



PROCEDURES

RECRUITING VOLUNTEERS

Target broad community involvement ensuring representation of all populations.

- Initial assessment and screening: take into account the volunteer's qualifications, abilities, and suitability of the individual to perform work on behalf of the organization; learn the interests of the volunteer;
- Refrain from asking questions that would require the volunteer to reveal sensitive information or identifiers such as age, race, or gender;
- Methods of screening volunteers should be appropriate for the position and standard across the organization

VOLUNTEER AGREEMENT

All Volunteers must have a signed Volunteer Agreement on record with fabricATE prior to conducting or participating in any volunteer activities.

ORIENTING VOLUNTEERS

Provide volunteers with the information and skills necessary to perform their volunteer assignment.

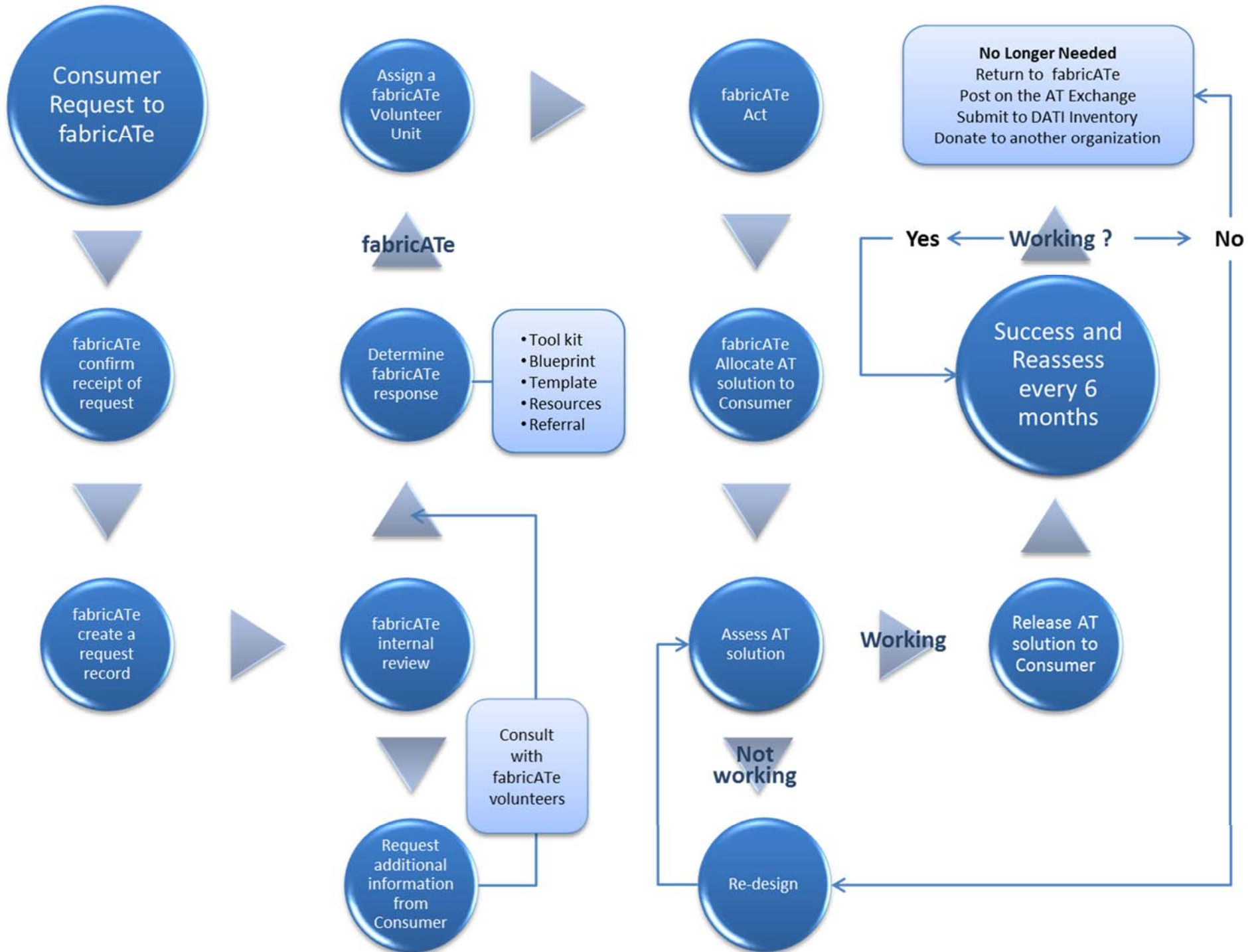
- Before volunteers begin, provide:
 - A general orientation on the mission, values, nature and purpose of the agency;
 - An orientation about the nature and operation of the program or activity for which they will serve; and
 - A specific orientation on the purposes and requirements of the Volunteer role(s) that they are accepting (position description).

CONTACTING CONSUMERS

Volunteers are restricted from contacting Consumers until assigned to an Act Volunteer Unit. The Act Leader will serve as the primary contact person between the Consumer and the Act Volunteer Unit.

WORK FLOW

The fabricATE Coordinator is responsible for oversight of the workflow (see next page) for each Consumer Request submitted to fabricATE. Volunteers engage in a variety of workflow activities as determined in collaboration with the Coordinator.



WORK FLOW DETAILS

The fabricATe workflow illustrated below is the series of activities which are necessary to create AT solutions. This workflow represents an optimal series of activities. Alternate or additional activities may be necessary based on the complexity of a consumer's request.

	Who (is responsible)	What	Where	When	How	TIME LINE EXAMPLE	
REQUEST	Consumer	The process of submitting a request to fabricATe	Consumer choice	Consumer determined	OPTIONS: Phone, Web form, Email, Paper (mail), In-person (at DATI)	Monday, January 1 st	7 days
RECEIVE	Coordinator (if in-person Request, DATI staff)	Acknowledge receipt (template) of the Request and provide instructions for next steps	Coordinator location	Within 24 hours of receipt of the Request	As above	Tuesday, January 2 nd	
RECORD	Coordinator	Create a record of the information provided in the Request	fabricATe Request database	Within 24 hours of receipt of the Request	Transfer Request information into electronic database	Tuesday, January 2 nd	
REVIEW #1	Coordinator	Internal review of the fit between the fabricATe scope of work and the Request	As determined by the Coordinator (in-person; virtual; phone)	Within 3 business days of record creation	Use of a fabricATe scope of work rubric	Friday, January 5 th	
Successful internal review and determination OR Further information is necessary -----> REVIEW #2 Coordinator collects additional information from the consumer in order to determine the fit between the fabricATe scope of work and the Request. Coordinator may consult with DATI and/or fabricATe Volunteers to generate a list of questions/concerns and to assist with making the successful determination. ----->							
RESPOND	Coordinator	Share determination with consumer	Per consumer choice as recorded in the Request	Within 1-2 business days of completed review	Share determination option(s) (refer; resources; templates; toolkits; fabricATe)	*Monday, January 8 th	
If determination is to fabricate an AT solution...							
ASSIGN	Coordinator	Review Volunteer database; identify and contact potential volunteers; secure appropriate agreement(s)	Coordinator location	Within 3 business days of completed review	OPTIONS: Phone, Email, Web form	Monday, January 8 th	9 days
ACT	Act Volunteer Unit (AVU) assigned to the Request and Coordinator	Identify a Act Leader (AL); create an action plan (in Wiggio); invite consumer to participate; submit plan to Coordinator; implement action plan; share action plan steps and timeline with consumer	As determined by the AVU	Ideally within 5-10 working days from assignment; may be longer depending on the complexity of the request and availability of resources	As determined in the action plan	Monday, January 15 th	
ALLOCATE	Coordinator, AL, and/or DATI staff	Present AT solution to the consumer; provide instructions as necessary; train as necessary; secure signature on the agreement form	As indicated in the action plan	Within 24 hours of creating of the AT solution	Location of consumer choice In-person at DATI	Tuesday, January 16 th	
ASSESS	AL and consumer; others invited by the consumer	Collection of evidence to determine level of success; submit evidence to Coordinator	As indicated in the action plan	At the end of the two-week allocation (trial) period; submit evidence immediately	OPTIONS: Phone, Video-conference, Consumer location of choice, In-person at DATI	Tuesday, January 30 th	14 days
If AT solution is working well... OR not working well... -----> Re-ASSESS and create a new action plan ----->							
RELEASE	Coordinator	Secure consumer signature on consumer agreement	As agreed upon by consumer and Coordinator	Within 24 hours of completed assessment	OPTIONS: Phone, Web form, Email, Paper (mail), In-person (at DATI)	Wednesday, January 31 st	TOT
R-ASSESS	Coordinator	Reassessment of AT solution use	As agreed upon by consumer and Coordinator	Every 6-months until the AT solution is no longer being used by the consumer	OPTIONS: Phone, Web form, Email, Paper (mail), In-person (at DATI), Video-conference		

