

*Updated
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Volunteer Handbook

To our future Volunteer,

Welcome to The Road Home Dane County team. We are committed to ending family homelessness in our community and recognize that the best way to do that is by working together, with anyone ready to engage, learn, and support our mission! Thank you for your interest in joining us in this work, and for your commitment to building a stronger community.

We were founded in 1999 as Interfaith Hospitality Network, a group of congregations providing overflow shelter to families without housing. We have grown and changed a lot in the more than two decades since then, adding a wide variety of housing programs and supports, but all along we have remained focused on one thing: helping families with children achieve stable housing and reach self-determined goals. We are committed to the empowerment and long-term success of children and families; to serving each family with dignity and respect; and to achieving results in helping families improve their lives.

As a volunteer, you can help us meet all of these goals and we look forward to bringing you on board. Before beginning your volunteer commitment, we ask that you review the following pages to better understand our organization, our work, and the families in our programs. You will find four sections to review:

1. Understanding Our Work and Community (pg. 3)
2. Volunteer Roles and Guidelines (pg. 7)
3. Making the Most of Your Volunteer Experience (pg. 10)
4. Next Steps to Volunteer (pg. 16)

Hopefully, after reading through this material, you will feel both prepared and excited to get to know us better and support our work! The Next Steps section will detail how to sign up for your first (and beyond) volunteer commitments, but you are welcome to ask any questions you may have by calling (608-235-4260) or emailing our Volunteer Manager (vol.mgr@trhome.org). We thank you in advance for the time you are spending in preparation for becoming a volunteer and for your support of the vision of The Road Home Dane County:

We are eager to meet you, and more importantly, to end family homelessness together.

With gratitude,



Kristin Rucinski
Executive Director

Understanding Our Work and Community

Homelessness and Affordable Housing in Dane County

Homelessness

At The Road Home, we believe **every child deserves a home**. As hard as it might be to imagine, there are many children without homes right here in Dane County, and many more across the state and country.

Research shows that children who don't have stable housing are much more likely to be sick, hungry, and unhealthy. While school should offer opportunities for learning and growing, being homeless often makes it hard for a child to get to school and even harder to do well there. Thus children experiencing homelessness are more likely to fall behind academically, and be more at risk for developmental delays, social isolation, repeating a grade, and not graduating from high school. The bottom line is **children need stable housing to reach their potential**.

While family homelessness rates have dropped over the last few years in our community, statistics show overall homelessness rates are still high in Dane County. Dane County has 11.4 homeless per 10,000 people in the population, compared to 9.1 in Milwaukee county and 7.7 in the state of Wisconsin.

Affordable Housing

What's more, **affordable housing is reaching a crisis point in our area**. The vacancy rates in Dane County have been around 2 to 3 percent for many years, which is much lower than a "healthy" vacancy rate of 6 to 7 percent. This means there is low rental housing supply.

At the same time, home prices and rents here have increased faster than wages, just as they have in cities across the country. This means that many families are struggling to make ends meet, and increases in rent might tip them into housing instability, eviction, or homelessness.

As the "2019 Rental Housing Affordability Fact Sheet" prepared by UW's Institute for Research on Poverty shows (full sheet linked in the Additional Resources section on pg. 15), we have a large housing "affordability gap." This means that for households who make less than 30% of the average income for our area, their housing options are very limited and available supply falls far short of demand. We must continue adding affordable housing units in our communities, to **ensure current and future families can obtain and maintain an affordable place to call home**.

Racial Disparities in Dane County

Demographics

At The Road Home, the majority of program participants are people of color. This past year (2019) we had 84% of families identify as people of color and 16% of families identify as white.

These numbers stand in stark contrast to our overall population demographics in Dane County, where the most recent census data (<https://www.census.gov/quickfacts/danecountywisconsin>) showed that only 6% of people are African-American, 6% are Hispanic or Latino, and an additional 3% are bi-racial.

Without a doubt, there are extreme disparities in our community, as overall statistics in our homeless services system show that **an African-American resident in Dane County is 23 times more likely to experience homelessness** than a white, non-Latinx resident. This staggering fact is both a signal and a symptom of the underlying racial inequities here.

Structural Racism & Its Consequences

Our community, and our country as a whole, is built on policies and practices that inherently value whiteness, and this is known as “structural racism.” The Aspen Institute defines structural racism as “a system in which public policies, institutional practices, cultural representations, and other norms work in various, often reinforcing ways to perpetuate racial group inequity. It identifies dimensions of our history and culture that have allowed privileges associated with ‘whiteness’ and disadvantages associated with ‘color’ to endure and adapt over time.”

Structural racism does not ascribe blame to individual actions or institutions, but rather recognizes the collective harm that our nation’s history, policies, and practices have brought to our communities of color.

Unfortunately, homelessness is in many ways a symptom of structural racism, as it is tied to disparities in income, wealth, education, employment, healthcare, and other systems. The families who enter into The Road Home housing programs have often been marginalized long before experiencing homelessness, and denied equal opportunity and access, especially to fair, stable, affordable housing options.

We as an organization are committed to advocating for structural change, thus creating change not just in the lives of individual families but in our community as a whole. We work to be part of community-wide action that addresses underlying problems, provides lasting solutions and not only pulls families out of the crisis of homelessness but also prevents other families from experiencing the crisis in the first place. We believe that the biggest impacts occur when we all work together.

The Road Home Organizational Overview

Who We Are

The Road Home Dane County provides opportunities for homeless children and their families to achieve self-determined goals and affordable, stable housing. Since our founding in 1999, we have been committed to ending family homelessness in our community. We started out (then as the Interfaith Hospitality Network) working with congregations to offer overflow shelter for families who could not be served by the existing shelters. Since that time, we have expanded to provide programs and services that assist families in moving to stable housing as well as in overcoming barriers and gaining skills needed to maintain stable housing successfully.

We phased out our shelter in March 2018, but continue to work with families, not only to relieve the immediate crisis of homelessness, but also to build skills, resources, and relationships that set the stage for long term success. **Through 11 housing programs, we serve approximately 175 families each year, including 400 children. Over 90% of families served by The Road Home remain in housing one year later.**

How We Help

We believe the solution to homelessness is housing. Not only do we help families locate existing housing, we also partner with others to create new, affordable housing. Through diverse partnerships and funding streams, we provide a variety of types and levels of [supportive services](#) and [stable housing programs](#) that fit families along a continuum of need and help them be successful in breaking the cycle of homelessness.

Our case management team, with 90+ cumulative years of The Road Home experience, builds long term relationships to support long term change. Families meet regularly with their case manager to develop and work towards holistic goals.

Additional agency-provided support ranges from education and peer support specialists, to bilingual assistance, to monthly “family fun” nights. Wraparound support partnerships include access to in-home therapy, early childhood supports, and employment connections.

How Our System Works

The Road Home is part of a community-wide coordinated network in Dane County. We partner with other nonprofits, funders, and government agencies as well as volunteers, businesses and individual donors to provide solutions that work.

When families lose housing, they use The Salvation Army of Dane County as their point of entry for shelter and to access our Coordinated Entry System. The Road Home, along with many other agencies, including Institute for Community Alliances, The Salvation Army, YWCA Madison, and more, then matches families to the best fit housing options and supports. **No**

program is “one size fits all,” so each household’s unique needs are considered in finding the best opportunity to obtain and maintain stable housing.

When a family is invited to enroll in a housing program with The Road Home, they are matched with a case manager who accompanies them on their journey moving forward and supports them in their self-identified goals. The following chart helps understand how we work together with families.

What We Do, What We Don't Do

	YES	NO
Case management	Provide case management support usually at least once per week	NOT available or on-call for families, property management, or community partners 24/7
Property management	Partner with landlords and property managers to refer eligible families to units; advocate for family if concerns arise regarding unit	NOT the landlord or property manager; do not inspect property, collect rent, or enforce lease
Family eligibility	As part of the community’s <i>coordinated entry</i> system, families are assessed and then matched with appropriate housing options/programs	NOT an option to call our offices directly and get matched with or placed in housing
Family goal setting	Support families in setting self-determined goals unique to their household	DO NOT require specific goals or mandate programming for families to stay in housing
Financial support for families	Connect families to resources that reduce living costs (i.e. SNAP, food pantries, child care subsidy, etc.)	NOT paying full rent for family; units are rented by property management at a price reflective of affordability for household
Children’s programming	Offer periodic, informal activities or events, generally volunteer-run, for children, i.e. pumpkin decorating, summer BBQ, etc.	DO NOT supervise children or provide formal programming before or after school, on weekends, or during summer and school breaks
Additional resources	If family identifies interest, referrals available to wide variety of resources and programs	NOT required for families to elect additional services

Volunteer Roles and Guidelines

Volunteer Roles

As a volunteer with The Road Home, there are a variety of roles you may consider to support our families, organization, and mission. Please review the following roles as you think about how your skill set and interests might best align with our opportunities for involvement!

One Time Support-- Hands On

- Make a meal and serve it at a family fun night or deliver it to Healing House.
- Play with kids while parents participate in a workshop or training.
- Sponsor a family and shop for their wish list at the holidays.
- Volunteer at an annual event.

One Time Support- Behind the Scenes

- Run a wish list drive for household items, like diapers and wipes, paper goods, or school supplies. (*Up to date wish list always available on our website.*)
- Help sort and organize donations at the office.
- Sponsor/assist with planning a youth field trip or special activity.

Ongoing Support-- Hands On

- Volunteer weekly/biweekly for children's activities (currently at one housing site).
- Provide biweekly or monthly administrative support at offsite housing offices.
- Make or purchase and deliver snacks for weekly/biweekly children's activities.
- Play with children monthly while parents participate in workshops or trainings.

Ongoing Support- Behind the Scenes

- Be a social media ambassador and spread awareness about family homelessness in our community.
- Provide main office support weekly or biweekly by helping with data entry, mailings, and other projects.
- Join a committee to offer input on development, events, or programs.

Note: Have more thoughts about how to get involved? We are always open to receiving support in other insightful and creative ways, so if you've read about who we are and what we do, and have something else in mind, we look forward to hearing your ideas!

Volunteer Guidelines

Organizational Policies

Equal Opportunity It is the policy of The Road Home Dane County to not discriminate against any volunteer or volunteer applicant because of age, race, color, creed, religion, sex, sexual orientation, disability, or national origin. Furthermore, we strive to include and embrace diversity and believe our organization is stronger when staff, partners, donors, volunteers, and supporters have a wide range of backgrounds and experiences.

Harassment The Road Home Dane County prohibits any form of harassment based on race, color, religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status in accordance with applicable laws. Any volunteer who believes he/she has been harassed should immediately notify his/her supervisor or the volunteer coordinator. All complaints and related information will be investigated and kept confidential to the fullest extent possible.

Media If any media outlet contacts you regarding information or an interview about The Road Home Dane County, please refer them to the Executive Director.

Drug-Free Environment The Road Home Dane County strictly prohibits the use, sale, dispensing, possession, or manufacture of illegal drugs in the workplace including for anyone engaged in volunteer activities.

Weapons No unauthorized firearms or weapons are permitted on/in The Road Home Dane County property. This includes but is not limited to, disabling tear gas dispensers (and similar disabling devices), guns, starting pistols, flare pistols, and pocket or hunting knife with a blade exceeding three (3) inches in length, and other objects that are intended for use as a weapon.

Volunteer-Specific Expectations

Confidentiality Information about families may not be shared with anyone beyond The Road Home staff and volunteers, except with the expressed written consent of the family on an “The Road Home Release of Information” form.

Information that must be kept confidential includes:

- The identity of any family including names as well as other descriptions or facts that might disclose identity, such as the participant’s “story” or the age and school of a child. You should never tell enough details so that if your listener later met a participant you had worked with, they could identify them as such.
- Personal information that you learn through involvement with a family should only be shared with The Road Home Dane County staff that need this information to serve the

family, but not with other staff or volunteers, even if those staff members or volunteers know the family's identity.

- Information regarding potential danger to a family should be shared immediately with an appropriate staff member or the Executive Director (294-7998 ext. 302), but not shared with anyone else.

Maintaining Boundaries Boundaries set the parameters of what is and is not acceptable behavior by staff and volunteers when working with families. Boundaries help to inform and protect staff, volunteers and families by clarifying what types of behavior are or are not acceptable. Boundaries also give volunteers confidence as they know how to react to different situations. The following are the boundaries we expect:

- Do not give out your personal contact information such as phone number, home address, or email address.
- Do not give money, gifts, or special items (even if asked) to any program participants. If an ask feels uncomfortable or persistent, please discuss with a staff member.
- Do not get involved in an intimate relationship with any program participants.

Health Precautions Please prioritize your health and safety first and foremost. As such, do not change a child's diaper, treat a wound, clean up vomit, or in any way take care of any family member's bodily fluids. If you are in a situation where this seems necessary, please immediately contact staff before taking any action.

Crisis Situations While we ask that you become comfortable with our tips for navigating difficult situations and de-escalating confrontation (found on pg. 14), if you feel immediately threatened, unsafe, or in danger, or feel that families or other volunteers are threatened, unsafe, or in danger, please call 911. If you're able to get yourself and/or others to a safer place, please do, while keeping 911 operators aware of your situation and your location. Please also inform staff as soon as safely possible.

Absenteeism and Substitution Volunteers are expected to fulfill any commitment for which they sign up. If a volunteer realizes he or she is unable to make a scheduled shift, the volunteer should contact the volunteer manager as far in advance as possible. If you are sick on the day of your commitment, please let the Volunteer Manager know if possible and do not show up to volunteer.

Review, Evaluation, and Termination of Volunteer Service Volunteers are encouraged to tell the Volunteer Manager if there are any issues/conflicts concerning volunteer matters. We will work together towards resolution. If volunteers do not abide by the expectations set out by The Road Home, they may be subject to dismissal. Possible grounds for dismissal include, but are not limited to failure to abide by organization policies, difficulty maintaining confidentiality or boundaries, continued absenteeism, and failure to satisfactorily fulfill volunteer duties.

Making the Most of Your Volunteer Experience

Building Relationships with Families

1. Don't aim for perfection.

When entering into a situation with new people, it is normal to feel somewhat vulnerable and uncertain. If you are not sure that you have anything in common, it is easy to become overwhelmed as you think about "how to act." The most important thing to note is that you should not aim to be perfect. No one is expecting you to say or do the "perfect" thing as you get to know new people. Instead, aim to be compassionate, judgement-free, and open to learning. Don't slow yourself down by thinking there is only one right thing to say or do; just start that first conversation and see where it takes you.

2. Respect the journey participants have been on up to this point.

As you do get to know families, it is essential to respect the journeys they have been on, which has included homelessness, hardship, and working through and overcoming structural injustices and often systemic racism. While it's not appropriate to ask "What's your story?" or "How did you become homeless?" it's also important to not shy away from these things if someone wants to discuss them. Rather than "keep things light" or change topics if a participant alludes to past trauma, be an ally and listening ear. Just as you have probably benefited after sharing a difficult experience with a friend, it goes a long way to hear, "That must've been hard. You're strong for working through it."

3. Avoid making judgements.

Before signing up to volunteer with us, you likely thought about the families we support. While we appreciate you thinking about them (and us), try to set aside any preconceived notions. Each family and their circumstances are different, and likely you will not see the whole picture of their experience right away, if at all. That said, try not to jump to conclusions about what people do, things they say, or any other small pieces of their life that you witness. Recognize that the intent of your volunteering should be accompaniment (supporting families where they are) rather than accomplishment (fixing things, giving advice, or changing behavior).

4. Find common ground.

Positive relationships usually come from recognizing all that we have in common, and realizing that our similarities outweigh our differences. Recognize those pieces of your daily life or your identity that can further your connection with someone else, be it a love of Badger basketball, parenting a toddler, your favorite celebrities, or anything else, and use that as an opportunity to relate to one another and share and learn from each other.

Volunteering with Kids

1. Let kids be kids!

Children in our housing programs are, bottom line, kids like any other! They are curious about the world around them, and exploring it in new ways every day. This can mean shy trepidation or testing boundaries, exuberant adventure or frustrated learning curves. That said, if you're volunteering with children, your primary function is to give the kids individual attention and/or new experiences they wouldn't otherwise get, so let them learn and grow through the attention and experience!

2. Work on building relationships, but recognize that this takes longer with children who have experienced trauma.

While kids in our housing programs are kids like any other, they have been through a lot. Everyone in our programs was previously homeless, and homelessness for kids often equates with more sickness, hunger, trauma, difficulty in school, and other challenges.

Research shows that kids who have experienced major trauma may act half their age. Keep this in mind as you get to know and support them. Additionally, keep in mind that if a child's history includes any difficult relationships, he or she may feel vulnerable, and push back against that vulnerability, as you try to form a relationship.

3. Expect some "acting out." Be patient.

Keep in mind that your capacity to influence behavior is directly proportional to the strength of your relationship with a child, which means, following instructions and "best behavior" may not happen the first (or second, or third) time you meet! Hang in there. People tend to give up too soon on children who put up the most walls or push back hardest on instructions, but these children often just need more time to get to know and trust you. Don't take it personally. You are bumping up against some of the difficulties this child has experienced, but you can help bring them new, more positive experiences!

It can be tempting to "meet power with power" when a child is pushing limits, but it often works best to start with very low behavior expectations and raise them as you build a more trusting relationship.

Some ways to redirect behavior rather than meet "power with power" include:

- *Rather than say "no" to an idea, question, or behavior, give two "yes" choices. For example, if a child wants to go outside but that is not an option, say "Would you like to play alone with Legos, or help lead our next group activity?" This discreetly assumes obedience and shares power with the child!*

- Offer a behavior “do-over,” i.e. “You’re showing me what that looks like without listening, can you show me what it looks like to listen?” Or “You’re not using kindness. Let’s have a do-over and you show me how to do that with kindness?”
- (If food/water available and part of your time together) It can help, in the middle of misbehavior, to “interrupt” the negative behavior by offering a water or snack break. A child might be able to sit down and regulate, and then move forward more positively with your support.

4. Remember, kids distract each other (and that’s ok).

Children often know each other and have spent a lot of time together in our housing programs. Be prepared for school or home skirmishes to carry over into activities at times, and redirect behavior as needed. Present clear rules to the whole group for what is expected when you’re together as a group (i.e. “During After School Club, we leave our disagreements at the door. We are here to learn, do our homework individually, have fun, and play a group game together each day.”) Make sure everyone understands and agrees to expectations (though you’ll need to make reminders, regularly).

Some quick strategies for group listening, attention getting, or redirection:

- “Clap once if you hear me.” “Clap twice if you hear me.” “Touch your nose if you hear me.” “Touch your toes if you hear me,” etc. for as long as needed.
- Clap, tap, or stomp a simple rhythm a few times. Children will usually start to copy you! If one child is causing more difficulty, you can assign them to be the “rhythm maker” for you, to redirect his or her energy.
- “Make your feet match mine” (or hands, or voices, or body, etc....)

5. Communicate with staff if you have concerns.

You are not doing this work alone! We are grateful for your help in supporting our children and housing programs, but we recognize it can be very hard work! Reach out to The Road Home staff at any point if you have concerns for the children you’re working with, or need more support in working with them.

Acknowledging Differences: Cultural Competency

1. What is cultural competence?

Though precise definitions vary, the overarching meaning of cultural competence is an intentional and ongoing engagement with diversity to increase one's awareness, knowledge, and empathic understanding of behaviors and values across racial, ethnic, religious, and social groups.

2. What does it have to do with my volunteer experience?

At The Road Home, as an organization we pride ourselves on always striving to deepen our commitment to increasing equity, reducing disparities, and valuing the perspective of those with lived experience. Cultural competence reinforces and builds on this work. We not only hope, but expect, that our volunteers will strive to increase their cultural competency by prioritizing engagement and empathy in their interactions with families who do not necessarily share their same race, ethnicity, religion, or social group.

3. How can I improve my cultural competence?

Before volunteering: Take some time to educate yourself about social issues, especially racial disparities in our community, and the challenges faced by our neighbors of color. Reading through this volunteer handbook is a start, but consider exploring the "Additional Resources for Volunteers" (pg. 15) content or turn to staff, web resources, or the library to continue your learning.

While volunteering: Focus on active listening and judgement free interactions. It's essential that families feel seen, heard, and validated, particularly when they are in the vulnerable position of overcoming homelessness. Ask questions with sensitivity, be open to learning, and expect that families have much more to offer, teach, share, and give you, than you, them.

After volunteering: Continually question any assumptions you have about cultures that are not your own and make an effort to either prove or disprove assumptions and turn them into knowledge. Always feel free to ask staff for support as you seek to deepen your understanding.

Navigating Difficult Situations

Even when everyone present (volunteers, families, and staff) has good intentions, there may be moments of misunderstanding, stress, short tempers, or disagreements.

Please first consider the following tips in order to prevent a tense or strained situation from becoming more difficult:

- *Listen actively: rephrase or summarize what someone is saying to you.*
- *Validate: point out why anxiety, stress, or anger is valid. For example, “Things are really stressful for you right now, it’s understandable that you are feeling overwhelmed.”*
- *Ask: find out what you can do to be helpful, simply by asking open-ended, or by providing some options like offering a few moments alone away from children, or stepping into another room for private discussion, or letting staff know a family has a concern.*

If things continue in a manner that is heated or uncomfortable, please take this guidance:

1. Avoid (and help others avoid) confrontation.

Remove yourself from the person or environment if you are feeling concerned or frustrated by a person’s words or behavior and can not see eye to eye in the moment. Encourage others who might be involved in a conflict to do the same.

2. Diffuse confrontation.

If a situation rises to confrontation, try to stay level-headed and/or remind others that may be in a disagreement to be as respectful as possible. While appropriate to calmly remind people of any rules of The Road Home, avoid making it personal, blaming or judging, or letting others blame, judge, etc. Do your best to de-escalate the confrontation by being calm and respectful.

3. Follow up.

If there has been any argument or confrontation, please connect with staff as soon as appropriate (either at the conclusion of volunteering or sooner if necessary). It helps to know about any incidents so as to respond to them individually and ensure volunteers and families are both supported in working through any problems.

Additional Resources for Volunteers

Our work at The Road Home focuses on ensuring that every child in Dane County has a home, but often homelessness is a result of systemic factors far greater than just one family's or household's choices. If you are interested in learning more about issues of inequality, social justice, and racial disparities in our neighborhoods and communities, there are a wide variety of tools and materials that can help educate and inspire you! Please consider the resources listed below as a recommended starting point.

Online Learning Tools

- A. Parable of the Polygons: <https://ncase.me/polygons/>
Move triangles and squares to try and avoid making a "shapist" neighborhood.
- B. Play Spent: <http://playspent.org/html/>
Challenge yourself to navigate expenses as a low-income household.
- C. Dane Changers: https://www.unitedwaydanecounty.org/dane_changers/
Explore virtual Dane County and interact with characters to learn how to help.
- D. Opportunity Atlas: <https://www.opportunityatlas.org/>
Map out the geography of opportunity across the country.

Suggested Reading

- E. "[Poverty Fact Sheet: Rental Housing Affordability in Dane County](#)" (cited, pg. 3)
Concise local overview of housing affordability and its effects on our population.
- F. [Evicted](#) by Matthew Desmond
Follow the stories of Milwaukee families struggling to pay rent and the landlords housing them.
- G. Also (article) by Matthew Desmond, "Do Jobs Solve Poverty?"
Better understand the low-wage worker plight in our nation and how even those working multiple jobs may not be able to afford a place to live.
<https://www.nytimes.com/2018/09/11/magazine/americans-jobs-poverty-homeless.html>
- H. [The Lines Between Us](#) by Lawrence Lanahan
An investigative journalist approach to economic and racial divide in American cities, with this story based in Baltimore, MD.
- I. [How to Be Anti-Racist](#) by Ibram X. Kendi
Learn how to play an active role in building a more equitable society.
- J. [The Color of Law](#) by Richard Rothstein
Academic approach to American housing policy and the underlying racism that shaped all our cities.
- K. [\\$2 A Day](#) by Kathryn Edin
Learn about the effects of deep income inequality and households across the country who are working hard to get by on very little.

Next Steps to Volunteer

Thank you for reading through this volunteer handbook and preparing for your experience as a valued part of our organization.

At this time, in order to finalize your volunteer commitment and the required paperwork please complete the following steps:

1. Submit the electronic [Volunteer Application](#) via Google Forms.
2. Upon The Road Home's receipt of this application, you will receive a welcome email from our Volunteer Manager and your contact information will be added to our Volunteer Email List.
3. You will begin to receive email communication about our volunteer opportunities (often at least a few weeks in advance of the volunteering date).
4. You may also elect to follow us on social media, and on Facebook you'll see that we sometimes post volunteer opportunities, including ones that are more "last minute" or pressing.
5. Sign up for your first volunteer experience by replying to any Volunteer Manager email requests or Facebook post and confirming details of the opportunity.
6. Come enjoy your first volunteer experience!

We hope this is the beginning of continued teamwork to end family homelessness together in Dane County! Thank you for your compassion and commitment to supporting our organization and community!