



FAQ

Q: What are the current COVID-19 safety protocols on your campus?

A: Everyone on our campus is required to wear a mask and to practice social distancing in shared spaces, including outdoors. Masks and hand sanitizer are available to anyone in need.

Q: Does Housing Matters have a vaccination policy?

A: All in-person volunteers are required to be fully vaccinated against COVID-19 to protect themselves and the people they come in contact with. Volunteers are also responsible for monitoring their health and must not volunteer if you have COVID-19 symptoms including: fever greater than 100°, difficulty breathing or shortness of breath, cough, sore throat, loss of smell or taste.

Q: If I was a Housing Matters volunteer in the past, do I need to fill out the new application?

A: Yes, because our volunteer program has been on hiatus since 2020, we need all volunteers to submit an up-to-date application. If you would like help completing the application, please reach out to our Volunteer Program Manager, Marsa Greenspan:
mgreenspan@housingmatterssc.org.

Q: Is there an age requirement to volunteer at Housing Matters?

A: You must be 18 years of age to volunteer at the Housing Matters campus, unless a parent or guardian is present. Virtual volunteer opportunities are open to community members of all ages.

Q: What is the time commitment required for joining the Good Neighbor Network?

A: We offer a range of volunteer experiences to fit your schedule. Shifts typically last 2-4 hours. Some positions require a weekly or monthly commitment while others do not. All volunteers are required to attend an initial 1.5-hour orientation and at least one hour of continuing education per quarter.

Q: I drive down Coral Street and sometimes wonder if it's safe to volunteer on your campus. Will I be safe as a volunteer?

A: The Housing Matters campus is safe, clean, and organized. Our safety team works 24/7 to ensure our campus remains safe for all of our residents, staff, and guests. If you have never stepped beyond our front security gate and would like to take a tour of campus before submitting a volunteer application, please contact Marsa Greenspan:
mgreenspan@housingmatterssc.org.

Q: I want to be a part of the solution to homelessness, but I don't want to come to your campus. Are there other ways I can help?

A: Yes! We have virtual volunteer opportunities that you may access via Zoom. We also solicit volunteer support when we host special events off-campus. You may note these preferences on your application.

Q: Is there parking available at Housing Matters?

A: Volunteers are given temporary day-use passes for street parking in the Harvey West Neighborhood. For volunteers completing evening shifts, the Housing Matters safety team is always available to escort you to your car.

Q: What are the rules on your campus?

A: We operate all of our on-campus programs with a comprehensive list of rules and agreements to ensure all of our participants, staff, and guests feel safe and respected. These rules and agreements are available upon request.

Q: Can you give me examples of topics covered during educational opportunities?

A: Topics covered may include:

- A snapshot of homelessness in Santa Cruz County
- What is trauma-informed care and why is it so important?
- Why is the Housing First methodology a best-practice nationwide?
- What is chronic homelessness and what is the solution?
- Mythbusting common narratives about homelessness
- Ask an expert: connecting with a Housing Matters Program Manager