

COMMUNITY ENGAGEMENT

GUIDEBOOK
for THA Residents



TABLE OF CONTENTS

Welcome Message	3
Vision & Mission	4
Economic Wellbeing	5-6
Family Wellbeing	7
Community Wellbeing	8-14
Volunteer Forms	15-18
Important Contacts	19



**THA Community Engagement
Guidebook for
Residents**

WELCOME

FROM YOUR COMMUNITY BUILDERS

THA knows that our biggest asset is our community: the people who live, play and grow while they call Tacoma Housing home. This Community Engagement Guidebook is built for THA residents who want to use their strengths and skills to build more connected, safer and vibrant communities. Welcome! We are excited to get to work with you.

Lancy Dennis



Youth & Families

Bay Terrace
The Rise
Hillside Terrace
Bergerson Terrace
Dixon Village

(253) 244-2084
ldennis@tacomahousing.org

Martha Matthias



Health & Wellness
Mental/Emotional, Physical,
Behavioral, Recovery Supports,
Isolation Prevention

All THA Portfolio
(253) 341-9031
mmatthias@tacomahousing.org

Rob McAfee



Youth & Families
Salishan

(253) 271-4714
rmcafee@tacomahousing.org

Trish Mozo



Economic Opportunities
Employment, Education,
Income Supports, Asset
Building

All THA Portfolio
(253) 448-2798
tmozo@tacomahousing.org

TACOMA HOUSING AUTHORITY (THA)

MISSION STATEMENT

THA provides high quality, stable and sustainable housing and supportive services to people in need. It does this in ways that help them prosper and help our communities become safe, vibrant, prosperous, attractive and just.

VISION

THA envisions a future where everyone has an affordable, safe and nurturing home, where neighborhoods are attractive places to live, work, attend school, shop and play, and where everyone has the support they need to succeed as parents, students, wage earners and neighbors.



*Community
Safety
Agency
Joy* 4

ECONOMIC WELLBEING

FAMILY SELF-SUFFICIENCY

Tacoma Housing Authority's Family Self-Sufficiency (FSS) program is an employment and asset building program that matches families and individuals with services to help in building economic wellbeing. FSS participants set their own unique goals and earn money in an FSS escrow account for completing those goals. Participants can earn up to \$8,500 upon graduating FSS!

FSS may be the right program for your family if you have goals related to:

- Working towards a living wage career path
- Increasing your earnings potential through part-time employment while retaining your Disability benefits
- Increasing your credit, savings and assets
- Working on goals related to homeownership
- Starting a small business, and More!



If you are interested in learning more about FSS, fill out an Interest Card by clicking [this link](#) , scanning the QR code or contacting Trish Mozo at tmozo@tacomahousing.org or (253) 448-2798



ECONOMIC WELLBEING

FINANCIAL COACHING & HOMEOWNERSHIP PATHWAYS



Are you ready to level up
your finances?

Interested in becoming a
homeowner?

We got you covered!

Did you know that THA offers financial coaching and homeownership pathway services through our partners?

- **Fiscal Finesse**
- **Tacoma-Pierce County Habitat for Humanity**
- **Tacoma Urban League**

If you are ready to get started with financial coaches who can help tailor a plan just for you and your unique financial goals, reach out to:

Trish Mozo at tmozo@tacomahousing.org or (253) 448-2798

PRO TIP: FSS participants can earn money in their FSS accounts just by working with a financial coach & attending a homeownership class!

FAMILY WELLBEING

2GEN PROGRAM

Your family has unique goals and dreams.

Your family members have unique strengths & assets.

Families with children also face unique challenges.

2Gen is here to support your family in growing together!



Join 2Gen if you want to:

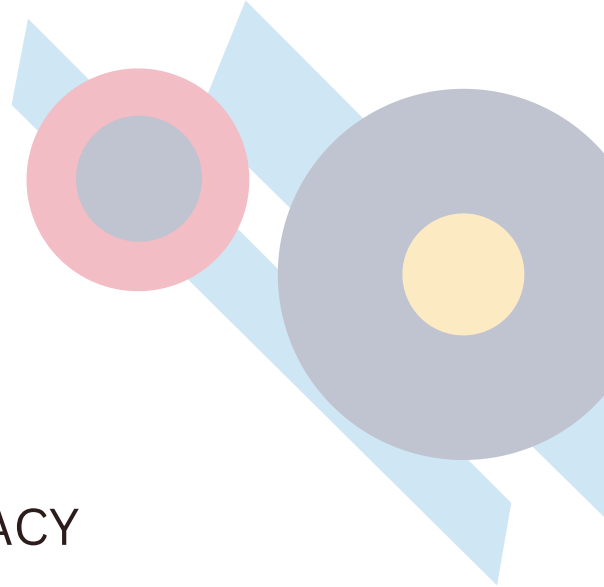
- Build a Family-Centered Goal Plan that's just right for you!
- Work on building skills for healthy family communication, stress management and coping skills
- Access after-school care, daycare options, and tutoring for your children & youth
- Adults & Youth Earn financial incentives for participating in programs that will help your family thrive!
- Enroll in the free THA Children's Savings Account Program, and more!

Learn More!

If you live in Salishan, contact **Rob McAfee** at rmcafee@tacomahousing.org

If you live in Hillside Terrace, The Rise, Bay Terrace, Dixon Village or Bergerson Terrace, contact **Lancy Dennis** at ldennis@tacomahousing.org

COMMUNITY WELLBEING



RESIDENT LEADERSHIP & ADVOCACY

Residents of THA properties have a right to organize and can receive funding when they form a resident council. Resident council members talk to their neighbors to find out what issues are most important to them. They have regular meetings to discuss these issues and figure out how the community can work together to address them. This may include hosting *social gatherings, neighborhood watch and safety programs, maintaining community rooms and computer labs, and promoting health and wellbeing.*

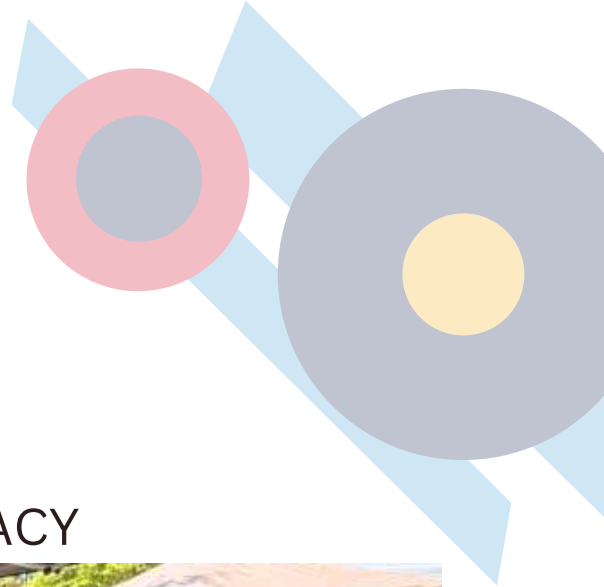
Resident Councils & THA Can Work Together to:

- Problem-Solve & Create Solutions Collaboratively
- Better Address Resident Needs
- Develop Policies and Create Long-Term Plans
- Improve Communication Between Residents & THA



Did You Know? Tenant Representatives Action Coalition (TRAC) is a nonprofit of THA residents whose board members receive stipends for their leadership and advocate for their community!

COMMUNITY WELLBEING



RESIDENT LEADERSHIP & ADVOCACY



Interested in Organizing a Resident Council but don't know where to start? Here are a few suggestions:

- 1) Talk to Your Neighbors about Common Goals
- 2) Check out Resident Organizing & Participation Toolkit and Videos by Clicking [Here](#) or Scanning the QR Code Below
- 3) Reach out to your Community Builder for Support - We're Here to Help!

The Rise, Bay Terrace, Hillside Terrace, Bergerson Terrace, Dixon Village: Lancy Dennis
Fawcett, Wright, Ludwig, 6th Ave, G Street, K Street, E.B. Wilson: Martha Matthias
Salishan: Rob McAfee

PRO TIP: Enroll in FSS & join a Resident Council and you can earn money in your FSS account for civic engagement if you add it as a Personal Pay Point goal!



Scan here for Organizing Toolkits!

COMMUNITY WELLBEING

TENANT-LED EVENTS

Community Builders work with resident volunteers who want to lead programming onsite in their communities. Volunteer leaders may receive a stipend for holding events in support of their community. Here are some examples, but the possibilities are endless:



1 SOCIALS

Host a social event for neighbors to celebrate being in community with each other! Past events include: holiday parties, BINGO, potlucks, back-to-school BBQs, block parties, backpack giveaways, etc. What could you do?



2 MOBILIZATION

Passionate about a community cause? Lead the movement! Host gatherings to put feet to pavement around topics important to your neighbors. Here are some ideas, but the sky's the limit: neighborhood safety, tenant rights, healthy food access, youth engagement & mentorship, mental health and substance use awareness, etc.



3 CRAFTS CLASS


Love art and want to share your skills with your community? Host a crafts class! Residents have led all kinds of art classes, including making: tie-dye shirts, sewing projects, crochet, jewelry-making, painting, holiday-inspired crafts, etc.



4 VAN DRIVER

Did you know you could become certified to drive the THA passenger van? It's true! Volunteer van drivers help take residents to local food banks, grocery stores, community resource fairs, and help TRAC council members get to their meetings.

LET'S MAKE IT HAPPEN!

 Talk to your Community Builder and fill out our online application here: [Community Building Application](#) or scan the QR code below

 Build a supply list and coordinate event logistics with your Community Builder

 Create a flyer and plan to market your event - get creative!

 Have a great time connecting with neighbors!

Scan for Community Building Application



VOLUNTEER OPPORTUNITIES

COMMUNITY EVENTS VOLUNTEERS

Throughout the year, THA hosts many community events and activities, and volunteers are needed to help out in many different roles. Here are some of the activities volunteers are needed for:

- Pre-Event Outreach (assisting with door-to-door flyering, hanging posters, etc.)
- Set up (decorations, signage, etc.)
- Registration and photo release table
- Event flow, information and directions
- Assisting with event activities
- Passing out food and materials
- Event photos
- Tear down (decorations, signage, garbage pick-up, etc.)



REGULAR COMMUNITY EVENTS

THA's Community Builders facilitate regular events and activities for neighbors to engage in and volunteer to help with. These are some:

● National Night Out

National Night Out (NNO) is an annual event designed to encourage connections and friendships between neighbors and community resources. It is held on the first Tuesday evening in August. THA helps to host NNO in Salishan along with Salishan Association, and assists with the Hilltop NNO held at the New Tacoma Apartments. Volunteers are always needed!

● Out of School Time Activities

THA supports youth educational programming when school is not in session. We have a wide-range of partners who offer regular onsite activities, like Summer & Spring Break camps, afterschool mentoring and tutoring, youth sports, STEM and arts activities. Volunteers are needed to engage youth and help with activities.

● Resource Fairs

THA hosts many resource fairs throughout the year, including: housing stability resource fairs, backpack and school supply giveaways, job and career pathways fairs, and more! Volunteers are needed for promoting fairs, registering participants and handing out resources.





● Family Engagement Events

THA works with partners to host events for families and friends to be in community with each other, eat good food, watch movies, paint and do crafts, engage in conversation, and learn about interesting things! Volunteers are needed to help lead activities, serve food and resources, and help keep events fun and engaging!

● Food Pantry Distribution

THA works with local food banks to provide onsite food pantries and distribution events. Volunteers are needed for helping organize food, collecting participant registration information for the food bank, and helping to dispose of empty boxes.

● Health & Wellness Events

THA works with health partners to increase awareness of physical, mental and emotional health resources. These may include: physical fitness classes (fall prevention, youth sports, family fitness), Health Is Wealth program for youth & teens, Mental Health First Aid Training, vaccine clinics, and more.

READY TO VOLUNTEER?

LET'S GET STARTED!

-
- 1.** Get to know your Community Builder!
Give them a call, text or email or drop by a community event to meet them
 - 2.** Fill out the volunteer application, release and service agreement on the next pages. (17 and younger? Great! We will need a release form signed by your parent or guardian)
 - 3.** Once approved, you can begin volunteering!
Your Community Builder will be your point of contact for all questions.





Volunteer Application

Instructions							
Thank you for your interest in volunteering with the Tacoma Housing Authority. Please complete all parts of this application; failure to submit a complete form may result in rejection of your application. Contact hr@tacomahousing.org with questions.							
General Information							
Name: _____ <small>(Last name, first name, MI)</small>	Primary email: _____						
Cell phone: _____	Home phone: _____						
Mailing address: _____							
	<small>Street</small>	<small>City</small>	<small>State</small>	<small>Zipcode</small>			
1. Are you over 18?	<input type="checkbox"/> Yes	<input type="checkbox"/> No					
2. Do you have a current and valid:							
A. Washington State Driver's license?	<input type="checkbox"/> Yes	<input type="checkbox"/> No					
B. Vehicle insurance?	<input type="checkbox"/> Yes	<input type="checkbox"/> No					
C. First Aid/CPR card?	<input type="checkbox"/> Yes	<input type="checkbox"/> No					
3. Do you require any accommodations to perform volunteer duties?	<input type="checkbox"/> Yes		<input type="checkbox"/> No				
If yes, please describe:							
Volunteer Information							
4. What days are you generally available?	<input type="checkbox"/> Mon	<input type="checkbox"/> Tue	<input type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat	<input type="checkbox"/> Sun
5. How many days a week are you willing to volunteer?	<input type="checkbox"/> 1 day <input type="checkbox"/> 2 days <input type="checkbox"/> 3 days <input type="checkbox"/> 4 days <input type="checkbox"/> 5 days						
6. What hours are you generally available?	<input type="checkbox"/> Mornings (8am – 12pm) <input type="checkbox"/> Afternoons (12 – 5pm) <input type="checkbox"/> Evenings (5 – 8pm)						
7. How many hours a day are you willing to volunteer?	<input type="checkbox"/> 1 – 2 hours <input type="checkbox"/> 2 – 4 hours <input type="checkbox"/> 4 – 8 hours						
8. What types of volunteer projects interest you?	<input type="checkbox"/> Long-term <input type="checkbox"/> Short-term <input type="checkbox"/> Special projects <input type="checkbox"/> Events <input type="checkbox"/>						
9. Please check any of the following THA activities you're interested in volunteering for:	<input type="checkbox"/> Office work <input type="checkbox"/> Events <input type="checkbox"/> Transportation <input type="checkbox"/> Other, please specify: _____						
10. To better match your skills, experience, and education with volunteer activities at THA, please briefly tell us about yourself:							



Volunteer Application

Disclosures

Public records:

Under the Washington Public Disclosure Act, RCW 42.56, this form constitutes a public record and is subject to public release upon request. The following information may be redacted before disclosure: residential addresses, residential phone numbers, personal wireless phone numbers, personal email addresses, social security numbers, driver's license numbers, identicaid numbers, and emergency contact information of employees or volunteers of a public agency, and the names, dates of birth, residential addresses, residential phone numbers, personal wireless phone numbers, personal email addresses, social security numbers, and emergency contact information of dependents of employees or volunteers of a public agency.

Equal opportunity and non-discrimination:

The Tacoma Housing Authority is an equal opportunity employer. It does not discriminate on the basis of race, color, national origin, ancestry, gender, disability, religion, marital status, age, sexual orientation or gender identity. It strives to create a working environment that encourages creative leadership and teamwork, and respects diversity, with a commitment to supporting diversity in the workplace. THA strongly encourages applications from women, racial, ethnic and sexual minorities, persons over 40 years of age, persons with disabilities, veterans of military service to our nation, and persons who participate in THA's housing programs. THA is a drugfree workplace.

Background checks:

THA conducts background checks for the limited purpose of determining your suitability as a volunteer. These checks may include but not be limited to: criminal background check, reference checks, and driving record checks.

If you will be driving a vehicle as part of your volunteer assignment, you must submit a Washington State Department of Licensing "Driving Record Release of Interest" form, which THA will provide to you.

Please provide two references who are not relatives. THA will contact these references only if you're being considered for a volunteer assignment.

_____	Reference #2:	_____	Reference #1:
_____	Relationship:	_____	Relationship:
_____	Email:	_____	Email:
_____	Phone:	_____	Phone:

Acknowledgement and Signature

I certify that to the best of my knowledge the information herein is true and complete. I understand that falsification of this application is grounds for dismissal as a volunteer. Further, if I am interviewed, I give permission for an authorized THA representative conduct background checks in line with THA policy and to inquire of individuals about my ability to perform all aspects of the volunteer position for which I am being considered. I release THA and those individuals/institutions that provide information from any liability that may arise from providing the information.

I have read the above information and agree to the terms of this application.

Yes No

Volunteer Applicant Signature

Date



Volunteer Release and Service Agreement

General Information				
Name: _____ <small>(Last name, first name, MI)</small>	Primary email: _____			
Cell phone: _____	Home phone: _____			
Mailing address:				
Street	City	State	Zipcode	
Emergency contact name: _____		Emergency contact phone: _____		
Project location: _____		Project date(s): _____		
Department: _____		THA volunteer supervisor: _____		
Project scope: _____				
Volunteer Release and Service Agreement				

Please read the following carefully – your signature indicates you understand and agree. Contact hr@tacomahousing.org with questions.

Purpose:

This agreement outlines the Tacoma Housing Authority’s (THA) responsibility to provide volunteer opportunities and to create an understanding between THA and the volunteer. It applies to all persons voluntarily performing non-compensated services for THA.

Volunteer Workers:

I understand that as volunteer worker as defined by RCW 51.12.035, I agree to submit the number of hours volunteered to the project supervisor. I agree to abide by the policies, procedures and guidelines set forth by the Tacoma Housing Authority (THA).

Volunteer – Not an Employee of Tacoma Housing Authority:

I acknowledge that as a volunteer I will not represent myself as or claim to be an officer or employee of THA or claim any right, privilege or benefit which would accrue to an employee of THA. I understand that I will not receive any personal compensation for services rendered through volunteer activities.

Public Record:

Under the Washington Public Disclosure Act, RCW 42.56, this form constitutes a public record and is subject to public release upon request. The following information may be redacted before disclosure: residential addresses, residential phone numbers, personal wireless phone numbers, personal email addresses, social security numbers, driver’s license numbers, identicard numbers, and emergency contact information of employees or volunteers of a public agency, and the names, dates of birth, residential addresses, residential phone numbers, personal wireless phone numbers, personal email addresses, social security numbers, and emergency contact information of dependents of employees or volunteers of a public agency.

Background Checks:

I consent to THA performing a background check into my history and waive any right to privacy I may have in such information for the limited purpose of determining my suitability as a volunteer. These checks may include but not be limited to: criminal background check, reference checks, and driving record checks. If I will be driving a vehicle as part of my volunteer assignment, I must also submit a Washington State Department of Licensing “Driving Record Release of Interest” form.

Liability Coverage

I understand that the THA is self-insured for liability coverage. Volunteers performing within the scope of their assigned duties as authorized by the THA are afforded the same coverage as THA employees under THA’s self-insurance program and its excess liability insurance coverage. I am fully aware that a volunteer’s intentional misconduct is not protected or covered by the THA or its excess liability insurance coverage.

Equal Opportunity and Non-Discrimination:

The Tacoma Housing Authority is an Equal Opportunity Employer. It does not discriminate on the basis of race, color, national origin, ancestry, gender, disability, religion, marital status, age, sexual orientation or gender identity. It strives to create a working environment that encourages creative leadership and teamwork, and respects diversity, with a commitment to supporting diversity in the workplace. THA strongly encourages applications from women, racial, ethnic and sexual minorities, persons over 40 years of age, persons with disabilities, veterans of military service to our nation, and persons who participate in THA’s housing programs. THA is a drugfree workplace.



Volunteer Release and Service Agreement

Accidents/Injuries While Volunteering:

If an accident occurs while performing as a volunteer, I must report it to the project supervisor immediately or within 24 hours. I understand that if I'm injured while performing volunteer activities I may be eligible for workers' compensation medical aid benefits as described in RCW 51.12.035. Failure to document volunteer time and names may make me ineligible to receive such benefits per RCW 51.12.035. In addition, registered volunteers may be afforded liability coverage through THA's self-insured liability program. For specific information please contact hr@tacomahousing.org.

Agreement for Non-compensated Services:

I hereby volunteer my services to THA. I agree to abide by all relevant THA policies and procedures and to perform the volunteer services in a safe, responsible manner in line with the scope of volunteer services. I further understand that this agreement does not in any way constitute or create an employer/employee relationship between THA and the volunteer. THA is not responsible for, or liable for, nor will the volunteer be eligible to receive, any compensation or benefits as a result of this agreement, EXCEPT for State Labor and Industries Industrial Insurance medical aid coverage, which is provided through THA's self-insured program. I further understand that (initial each of the following):

I am not to appear for volunteer service under the influence of any illegal drugs, alcohol or prescription drugs not prescribed to me. I agree to inform the supervisor at the beginning of my shift if taking any over-the-counter or prescription medications which may impair my ability to perform volunteer duties.

_____ I will abide by all THA policies on personal conduct while performing volunteer services.

Depending on the scope of volunteer work, in addition to other policies, the following THA policies may apply: General Conduct, THA Equipment and Facilities, Staff Driving on THA Business, Workplace Attire and Assigned Uniforms, Use of Computing and Electronic Resources, Workplace Violence and Domestic Violence, Smoke Free Workplace, COVID-19 Recommended Vaccination Policy. A complete THA policy manual is available upon my request.

_____ I agree not to go beyond the scope of volunteer work agreed to without written authorization from THA.

I am to be trained on any activity that I am unfamiliar with, learn the corresponding policies, and it is my responsibility to understand them completely before performing any task and ask questions necessary.

_____ I hereby identify that I am capable of performing duties without accommodation (or with the following accommodation(s)):

_____ Should an injury occur during the scope of my service, THA has included my hours of volunteer service in the State Labor and Industries coverage for volunteer workers. I am responsible for recording and reporting my hours to the THA.

_____ I understand that I am to report any on-the-job injury or illness, no matter how minor, to my supervisor. I authorize emergency medical care if it should become necessary.

_____ I grant full permission to THA to use of any photographs, videotapes, motion pictures or recordings for publicity purposes.

Termination:

I understand that I or THA may terminate this agreement at any time without cause, and that I am volunteering my services at will and may be asked to discontinue such without prior notice or reason.

Assumption of Risk, Waiver and Hold Harmless:

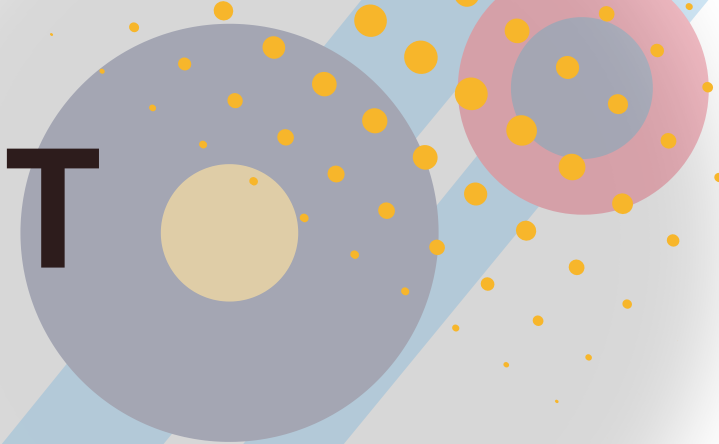
I am fully aware that the work associated with being a THA volunteer involves risks of physical injury or death. I understand that I may choose among the volunteer jobs offered to me and I am under no obligation to accept any placement unless I choose to do so. I agree to follow safety precautions and take full responsibility for my actions and for my physical condition. Being fully informed as to the risks and in consideration of my being allowed to participate in THA's volunteer program, I hereby assume all risk of injury, damage and harm to myself arising from such activities or use of THA facilities. I also hereby individually and on behalf of my heirs, executors and assignees, release and agree to hold THA, its officials, employees and agents harmless against all claims, loss, liability or expense, including attorney's fees for any personal injury, death or other consequence which may result from my participation in volunteer activities.

This agreement will be in effect for the duration of my volunteer services beginning this date.

Volunteer Signature

Date

CONTACT INFORMATION



Name	Position / Description	Contact Information
Martha Matthias	Community Builder (Health & Wellbeing)	(253) 341-9031 or mmatthias@tacomahousing.org
Rob McAfee	Community Builder (Salishan - Youth & Families)	(253) 271-4714 or rmcafee@tacomahousing.org
Lancy Dennis	Community Builder (West Portfolio - Youth & Families)	(253) 244-2084 or ldennis@tacomahousing.org
Trish Mozo	Community Builder (Economic Mobility)	(253) 448-2798 or tmozo@tacomahousing.org
Byron Williams	Program Manager (Youth & Families)	(253) 433-0935 or bwilliams@tacomahousing.org
Caroline Cabellon	Program Manager (Economic Mobility, Health & Wellbeing)	(253) 207-4404 or ccabellon@tacomahousing.org