

# PROJECT CONNECT

pop-up resources & outreach  
to end homelessness



## What is Project Connect?

Project Connect is a pop-up event that collaborates with more than 20 state, federal, and non-profit providers to assist those experiencing homelessness. At Project Connect, just like at the Human Services Campus, an individual can get a new ID, a new set of clothes, a shower, healthcare, social security benefits, a meal, housing assistance, and more. Project Connect is an effort to make resources more accessible to people all over the Valley.

## What is the Human Services Campus?

The Human Services Campus (HSC) is a non-profit organization that partners with more than 16 organizations and agencies to assist single men and women in ending their homelessness. HSC is situated on a 13-acre campus located in Downtown Phoenix, between City Hall and the State Capitol.

### Keep in Mind:

- Leave all non-essential belongings in your car or at home for this event
- Wear comfortable clothing and shoes - most volunteer roles are active and most venues are indoor/outdoor
- Keep an open mind! You may find that your expectations or understandings of homelessness are challenged during this event. The main goal of this event is to bring the community together, make resources more accessible, and help a neighbor end their homelessness. Volunteers are our greatest advocates in creating positive changes in the community and in our social safety nets.
- The role you chose at registration may not be what is needed day-of, so we may move you around according to the moment's needs.

### Day-of contacts:

- Teresa Hauer - 602-282-0849
- Elizabeth Roed - 602-883-4489
- [Volunteer@HSC-AZ.org](mailto:Volunteer@HSC-AZ.org)

## **PROJECT CONNECT VOLUNTEER ROLES**

### **Project Connect Guest Guide**

An event like this can be overwhelming, so some guests benefit from additional support in navigating all the services. The Guest Guide is a unique component of Project Connect which requires some basic knowledge of services available and awareness of the complexities of getting engaged in them. The Guest Guide helps guests one-on-one, just as much as requested, and provides a friendly hand to ease the stress and burdens that can result from this process.

Sometimes this simply means asking a staff member if a guest needs help. A guide does not need to know all the answers or have a deep awareness of the services, but must be present, friendly, and flexible for the guest.

### **Check-in & Check-out Volunteer Roles**

- Bag & Tag Storage - We provide day-of storage for guests so they can enjoy the event without the burden of carrying all of their belongings around. Volunteers here maintain a simple storage system with corresponding numbers to names.
- Guest Check-in & Check-out - At the entrance of the event, volunteers assist staff in running through a simple survey of needs with each guest. This helps set them up with a checklist of sorts for the day and helps us understand how these events can be more beneficial in the future. It is important to have an understanding of what is available and not available day-of for this role. At check-out, we conduct another survey to see what they successfully achieved. There are also amenity bags and other great items to give out at the entrance and exit.

### **Floater/Event Maintenance Volunteer Roles**

- Clothing Closet Inventory - We will have an abundance of clothing, shoes, toiletries, and other good-to-have materials available for guests on the day of the event. We need volunteers restocking the racks and tables continuously, monitoring the experience so that no one is taking more than their share, and helping guests pick out what they need and want.
- Breakfast and Lunch Service - Meals will be served for breakfast and lunch, so we may need volunteers serving, cleaning, or even carting around snacks for people waiting in line.
- Crowd Monitoring, Provider Assistance, and Wayfinding - Every venue we are able to use is different, so we always need help making sure there aren't any bottlenecks in the flow or lost and frustrated guests. A provider may need you to run a quick errand for them. This role may even include passing out waters to keep people in line happy, or announcing that a bike raffle is coming up, for instance.

### **Set-up/Breakdown**

When we say this is a pop-up event, we mean it! We have canopies, tables, chairs, and lots of other odds and ends to set up and break down for this event. We also have to set up and break down a whole clothing closet. Volunteers in this role should be willing to do physical work and jump around to different tasks as needed.