

2011 HOUSE CAPTAIN INFORMATION

Celebrating **27 Years**



Rebuilding
Houses, Lives
&
Neighborhoods



With Your
Help We Can
Put the Pieces
Back
Together

CHRISTMAS IN OCTOBER KEY INFORMATION

Thank you for serving as a House Captain/Team Leader for this year's program. We simply could not make this happen without you. Please review the contents of this packet for deadlines and other information you will need in order to participate. We have made several changes effective this year that should make your job easier.

Dates

Union Volunteers Event Day - October 1, 2011
General Volunteers Event Day - October 8, 2011

Contact Information

Phone: 816-531-6443
Fax: 816-531-6444

Mailing Address

P.O. Box 32108
Kansas City, Missouri 64171

Warehouse Address

3261 Roanoke
Kansas City, Missouri 64111

www.christmasinOctober.org



Staff

Managing Director

John Summers

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Program Manager

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Christmas in October Mission Statement

Our mission is to bring together volunteers from throughout the metropolitan area to rehabilitate the houses of low-income homeowners, particularly the elderly and disabled, so that they may continue to live in warmth, safety, and dignity.



Goals for 2011

Our goals for 2011 are:

- Enhance the volunteer experience
- Increase the number of volunteer groups participating
- Increase community participation
- Increase focus on improving weatherization

House Captain Meetings

- The House Captain Meeting for new volunteer groups:

Thursday, August 18 - 6:30 p.m.
Rockhurst High School - Auditorium
9301 State Line Road, Kansas City, Missouri.

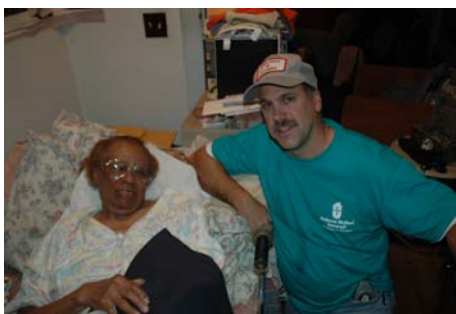
We will walk through each step of the process—from registering your team to filing the House Captain Report. Jeremy Davis will give a presentation on how to use the database to select houses. Everything that you need to know will be covered at this meeting. It is important that at least one of your House Captains attend this meeting. All volunteers are welcome to attend.

- A second House Captain Meeting for experienced House Captains:

Thursday, September 8 - 6:30 p.m.
Rockhurst High School Auditorium

This meeting will be a more abbreviated meeting focusing on changes from last year and other critical information.

House Captains and volunteers may attend either both meetings.



House Captain Responsibilities

As a House Captain, you are crucial to this program. You're responsibilities include:

- Selecting homes (via CIO website)
- Meeting with the residents
- Determining what projects you and your volunteers can complete
- Identifying and requesting any skilled help required
- Determining and collecting the material requirements
- Organizing your volunteers to complete the repairs on Event Day-October 9th

Work Done by Volunteers

Volunteers may perform a variety of tasks including:

- including and exterior painting
- caulking
- cleaning gutters
- installing insulation
- repairing and weatherizing doors and windows
- installing hand rails
- clearing away brush
- trimming trees
- removing trash

More skilled volunteer tasks might include:

- repairing damaged
- roofing repairs
- replacing broken window panes
- repairing damaged floors porches and stairs
- minor plumbing and electrical problems

Skilled union professionals are available to resolve issues that are beyond the skills of the general volunteer team including

- repair or replacement of furnances and water heaters
- significant electrical and plumbing issues

It is important that skilled help requests be submitted to CIO as early as possible - preferably after the initial review. In some cases CIO will already have identified the need for skilled help and submitted a request during their initial inspection, but check to make sure.



Registration

Registering is a two-step process. You must first register yourself, then if your group has not already been registered, you will need to register your group. We encourage all volunteers to register and designate if they are group leader, house captain, or donor. It is not necessary for each house captain of groups doing multiple houses to register as separate groups.

To register, select “House Captain Registration”. Initially you will be prompted with the following log in pop up. The User name for this log in is “captain” and the password is “cio2011” (lower case). With this, the system will display the CIO House Captain Registration Form.



After you have entered your contact information, you should select your group from the pull down list. If your group is not listed then you should select “Team Not Listed”. This will pull up the Group Registration form to get your group added to the list.



Once you have registered yourself, your group and alternate contact, click on the “Submit” button to record the information. You can now proceed to viewing and selecting “House Captain Sign In” from the left side navigation menu

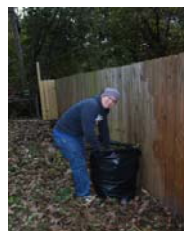


CIO Home Inspections

Christmas in October will inspect as many homes in the database as possible. Homes that are not considered suitable were removed from the database. It may not be possible to inspect all the homes in the program, but most of the homes in the database will have been inspected before the House Captain Meeting.

Homeowner Information

The information provided by the homeowners in their application will be entered into CIO database where it is available for review by the House Captains. Information collected by the CIO inspection will also be available as a PDF file.



Homes in the CIO database are organized by zip code, but are searchable by multiple criteria. After you have created your team, you can access the application information provided by the homeowners.



House Captain Sign In

To select a house for your team, you will need to sign in using the “House Captain Sign In”. With this you will be prompted for your last name and email address (as entered when you registered). If you are first prompted for a User Name and Password, enter “captain” and “cio2011” respectively.

Once you are signed in you will be presented with the “House Management Tool”. This tool is used to select houses that you want to review. You can limit the list of houses displayed by specifically elderly, disabled, Veteran, married, or single, zip code area, and difficulty rating. After you have entered a selection criteria, select “Submit” and the system will display all applications that meet that criteria

Press “Preview” to select a house from the listing to review the details. For most of the houses a picture will be provided. A .pdf file of the inspection sheet prepared by a CIO inspector is also available

Select “Add This House to Your Inspection List” to reserve the house for your team to inspect and determine if it is suitable for your volunteers.

Houses selected will be displayed on the initial page of the “House Management Tool” as “Pending Inspections”. It is important to inspect these houses as soon as possible, so that houses that are not suitable for your team can be returned to the database for selection by other groups.

To request a house for your team, you need to select it from your list of “Pending Inspections” and click on the button at the bottom to add it to your team. Like wise, houses that you have decided are not suitable for your team should be “Removed”.

Previewing Homes

You are responsible for previewing the home prior to selecting a project or projects for your team. After you have previewed the homes in the CIO database and have a list of addresses to inspect, you must contact the homeowner and schedule a time to inspect the home.

Review the items provided by the homeowner with their application, the CIO inspection form and interview the homeowner to determine which home(s) are most suited to your team.

It is important to let the homeowner know that this will be a preliminary step in the process. Explain that your team will be inspecting several homes before making a final selection for a project or projects that are best suited for your team on event day. Let the homeowner know that, if their home is selected as a project by your team, you will contact them to let know when you will return for further information and the exact time your team will arrive on the work day to begin the repairs. If skilled help will be requested you should tell them that others may be contacting them prior to event day for those repairs

Selecting a Project for Event Day

After you have met with the homeowner and know the repairs that are needed, you need to select one or more homes as your projects for event day. This is done by logging into the CIO database (House Captain Sign In) and selecting to “Review or Request” the home from the list of houses “Pending Inspection”, and selecting to “Assign my team to this house”.

After you have selected a home or homes still on your preview list, by other volunteer groups. **Please as possible.**



homes, please “Remove” any other So that they are available for selection **complete this process as quickly**

It is a good idea to take photos of the home you decide to select along with pictures of specific problems while you are with the homeowner. These can be used for showing your volunteers what needs to be done and who will be responsible for particular repairs.

Be sure to clearly communicate to the homeowner exactly what repairs your team will work on. **DO NOT** commit to any work other than the specific repairs you discuss with the homeowner. Tell the homeowner that we will do the best we can with the materials and labor we

have available at the time. Let the homeowner know what time your group will arrive on event day. If you have requested skilled help, be sure to tell the homeowner that they may be contacted by others for this work to be done before Event Day.



Releasing Previewed Homes

Houses that have been selected for review are removed from the list available for review by others, so **it is very important that you release houses that you are not planning to work on as soon as possible.**

Rejecting a Home

Even though CIO will be inspecting most of the homes this year, you may still find cause to reject a home. We apologize for any inconvenience this may cause. We have tried to eliminate houses that we consider unsuitable for the program.

If the home is in good condition or the homeowner's attitude does not seem appreciative, send an e-mail to Jeremy stating you think the home should be rejected. Volunteers are participating because they feel that this effort is worthwhile and appreciated. If you don't think that a home you visit fulfills that interest then let Jeremy know so that it can be removed. A house should also be rejected if it is determined to be healthy or safety hazard for the volunteers.



Privacy

Not all House Captains want to give their phone number to a homeowner. It is our policy not to give out your phone number to anyone. If one of the homeowners you are helping calls us about an issue with their home, we will send you an email asking you how you want us to respond.

Materials

Make a complete list of materials needed for your projects. We try to have most items you will need at our warehouse, but you can pick up items we do not have at selected local vendors using our Vendor Authorization Card.

Warehouse Material Check-Out Dates and Times

You may pick up materials and equipment at our warehouse located at 3261 Roanoke Road, Kansas City, Missouri 64111. The warehouse will be open on the dates shown below. If the dates assigned to your group do not work, please call us. We will arrange an alternate date and time that fits your schedule.

	Wednesday	September 28	10:00 a.m. - 6:00 p.m.
	Thursday	September 29	10:00 a.m. - 6:00 p.m.
	Friday	September 30	10:00 a.m. - 6:00 p.m.
Union Work Day	Saturday (Union Day)	October 1	10:00 a.m. - 2:00 p.m.
	Monday	October 3	Closed
Groups A through I	Tuesday	October 4	10:00 a.m. - 6:00 p.m.
Groups J through R	Wednesday	October 5	10:00 a.m. - 6:00 p.m.
Groups S through Z	Thursday	October 6	10:00 a.m. - 6:00 p.m.
Open to All Groups	Friday	October 7	10:00 a.m. - 5:00 p.m.
Volunteer Work Day	Saturday (Event Day)	October 8	7:30 a.m. - 8:00 p.m.
Material Return	Sunday	October 9	1:00 p.m. - 5:00 p.m.

Check-Out Procedure

You Must check in with the volunteers table prior to selecting materials at the warehouse. They will have a preprinted Material Check-Out Form for each address assigned to your group. This form will have your contact information and homeowner information filled in.

NOTE: You will NOT be able to check out any materials or equipment for a home that is not in our database and assigned to your group. If there is no Material Check-Out Form at the check-in table, you will have to speak with a staff member before checking out any materials.

Take only the materials you need. Leave any opened paint cans with the homeowner. The materials provided by Christmas in October are not donated. We purchase in bulk at discount prices, but we

Vendor Authorization Cards

Christmas in October provides almost everything your group will need to repair a home. If you need something we do not have at our warehouse, you can ask for a Vendor Authorization Card that you can use to obtain the materials from the vendors listed on the back of the card. If you use a Vendor Authorization Card, the clerk at the store will call us to authorize the purchase which will be charged to Christmas in October. If your team has funds we certainly appreciate your using them, as we do have limited resources.



Gutters

Christmas in October has a guttering machine and people to hang gutters. If the home you have selected needs guttering, we ask that your volunteer group prepare the fascia board on event day and then turn in a skilled help request form for the gutters. If your team can also hang the gutters please contact John@christmasinOctober.org to make arrangements to get your team the materials they require. There are guttering materials at the warehouse.

Windows, Glass and Screen Repair

If you have volunteers who are skilled at replacing window glass and screens, you can get screen at the warehouse and you can get glazing compound at the warehouse and submit dimensions for cut glass. To request cut glass you need to fill out a sticker sheet with the following information: cut size, homeowner name and address, and the cell number of a volunteer to call for pickup. Two or three pickup stations will be provided for drop off and pickup. The glazers will place the sticker on the glass for identification.

The Glaziers Training Center will provide glazing and screening for all houses needing their support. Drop-off and pick-up locations will be provided at two or three locations for dropping of window sashes to be fitted with new glass or screening. An identification sticker must be firmly attached to each sash and include the following information: the homeowner name and address, the cell phone number for a volunteer to be notified when the sash is ready to be picked up. Identification stickers will be provided.

It is very important that requests for cut glass and sashes to be repaired by the Glaziers be turned in as early as possible to assure that they are returned early. Use the designated form found at the end of this guide to request cut glass for window repair.



Trash

There will be no event day trash pickup. All bulk trash will be picked up by the city beginning Monday after and continuing throughout the week. Please separate bulk items from the other trash to make it easier for pickup. Other trash will be picked up on each neighborhoods normal trash day.

Yard waste must be separated from household trash, and must be either tied with twine in bundles not exceeding four feet in length and weighing more that 70 pounds. It is also recommended that metal items separated , so that people driving by scavenging for metal do not disturb the pile waiting for city pickup. Make every effort to place the trash in plastic bags provided by CIO and NCAP (Neighborhood Cleanup Assistance Program). The NCAP bags are light blue bag with their logo clearly visible from the street.

Dumpsters

Dumpsters are in short supply and will only be available for certain approved projects. If you have a special project that will require a dumpster, contact John Summers at CIO.



Power of Begging

If possible, please ask local plumbers, electricians, roofers, tree specialists, Roto-Rooter, or carpenters to help you with repairs that require skilled help. Many small businesses are willing to volunteer their help if they are simply asked. We provide the material for projects, so it is just a matter of getting the labor. Christmas in October can provide a tax donation certificate in exchange for their help. If you don't have a skilled volunteer on your team or can't get someone to donate his or her time, send in one skilled help request form for each skilled request.

Skilled Help Request

The home may need repairs that your volunteers cannot make, such as a water heater not working, a stopped up sewer drain, furnace not working, significant plumbing and electrical issues, etc. For these repairs, you must submit the Skilled Request Form located in this packet and on our website. These should be turned in to CIO as soon as possible, so that they can be forwarded to the appropriate labor union. If the home needs more than one type of skilled help, please fill out a separate form for each different skill.

Returning Materials

Please return all ladders, paint brushes, caulk guns, and any other equipment on Event Day. If that is not possible, please call the office before you bring items back to make sure someone will be here to check items in. The office will be open 9:00 a.m. - 3:00 p.m. Monday through Thursday and from 9:00 a.m. - 1:00 p.m. on Friday beginning the week after Event Day.



House Captain Report

After you have completed the repairs, you must file a House Captain Report for each of the homes your group worked on. To file the report, go to the website, sign in, locate your home(s), and change the status from "Assigned" to "Completed". A House Captain Report will pop up automatically. You can check the boxes for the repairs you made and add any details you wish. A House Captain Report is attached to this packet and is available online if you do not access to a computer.



After Party at the Warehouse

Bring back your ladders and leftover materials, then share a beer and brats with Christmas in October volunteers and staff! Hang out with other groups and share stories on how the day went.

Waiver of Liability Forms

You must mail, drop off, or fax us signed Waiver of Liability Forms prior to event day! That form is attached. **All volunteers working on the home must sign this form.**

Christmas in October House Captain Report

As a House Captain, your contribution to the program is critical. It is important that you communicate to us what repairs your group made to the home and the condition of the home after your group completed the work. Please fill out this form completely and file it online. You can find the instructions on how to file your report on our website, www.christmasinOctober.org

Date	
Resident Name	
Resident Address	
Name of Volunteer Group	
House Captain Name	
House Captain Email Address	
House Captain Phone Number	
Number of skilled volunteers	
Total skilled help hours	
Number of volunteers	
Number of volunteer hours	
Number of days worked	

Repair (Check if repair made)			
Plumbing		Roto-Rooter	
Furnace repair		Tree Trimmer	
Hot water heater repair		Yard Work	
Hot water heater replaced		Carpentry	
Roof repair		Wheelchair ramp	
Electrical repair		Guttering	
Windows reglazed		Window screens	
Windows winterized		Doors	
Caulking—tubes		Insulation	
Paint		Smoke Detectors	
Compact Fluorescent Bulbs		Fire Extinguishers	

Remarks regarding repairs:

SKILLED HELP REQUEST FORM
 Christmas in October
 Fax to: 816-531-6444

House Captain Information	
House Captain Name	
Name of Volunteer Group	
House Captain Email	
House Captain Phone	
Date Request Turned In	
Homeowner Information	
Homeowner Name	
Homeowner Address	
Homeowner Phone	

Circle ONE

Plumbing	Electrical	Heating
Roofing	Gutters	Carpentry
Tree Service	Exterminator	Roto-Rooter
Insulation	Wheelchair Ramp	Inspection
Description or Remarks:		

CHRISTMAS IN OCTOBER HOUSE/GLASS CAPTAINS REQUEST FOR CUT GLASS

HOUSE ADDRESS _____

HOUSE TEAMS BUSINESS _____

HOUSE/GLASS CAPTAINS NAME _____

HOUSE CAPTAINS PHONE # _____

**PLEASE PRINT AND LIST THE NUMBER OF EACH SIZE THAT YOU WANT. NO QUANTITY AND IT
WILL BE ASSUMED THAT YOU ONLY NEED ONE**

WOOD FRAMING GLASS

SIZES

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.

METAL FRAMING GLASS

SIZES

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.

ANY OTHER REQUEST PUT ABOVE WE WILL TRY TO ACCOMMODATE

FAX ALL REQUEST TO THIS NUMBER 816-285-0574



Contact Info

3261 Roanoke Road
Kansas City, MO 64111

P.O. Box 32108 KCMO 64171

Phone: 816-531-6443
Fax: 816-531-6444

ChristmasinOctober.org