they are legally adopted. If they are, write their adopted name and their adopted parents names as the Birth Certificate names on the Information Sheets. **Do not ask for further information about their original birth name, or about their original birth parents' names. That information gets sealed, and we do not need it. It only adds confusion.**
- ❖ When a person is legally adopted, the birth certificate remains in the state where the birth occurred and the birth name and parents' names are changed to the adopted names.
- ❖ If a client is born within one of the 5 boroughs of New York City (Bronx, Brooklyn, Manhattan, Queens and Staten Island), then mark NYC within the State field. NYC keeps records and issues Birth Certificates as though it is its own State. We have to correctly apply to NYC or NY State, or the application will be rejected.
- ❖ When information gathering is complete, give the Information Sheet to the client and direct her/him back to the OSBC Frontline Caller.
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card. If there is a contradiction inform the OSBC Leader (red shirt).**

1) Valerie Keipper

7:00 – 4:00

2) Ken Keipper

7:00 – 4:00

3) Jan Wilcock

7:00 – 4:00

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## **OSBC Runner between Callers (1-2)**

- ❖ Following Orientation, attend OSBC training.
- ❖ Stationed at OSBC next to Frontline Caller.
- ❖ Assist Frontline Caller in making copies of clients' photo IDs
- ❖ Escort clients from Frontline Caller to the Paper Application Caller.
- ❖ Make sure to introduce client to Application Caller and show client where to sit.

1) **Irma Anes**

**7:00 – 4:00**

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## **OSBC Paper Applications Caller (1)**

- ❖ Following Orientation, attend OSBC training. Stationed at OSBC.
- ❖ Record each Applicants' Queue number on the Application Caller's list.
- ❖ Establish a friendly rapport with the clients. Some will experience long wait times.
- ❖ Using lowest Queue number as the priority, call applicants to the next available worker, except under the OSBC Station Leader's guidance when applicants are directed to selected workers based on the difficulty of the State they are from or the experience of the worker. **Call the first name of client followed by Queue number if necessary. Do not simply call the number.**

1) **Mary Ialong**

**7:00 – 4:00**

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## **OSBC Birth Certificate Applications Workers (6 – 8 returning + 2 newbies)**

- ❖ Following Orientation, attend OSBC training.
- ❖ If arriving after OSBC training, report to OSBC Leader before starting work.
- ❖ Stationed at OSBC Birth Certificate Applications Tables.
- ❖ Let the OSBC Caller know when you are ready for a client.
- ❖ Write or print clearly and double check spelling. This is critically important!
- ❖ Carefully follow the information in the OSBC file folder for the applicant's state of birth. Complete the application and provide all necessary letters, authorizations, IDs and signatures required.
- ❖ Verbally review all information on the Information Sheet with the client, and make any changes both on the Information Sheet and the Birth Certificate Application.
- ❖ Write any additional information you gather on the Information Sheet. Include helpful additional information on the Application as well.
- ❖ Complete the Return Address and Record Keeping Information on the OSBC Information Sheet according to the instruction in the State's file folder.
- ❖ Have all applications Quality Assured (QA). **This is required.**
- ❖ Initial the application and **be sure to obtain the QA person's initials.**
- ❖ Take the completed Birth Certificate Application to the Spreadsheet entry and Mail Order preparation table.
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card. If there is a contradiction inform the OSBC Leader (red shirt).**

- |                      |             |
|----------------------|-------------|
| 1) Diann Grover      | 7:00 – 4:00 |
| 2) Myrtle Amundson   | 7:00 – 4:00 |
| 3) Leslie O'Loughlin | 7:00 – 4:00 |
| 4) Dolores Rocker    | 7:00 – 4:00 |
| 5) K. Gail Schultz   | 7:00 – 2:45 |

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## **OSBC Birth Certificate Applications – Quality Assurance (1-2)**

- ❖ Following Orientation, attend OSBC training. Stationed at OSBC.
- ❖ Review all OSBC applications while client is still with Application Worker.
- ❖ Let Application Worker make corrections so that s/he can apply the information for the next time.
- ❖ Initial the Information Sheet when you feel sure the Application and the Information Sheet are correctly completed.
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card. If there is a contradiction inform the OSBC Leader (red shirt).**

- |                    |             |
|--------------------|-------------|
| 1) Glenda Lenihan  | 7:00 – 4:00 |
| 2) Gail Lippincott | 7:00 – 4:00 |

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## **OSBC Notary Public (1)**

- ❖ Following Orientation, attend OSBC training. Stationed at OSBC.
- ❖ Follow the published IDignity Notary Policy.
- ❖ Notarize a signature if, and only if, the Notary personally knows the client or has satisfactory evidence that meets the IDignity Notary Policy and establishes the client is the person whose signature is being notarized.
- ❖ Keep a record of all notaries performed.
- ❖ Keep copies of all identification accepted from the client to establish identity.

- |                |             |
|----------------|-------------|
| 1) Nancy Smith | 7:00 – 4:00 |
|----------------|-------------|

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## **OSBC Spreadsheet Worker (1)**

- ❖ Following Orientation, attend OSBC training.
- ❖ Stationed at Computer Table next to Mail Preparation workers.
- ❖ Check each Information Sheet for the Volunteer and QA initials. If not present, return the application to the OSBC Leader before recording on the Spreadsheet.
- ❖ Enter data from the OSBC Information Sheet and from Mail Preparation Charts regarding Payment Method.
- ❖ Record “Hold” information marked on any Information Sheet.
- ❖ Maintain the Mail Preparation numbering shown on the Information Sheet.
- ❖ Return the application packets to the Mail Preparation workers.

**1) Katie Wyche**

**7:00 – 4:00**

# **IDignityOsceola** Restoring dignity and hope by providing identification.

## **OSBC Mail Preparation Workers (2 – 3)**

- ❖ Following Orientation, attend OSBC training. Stationed at end of OSBC Mail Order Table.
- ❖ Follow the Mail Order Process under the guidance of the Mail Preparation lead worker.
- ❖ Start by writing each application sequentially on a chart and recording its number on the Information Sheet. Maintain this numbering on copies, Post-Its, and envelopes as required throughout the process.
- ❖ Make copies of all pages of the birth certificate application packets.
- ❖ Pass the application packets to the Spreadsheet Worker and receive them back before completing mail preparation.
- ❖ Using information from the OSBC Information Sheet and a Chart of Cost, Payable To and Mail To information for each State, address outgoing and return envelopes
- ❖ Fold and insert applications and return envelopes in outgoing envelopes
- ❖ Apply postage to both envelopes.
- ❖ Put post-it notes on outgoing envelopes giving money order and other information.
- ❖ File copies, Information Sheets and prepared mail in designated locations.

**1) Labree Frith**

**7:00 – 4:00**

**2) Patricia Mouen**

**7:00 – 4:00**

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## **FL BC Volunteer & Number Caller (1-2)**

- ❖ Following Orientation, please attend training with the Legal station (**IF space permits**) to familiarize yourself with requirements for Florida ID/ Driver License. Then, return to Provider Services Room and wait by Florida Birth Certificate Table. An IDignity Staff member will review your specific duties.
- ❖ Stationed at Florida Birth Certificates.
- ❖ Make sure everyone in your area needs your services.
- ❖ Verify that the Queue card has a neon orange sticker next to number, if it does not return client to Shepherd and instruct Shepherd to return client to Intake.
- ❖ Call the lowest Queue number amongst those waiting and direct to the next available FLBC volunteer. **Call the first name of client followed by Queue number if necessary. Do not simply call the number.**
- ❖ Make sure that all clients have some sort of identification. If not, alert the staff from the Orange County Health Department when that client is brought to them.
- ❖ **All clients must be registered under the name, birth date and Social Security number that are on their Queue Card. If there is a contradiction inform an event Leader (red shirt).**

- |                       |             |
|-----------------------|-------------|
| 1) Carolina Bravo     | 7:00 – 4:00 |
| 2) Dayaritz Maldonado | 7:00 – 4:00 |



# **IDignityOsceola** Restoring dignity and hope by providing identification.

## **FLOW Station Leader**

1) **Andrew Bain**

**7:00 – 4:00**

# **IDignityOsceola** Restoring dignity and hope by providing identification.

## **FLOW Voucher Caller (1)**

- ❖ Please attend training in the Legal area to familiarize yourself with requirements for Florida ID/ Driver License.
- ❖ Stationed at FLOW Waiting Area.
- ❖ Coordinate with FLOW Number Caller and Event Coordinator to assign appropriate clients to receive their ID/license via a voucher for the Orange County Tax Collector (OCTC), based on lowest Queue number. The Event Coordinator will communicate with the OCTC offices regarding their capacity for issuing vouchers on Thursday, Friday, and possibly Monday.

The following clients should NOT be given vouchers:

- clients attending the event with a court managed program (such as work release or secure drug rehabilitation)
- clients awaiting other services such as Florida birth certificates or out-of-state birth certificates.
- ❖ Coordinate with Social Security volunteer leader regarding the availability of a transportation van which also transports clients to the West Colonial OCTC office.
- ❖ Once vouchers are available, manage the flow of calling clients, checking documents, and assigning to a waiting area until all spaces on the van are filled. Record client names on the transportation log, in addition to driver and volunteer contact information.

1) **Robert Hall**

**7:00 – 4:00**

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## **FLOW Number Caller (1)**

- ❖ Following Orientation remain within the Provider Services Room for training with Bob Cope and Debbie Garrison.
- ❖ Stationed at FLOW Waiting Area.
- ❖ Make sure everyone in your area needs your services.
- ❖ Verify that client has what they need to obtain an ID or driving license.
- ❖ Verify that Queue card has a neon orange sticker next to number, if it does not return client to Shepherd and instruct Shepherd to return client to Intake.
- ❖ Call for **LOWEST NUMBER** amongst those waiting and direct to FLOW bus. **Call the first name of client followed by Queue number if necessary. Do not simply call the number.**

**1) James Malatino**

**7:00 – 4:00**

# **IDignityOsceola** Restoring dignity and hope by providing identification.

## **FLOW hall runner**

- ❖ Following Orientation train with Bob Cope and Debbie Garrison.
- ❖ Stationed in hall between FLOW and Provider Room door.
- ❖ Make sure there are always several clients waiting outside ready to be served by FLOW.
- ❖ Communicate with Provider Room Gatekeeper of need for more clients. Typically sets of 5 clients.

**1) Rita Black**

**7:00 – 4:00**

# **IDignityOsceola** Restoring dignity and hope by providing identification.

## **Shepherd: Provider Room to FLOW (1-2)**

- ❖ Following Orientation remain within the Provider Services Room for training with Bob Cope and Debbie Garrison.
- ❖ Stationed in the doorway between the Provider Room and FLOW Hall.
- ❖ Direct clients that are returning from FLOW to inside services.
- ❖ Inform clients of direction to FLOW Mobile.
- ❖ Communicate with FLOW hall runner about need for more clients (typically sets of five).
- ❖ Motion or tell FLOW Number Caller when you are ready for a client.

- |                            |                    |
|----------------------------|--------------------|
| 1) <b>Brian Kiman</b>      | <b>7:00 – 4:00</b> |
| 2) <b>Johanna Ratteray</b> | <b>7:00 – 4:00</b> |

# **IDignityOsceola** Restoring dignity and hope by providing identification.

## **Shepherd: FLOW to CareerSource and/or Exit with Client Surveys**

- ❖ Following Orientation remain within the Provider Services Room for training with Bob Cope and Debbie Garrison. Then, mid-morning, client survey training with an IDignity Staff Member.
- ❖ Stationed at exit of the FLOW/CareerSource Vehicles.
- ❖ Verify that Queue card has a neon orange sticker next to number, if it does not return client to Shepherd and instruct Shepherd to return client to Intake.
- ❖ Maintain order of clients awaiting service outside. Answer questions or find Leader.
- ❖ Verify that client has what they need to get identification or license and valid ID upon exit.
- ❖ Ask clients if they would be willing to take a quick survey. Give them survey and explain what it is asking. Then ask if they have any questions.
- ❖ Give Queue cards, log sheet & surveys to Event Coordinator after event.

- |                              |                    |
|------------------------------|--------------------|
| 1) <b>Paul Patterson</b>     | <b>7:00 – 4:00</b> |
| 2) <b>Brooke Handley</b>     | <b>7:00 – 4:00</b> |
| 3) <b>Bill Lanessey</b>      | <b>7:00 – 4:00</b> |
| 4) <b>Miguelina Magdanz</b>  | <b>7:00 – 4:00</b> |
| 5) <b>Christine Dubnicka</b> | <b>9:00 - 2:45</b> |