

AGREEMENT AND UNDERSTANDING
OF STREET ANGEL PARTICIPANTS

“SFRM” refers to San Francisco Revival Ministry, Inc., a California non-profit corporation and 501(c)(3) public charity.

“Street Angel Program” or “SAP” refers to the Street Angel Program operated by SFRM.

“Client” refers to homeless or other needy persons who agree to be helped as a participant in the SAP.

“Angel Volunteer” or “AV” refers to the members of the public who agree to participate in SAP and help Clients.

“Client-Angel Volunteer Network” or “CAVN” refers to the association of AVs and a particular Client, with SFRM participation.

“Professional Service Providers” or “PSP” refers to individuals and/or agencies who employ licensed and/or professionally trained social workers, medical technicians, lawyers, and others who have training to helping Client needs.

SFRM will:

- Keep a list of Clients who have agreed to participate in SAP.
 - Track and organize AVs who have expressed an interest in helping a Client.
 - Facilitate communication between AVs and a Client through the CAVN.
 - Act as a referral assistance service, directing AVs to PSPs.
 - Participate in all CAVNs, e-mail groups, and make Client visits if/when possible.
 - Disclose any known observed Client behavior to CAVN that may be a risk to AV safety.
 - Be solely responsible for deciding the participation of Clients and AVs in SAP.
- If any participant is found by SFRM to be in violation of this agreement, or acts in a way that SFRM is unhelpful for the CAVN, then SFRM will terminate participant’s participation by removing them from the CAVN and contact lists. If Client is terminated, then the CAVN will be disbanded for that Client as well, and any continuing contact between Client and AVs is without SFRM participation or facilitation.

Client:

- Agrees to allow SFRM and AV to perform their functions as outlined in this document for the purpose of providing help to the Client.
- Permits AV to share communication among the CAVN for the purpose of helping Client, including conversations Client may have had with individual AV

concerning health, addictions, behavior, situation, personal history, and any other thing.

- Agrees to hold harmless SFRM and AVs for any help that is provided. Any referral outcome is the responsibility of the Client.
- Acknowledges that SFRM and AV are not professional service providers, not professionally trained, or licensed in legal, social work, or medical practice. SFRM and AV are helping Client by making referral to PSP when the perceived need is there. Whether Client agrees to accept referral is Client's own choice and responsibility.
- Agrees not to participate in the CAVN group discussion in order to allow AV and SFRM to privately discuss options.

Angel Volunteer:

- Understands that SFRM is not a PSP, and is primarily an organizer and facilitator between AVs and Clients for the purpose of referring Clients to PSP for help.
- Agrees to hold SFRM harmless for any damages or injury that may occur through participation in SAP. Although SFRM may organize the Client's participation, SFRM can never know the full history or tendency of Client's potential behavior, and therefore SFRM cannot and does not guarantee any Client's future behavior.
- Understands that AV is responsible first for their own safety, and that they must never place themselves in a dangerous situation, and be aware of any indicators that might signal potential danger.
- Agrees to report any unusual or suspicious behavior observed in Client to CAVN.
- Shall decide their own level of involvement, and not be influenced to undertake more than they are willing or able to handle. However, if AV wishes to take on more responsibility and is guided by SFRM or other AVs, AV understands that said guidance is merely given as friendly encouragement and not meant as training or a guarantee of any kind.
- Agrees that if goods or money is collected to help Client, and it later is learned that Client did not use said gift for the entire said purpose, that SFRM and other AVs are not responsible for that misuse. Client's future participation in SAP will be publicly marked in the CAVN with that history as a caution toward future gifts.

All Participants (SFRM, Clients, AVs):

- Agree to be respectful, polite, understanding, non-judgment, and focused on the goal of helping Client.
- Agree not to evangelize religious beliefs among themselves. However, if two or more participants acknowledge their beliefs to each other and wish to discuss them, then conversation is encouraged just as conversation is encouraged on any topic that is mutually enjoyable to the participants.
- May terminate their participation SAP at any time, and make that wish known to SFRM, preferably in person, or by phone (415) 828-4000, or lastly by sending

e-mail to info@sfrevival.org which can be unreliable due to filtering devices or other issues. When a participant terminates, they will be removed from the CAVN, e-mail groups, and contact lists. If Client terminates, the CAVN will be wholly disbanded.

- Shall receive a token SAP pin. The pin is a gift from SFRM for participating in SAP.

What is Help?

The SAP exists to help Clients who are homeless or forced to be on the street for part of the day for various reasons arising from poverty or behavioral conditions. SFRM and AVs are guided to help Clients, and that help is defined loosely as a set of improvements to Client's stated and perceived conditions. SFRM and AVs shall refer to the comparisons below as a guide for how to approach helping Clients.

- SHELTER is better than LIVING ON THE STREET
- HOTEL/SRO is better than SHELTER
- PERMANENT HOUSING is better than HOTEL/SRO
- FAMILY REUNIFICATION is better than ESTRANGEMENT
- RELOCATION TO SAFETY is better than DOMESTIC VIOLENCE SITUATIONS
- CLEAN AND SOBER is better than ALCOHOL/DRUG ADDICTION
- GOOD MENTAL HEALTH is better than DEPRESSION, NEGATIVE FEELINGS
- FRIENDSHIP AND ASSOCIATIONS are better than BEING ALONE, LEFT OUT
- EDUCATION is better than NO OR LITTLE EDUCATION
- EMPLOYMENT is better than UNEMPLOYMENT OR UNDEREMPLOYMENT
- GOOD HEALTH is better than BAD HEALTH, SICKNESS, UNTREATED SYMPTOMS
- MORE JOB SKILLS are better than FEW SKILL OPPORTUNITIES
- COMMUNICATION OPTIONS are better than UNAVAILABLE COMMUNICATION
- ACCESS TO FOOD is better than BEING HUNGRY
- PARTICIPATION IN ACTIVITIES is better than BEING BORED AND FEELING USELESS

Angel Volunteer Level of Involvement

Volunteer Angels with the Street Angel program determine their own level of involvement when assisting clients, from the simplest of regular, friendly contact, to being an instrumental advocate in helping client get into housing and professional supportive services.

LEVEL. DESCRIPTION OF LEVEL

1. Agreeing to say “Hi” whenever you see the client.
2. Agreeing to know to client’s name and share your first name
3. Agreeing to say “How are you?” whenever you see the client, and talk for at least 20 seconds.
4. Agreeing to talk more with the client and learn the basics of client’s history:
 - * How old are they?
 - * How long have they been homeless?

4A–10A: Increasing the level of intimacy between volunteer and client by sharing more personal information, without violating boundaries set for personal protection and privacy

5. Agreeing to talk more with the client and learn intermediate details of client’s history:
 - * Where do they live or sleep?
 - * Do they have any medical conditions?
6. Agreeing to talk more with the client and learn advanced details of client’s history:
 - * Do they have any addictions they would like to talk about?
 - * Do they have any hopes to get clean if addicted?
 - * Do they have any plans to improve their condition?
 - * Do they have any family members that they would like to contact?

7. Assisting client with simple solutions to wishes/plans:
 - * Simple research

7B-10B. Talking with professional service providers for guidance as the complexities and needs of client's situation are revealed.

8. Assisting client with moderately difficult solutions to wishes/plans:

- * Traveling with client to appointments
- * Making phone contact with professional providers on behalf of client (existing professional relationships that client has, not to be confused with 7B-10B)

9. Assisting client with advanced solutions to wishes/plans:

- * Making phone contact with family members for client
- * Directly advocating with government officials on behalf of client

10. Finalizing client's transition out of street living into housing and support:

- * Doing whatever it takes to meet the goal.

Thank You for participating in Street Angels!

Please acknowledge that you have read this agreement and understand the roles and responsibilities of the participants by sending an e-mail to info@sfrivival.org, or by signing a copy of this agreement and giving it to San Francisco Revival Ministry.

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San Francisco, CA 94142
(415) 828-4000

I have read this agreement and acknowledge the roles and responsibilities.

_____ Date: _____

Name of Participant, and Role (Client, or Angel Volunteer)