



## Family Services Committee

**Purpose:** The Family Services Committee (“FSC”) is responsible for the recruitment, screening, and selection of home owner candidates. In addition, the committee educates and partners with these candidates to ensure timely completion of all program requirements and proper preparation for home ownership. Finally, the Family Services committee actively engages existing home owners to continue the sense of community, prevent mortgage delinquencies and property maintenance issues, and to enable those helped by the program to “pay it forward.”

**Committee Member Responsibilities:** Committee members will be committed to the mission of Habitat for Humanity; respect confidentiality participants; regularly attend committee meetings and notify the committee chairperson of an anticipated absence; actively participate in meetings; complete responsibilities as assigned by FSC Chairperson to meet general committee goals set forth each year; and provide useful feedback to the FSC chairperson regarding the effectiveness of current policies and procedures.

- **Homeowner Recruitment Team:** The Homeowner Recruitment Team creates a targeted recruitment strategy to ensure that there are an adequate number of families “in the pipeline” to correspond with Habitat’s building schedule. The team considers the geographical area in which Habitat will be building; the best way to communicate information about the meetings to the low-income target audience who may be willing to live where Habitat is building; and the best venues to ensure high attendance at meetings. The team partners with other organizations that frequently come into contact with low income individuals in its recruitment strategy. It plans and executes the home owner information meetings, conducting dynamic, thorough presentations that grab the attention of potential applicants; establishes the information meeting schedule with the Executive Director; and distributes flyers, brochures, and paperwork to local organizations.
- **Family Screening & Selection Team:** Members of this team meet with applicants to review their credit reports and complete file. This team presents applicants to the committee for acceptance or denial and follows up with the applicant on additional paperwork that may be needed. Lastly, the Family Screening and Selection Team make referrals to the local credit counseling agency as appropriate.
- **Home Needs Assessor:** This individual visits the existing residences of Habitat applicants to determine the level of need for safe, decent, affordable housing, using a detailed checklist. He/she prepares a detailed report of findings to the FSC for review.
- **Family Partnership Team:** Each applicant accepted into the YHFH program is assigned a Family Partner. Family Partners meet with new candidates within the first thirty (30) days of committee approval to review the Homeowner Orientation packet and to create a preliminary budget for sweat-equity hours. The partner communicates with their family at least once a month, to ensure that milestones are met on a timely basis and sweat equity hours are being fulfilled as scheduled; to support the families in the homeowner educational process; and to provide encouragement and direction as needed. The Family Partner shares updates with the FSC. Furthermore, the Family Partner attends meetings with their partners, such as the home dedication meetings, homeowner workshops, and budget counseling sessions. Family Partners may also provide assistance to families in locating resources to assist low income families. The Family Partner is an expert on his/her home

ownership candidate in terms of providing support and communicating with the committee and staff.

- **Budget Review Counselor:** A budget review counselor evaluates the details of funds in and out as recorded by the candidate in the DOME book and discusses his/her spending/saving history with the candidate in a productive way. The budget review counselor meets with each candidate at least twice during the process and may be asked to teach one of the of home owner educational workshops.

- **Homeowner Workshops Team:** The Homeowner Workshops team continuously evaluates and makes changes as needed to the educational component of the homeownership program. Team members choose topics to be covered, select instructors from the community, schedule the courses throughout the year, and facilitate the physical arrangements.

- **Family Engagement Team:** All Habitat program participants who have gone to settlement are encouraged to stay involved in the organization throughout the years through volunteerism at construction sites, on committees, serving at special events, and through any level of financial support. This is how homeowners “pay forward” the kindness and blessing they have received! The Family Engagement team maintains contact with Habitat families, checking in on them to say “hello,” providing support, encouragement, and referrals as needed, providing “helpful hints” for home maintenance, and giving the families specific ways to stay involved in the organization.

#### **Committee Chair Responsibilities:**

- Welcome and orient new members to the FSC. Nurture relationships within the committee creating a team environment and group cohesiveness.
- Inspire, energize, and encourage committee members. Keep Habitat’s mission and the committee’s purpose in front of committee members consistently.
- Send reminders for committee meetings.
- With staff, develop meeting agendas with strategic goals, objectives, and strategies in mind.
- Lead committee meetings keeping members on-task to make effective & efficient use of time.
- *Delegate* tasks to be performed *outside* of committee meetings to individuals and sub-committees.
- Assign well-defined and meaningful roles to members if they are not actively engaged.
- Ensure that each committee member signs in at meetings.
- Reach out to members with waning attendance.
- Participate in organizational level strategic planning and the development of the annual operating plan.
- Participate in annual organizational leader retreat.
- Facilitate communications between committee members, staff, Board of Directors, and community members.

#### **Staff Responsibilities:**

- Collect information and maintain all files. Maintain a detailed timeline/calendar to monitor the accomplishment of milestones and to trigger various pieces of paperwork.
- Perform initial selection calculations of income and debt.
- Send communications (approved, denied, etc.) to program applicants & participants as appropriate.
- Oversee the status of current program applicants & participants.
- Develop and direct on-going committee trainings.
- Create and distribute information for upcoming events.
- Develop relationships with local non-profits, human service agencies, schools, etc. to form partnerships for family recruitment purposes.
- Conduct research among other affiliate’s of Habitat for Humanity to compare strategies, programs and make sure YHFH is meeting the best practices of HFHI.
- Assist the committee in setting and achieving goals that fit into the overall strategic plan of

York Habitat for Humanity.

- Ensure all materials (manual, handbook, DOME books, Bibles) are on hand for FSC members and up-to-date.
- Oversee all paperwork associated with the program including settlement and Housing Alliance program paperwork. This is a significant part of the job!