

**Advocate Manual**  
Updated as of 4-29-2023  
Submitted by Tom Rousseau

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## **Mission**

Kearsarge Neighborhood Partners collaborates with individuals and organizations to create a support network which empowers people to achieve stability in their lives.

## **Welcome To the KNP Advocate Services Team!**

You are now part of a dedicated team of KNP volunteers that partner with neighbors in need of support in order to empower these individuals and families through immediate and long-term life challenges. The support you provide may involve companionship, identifying resources, prioritizing needs, making referrals, and assisting your designated neighbor to take action on their own behalf to empower, stabilize and improve their situation.

**Who is an advocate?** An advocate is a local community member with life or career experience, interest, and time to support and befriend a community member experiencing hardship or need.

## **Advocate Support**

Advocates will experience ongoing challenges assisting Neighbors, navigating the KNP policies and procedures and becoming knowledgeable of the extensive community resources. All Advocates are encouraged to:

- A. Attend monthly Advocate Committee online meetings.
- B. Contact experienced Advocates who post their availability to guide other Advocates in their topic specialties.
- C. Invite other Advocates through online Zoom or Google Meet and request a “Case Study” meeting to present the multiple challenges that they are attempting to assist a family with.
- D. Request consultation services for assistance during each stage of advocacy (Asses, Diagnose, Plan, Implementation, Evaluation). Ask for consultation during the first few weeks of being matched with a neighbor and as needed throughout the process.
- E. Upon invitation, attend meetings to build connections and maintain knowledge of services and resources.

**Who are our “neighbors in need?”** Neighbors in need are members of the Kearsarge area experiencing hardship, loneliness, financial challenge, temporary disability and/or undue burden. These neighbors are encouraged to contact KNP directly to request assistance and support as they face these challenges.

Thank you for partnering with us to help build a strong community where everyone has the opportunity to flourish!

## Advocate Leadership Committee

Determines the policies, procedures and implementation of all Advocate services.

Cindy Benson

Sandi Brownell      [sandagale@tds.net](mailto:sandagale@tds.net)      603-344-9915      Intake Specialist

Kay Clark

Ron Clark

Tom Rousseau      [tomr@KNPNH.org](mailto:tomr@KNPNH.org)      603-317-5900 X 706 Chairperson

## Advocates (13 as of 4-29-2023)

After the Intake Specialist talks with each Neighbor. Then along with the Advocate Chairperson they determine to “accept” or are “unable to accept” the Neighbor. If accepted the Neighbor is matched by the Advocate Chairperson with both a lead Advocate and supporting Advocate.

Steve Allenby

Cindy Benson

Sandi Brownell

Kay Clark

Ron Clark

Carol Conforti-Adams

Paul Currier

Ann Fournier

Linda Hagan

Heather Horan

Gene Lindsey

Marie MacDonald

Tom Rousseau

## Volunteer Coordinator & Operations (Part-time paid staff)

Beth Greenawalt      [bethg@knpnh.org](mailto:bethg@knpnh.org)      1-603-317-5900

## KNP Committees

Each committee provide services aligned with the KNP Mission. The following six committees form the organization of Kearsarge Neighborhood Partners. They are: 1) Board, 2) Advocates, 3) Communications, 4) Finance, 5) Operations, 6) Community Partnership (Liaisons)

## VALUES THAT GUIDE OUR ADVOCATE/NEIGHBOR RELATIONSHIP:

- We respect human dignity.
- We embrace the transforming power of love and compassion.
- We believe that our whole community benefits when we develop interpersonal relationships and empower individuals and families in times of need.
- We try not to do for others what they have the capacity to do for themselves.
- We recognize the value of reciprocity in our relationships and seek opportunities for those we serve to join us in building community.
- Our focus is primarily with people in the Kearsarge/Sunapee region whose needs match our resources and expertise.

## SAFE PRACTICE POLICY

*KNP Advocates are unable to partner with Neighbors experiencing: mental illness, or displaying addictive, violent, disrespectful or abusive behavior.*

## ADVOCATE EXPECTATIONS

*All Advocates do not: 1) initially meet with neighbors, 2) accept neighbors into Advocate Services, 3) match themselves or other Advocates with a neighbor.*

Advocates will:

- Work in teams of two.
- Adhere to the confidentiality agreement in the **Authorization for Release of Personal Information Form** and upload completed form in the KNP.org “Check-in”
- Commit to monthly meetings.
- Assist the Neighbor to set realistic goals and action steps.
- Understand the role of professional support and refer as needed.
- Maintain contact with assigned Neighbor on a regular basis, as needed.
- Understand the need to establish personal boundaries with assigned Neighbor.
- Evaluate progress periodically with Advocate Team Leaders.
- Connect assigned Neighbor with appropriate community resources.
- Record each interaction through the “Check-In” at knpnh.org.
- Document rationale for terminating an Advocate/Neighbor relationship through the “Check-in” on the KNP website knpnh.org.

## NEIGHBOR EXPECTATIONS

- Initiate contact with KNP In-Take Specialist to requesting an Advocate partnership.
- Complete an Initial Intake interview with KNP In-Take Specialist
- Maintain regular communication with your Advocates
- Complete the Authorization for Release of Personal Information Form
- Set goals (Specific, Measurable, Achievable, Realistic, Timely)

## Intake Form for KNP Neighbor

To be completed by Sandi Brownell - Intake Specialist after talking with the Neighbor. This form is then uploaded through "check-in" menu at [knpnh.org](http://knpnh.org).

Today's Date:

Neighbor 1:		Age:
Phone #:	Email:	Text? Yes - No
Neighbor 2:		Age:
Phone #:	Email:	Text? Yes - No
Others Residing in Home	Relationship	Age
Name:		
Name:		
Name:		

Physical Address:

Mail Address:

Have a Computer?

Neighbor 1: Y / N

Neighbor 2: Y / N

Comfortable using Computer & Internet ? Neighbor 1: Y / N

Neighbor 2: Y / N

Best days & times to follow-up?

**Problem:**

**Resources recommended:**

**Resolution:**

## TALKING POINTS FOR ADVOCATES

### **Advocates will:**

- Assist you connect with the appropriate agencies in our community.
- Assist you set realistic goals.
- Review the Authorization for Release of Personal Information form
- Maintain confidentiality.
- Always treat you with respect.
- Encourage and support you to the best of our ability.

### **Neighbors are expected to:**

- Complete Authorization for Release of Personal Information form
- Set realistic goals and follow up with action steps.
- Always treat Advocates with respect.
- Have regular contact with Advocate (as agreed).

### **Additional Talking Points for Advocates:**

- How can we assist you?
- How did you find out about KNP?
- What led you to reach out to KNP?
- Are there any long-term or chronic medical issues?
- How have you coped with these challenges?
- Are you currently collecting Social Security or applied for Disability benefits?
- Do you have support from family in the area?
- Do you have a Primary Care Physician?
- Do you work with a social worker or counselor?
- Do you have medical insurance?
- Are you receiving other services such as:
  - NH Healthy Families
  - Kearsarge Regional Ecumenical Ministries (KREM)
  - Community Action Program (CAP)
  - Hospital Social Worker
  - Visiting Nurses Association (VNA)
  - Food Pantry
  - Mental health services
  - Veterans Administration

**Kearsarge Neighborhood Partners  
Advocate Services  
Authorization for Release of Personal Information**

Print Name	Age
Street	Town
Zip	
Cell	Email

I \_\_\_\_\_ understand that information about my situation and my interactions with Kearsarge Neighborhood Partners (“KNP”) ***will be documented in a database and accessible to other KNP staff and volunteers on a “need to know” basis.***

I hereby authorize Kearsarge Neighborhood Partners (“KNP”), or any employee or representative of Kearsarge Neighborhood Partners, PO Box 1442, New London, NH 03257 to share and discuss information with Authorized Representatives of the following Service Organizations who may also be involved in my care. Said information may be personal, financial, or otherwise deemed confidential.

	<i>Please Check Mark Those Selected.</i>		<i>Add Any Other Services</i>
	(CAP) Community Action Program		
	COA Chapin Center - New London		
	Food Pantries		
	KREM - Ecumenical Ministries		
	Loaves and Fishes		
	New London Hospital		
	Newport Health Center		
	School Officials		
	ServiceLink - Concord		
	Town Welfare		
	VNA – Visiting Nurses Association		
	Warner Connects		

You have the right to withdraw your permission at any time. To withdraw permission, notify in writing your Kearsarge Neighborhood Partners Advocate.

This Authorization for Release of Personal Information shall expire one (1) year from the date of the signature appearing below unless permission is taken back sooner.

A photocopy, fax or electronic copy of this release shall be as valid as the original.

**Signature**

**Date:**

**Advocate**

**Date:**

**Advocate**

**Date:**

## How Neighbors Connect with Advocate Services

1. Neighbors contact KNP through:

- A) phone 1-603-317-5900 which will be answered by Volunteer Coordinator and she will direct the Neighbor to contact the Intake Specialist or
- B) e-mail [info@KNPnh.org](mailto:info@KNPnh.org) which will be answered by Volunteer Coordinator and she will direct the Neighbor to contact the Intake Specialist or
- C) 1-603-317-5900 Ext. 3 which be answered by the Advocate Intake Specialist
- D) online at <https://knpnh.org/request-for-help/> , Completes request for Services will be answered by Volunteer Coordinator who will forward to Intake Specialist.
- E) A referral Agent (School staff, KREM, Town Welfare Officer, etc. might submit a request on behalf of Neighbor that they are working with).

Volunteer Coordinator, Intake Specialist or Advocate will not accept a referral on someone's behalf. They will reply to the referral agent that *the Neighbor must directly request Advocate Services through any of the four methods listed above.*

### **Volunteer Coordinator - steps if she receives a call, e-mail or online request.**

The Volunteer Coordinator's primary role is to direct the Neighbor to call 1-603-317-5900 Ext. 3 to contact the Intake Specialist to requests the ongoing support of Advocate Services. The Volunteer Coordinator will not begin an In-take process nor listen to the Neighbor describe their concerns. The Volunteer Coordinator may: A) ask the neighbor if they are seeking the assistance of Advocate Services for help with any of the following:

- Budgeting and changing spending habits
- Applying for services (i.e. housing, utilities)
- Locating sources for debt relief
- Connecting to resources for benefits
- Alleviating food insecurity
- Accessing reliable transportation
- Creating social connections and/or family support

B) provide the following brief description of Advocate Services

"KNP Advocates walk alongside Neighbors to help connect them to the right resources and support them through the process of moving to a more stable and sustainable place in life. Advocates provide ongoing support through phone check-ins and/or personal contact." We're based on developing supportive interpersonal relationships among our neighbors. We help guide neighbors toward a more stable place in life, and we try not to do things they can do for themselves



## **Intake Specialist - Position Description**

### **Summary of Service**

The Intake Specialist role is to centralize and standardize the intake process that includes: a) collecting Neighbors' contact information, b) describing Advocate Services, c) listen to the Neighbors' presenting problems and d) recommend services to the Neighbor that they may be eligible for. The Intake Specialists then completes an Intake Report and together with the Advocate Committee Chairperson they decide whether to accept the Neighbor into Advocate Services. Then the Chairperson matches two Advocates to help guide neighbors toward a more stable place.

### **Intake Procedure**

#### **Sandi Brownell - Intake Specialist:**

- 1) Sandi Brownell - Intake specialist interviews the Neighbor usually by phone:
  - A) records the Neighbors' contact information;
  - B) talks with the Neighbor to assess the Neighbors' presenting problem(s)
  - C) determines if the Neighbor is experiencing mental illness, or displaying addictive, violent or abusive behaviors. (Advocate Services is not able to partner with Neighbors in these situations.)
  - D) ask the neighbor they are seeking the assistance of Advocate Services for help with any of the following:
    - Budgeting and changing spending habits
    - Applying for services (i.e. housing, utilities)
    - Locating sources for debt relief
    - Connecting to resources for benefits
    - Alleviating food insecurity
    - Accessing reliable transportation
    - Creating social connections and/or family support
- 2) The Intake Specialists: a) recommends other Services to the Neighbor that they may be eligible for; b) provides contact information on how to best access these services; c) briefly describes the application process for each.
- 3) The Intake Specialists then discusses by phone with Tom Rousseau - Chairperson Advocate Services Leadership Committee to review the Neighbors presenting problems and needs and together a determination is made to either "Accept," or "Unable to Serve."
- 4) Reasons for "Unable to Serve."

- A) *Neighbors experiencing mental illness, or displaying addictive, violent, disrespectful or abusive behaviors.*
  - B) *Advocate Services may not have an Advocate team of two that is available.*
  - C) *Neighbors who do not want two Advocates to provide ongoing support through phone, e-mail, video meetings check-ins and/or in-person contact. to help connect them to the right resources and support them through the process of moving to a more stable and sustainable place in life.*
  - D) *Neighbors who do not express a desire to work on at least one of the following:*
    - Budgeting and changing spending habits
    - Applying for services (i.e., housing, utilities)
    - Locating sources for debt relief
    - Connecting to resources for benefits
    - Alleviating food insecurity
    - Accessing reliable transportation
    - Creating social connections and/or family support
- 5) Intake Specialist submits an Intake Report Form by either of the following methods. This informs the Volunteer Coordinator on the status of the Neighbors request.
- A) Attach the “Intake Report Form” thru KNP online “Check-in.”
  - B) Use AirTable, select the “INTAKE Neighbor Requesting Help” form and type in the information.

### **Intake Steps for Advocate Services Chairperson**

- 1) Discuss with Sandi Brownell-Intake Specialist and determine Neighbors status (Accepted or Unable to Serve) for Advocate Services.
- 2) If Accepted, the Chairperson contacts two Advocates to ask if they will accept being matched with the Neighbor. Also agree upon roles as the “lead” & “support” Advocate.
- 3) Advocate Services Chairperson provides Advocates with contact information of the Neighbor
- 4) Advocate(s) contact the Neighbor and arrange their first meeting date and time either in-person, online or phone.
- 5) Chairperson submits a KNP online “Check-in.”

## **Kars 4 Kearsarge (K4K) Application Process**

### **3-31-2023**

#### **Description**

The K4K program offers income eligible Neighbors a free used vehicle that is in good repair, typically valued from \$5,000-\$8,000. K4K may offer money for major auto repairs of vehicles owned by the applicant instead of money to purchase a vehicle.

Applicants must be willing to complete an application, budget form, required income, expense and debt documentation and consider accepting the assistance offered by Advocate services.

#### **Application Process**

- 1) Neighbor(s) directly contact Sandi Brownell - Advocate Services Intake Specialist. All other Neighbor requests received by Beth G., or referral sources must direct the Neighbor to contact Sandi Brownell - Advocate Services Intake Specialist.
- 2) The Intake Specialists interviews the Neighbor and describes the K4K program, (either a used car donation or a donation for major repairs) the application, budget form, required income and expense documentation and the assistance offered by Advocate Services.
- 3) The Intake Specialists then discusses by phone with Tom Rousseau - Chairperson Advocate Services Leadership Committee to review the Neighbors presenting problems and needs and together discern the neighbors' willingness to accept the terms and submit an application. A determination is made to either "Accept," or "Unable to Serve."
- 4) Tom Rousseau – lead Advocate, will contact the Neighbor and determine the neighbors' willingness to accept the terms of both K4K and Advocate Services.
- 5) If neighbor accepts the terms and wishes to submit an application, the Neighbor will complete the application, budget form, required income, expense documentation, along with a) the support of Tom Rousseau– lead Advocate and the vehicle value and b) repair assessment, with Bill Turner– KNP volunteer professional Auto Insurance Adjuster and c) an Auto repair estimate from either Hill's Auto – Bradford or Marshals Garage, New London.
- 6) Tom Rousseau will contact Becky Rockwell regarding the determination to move forward and the likely timeline that the Application will be submitted.

- 7) Tom Rousseau will collaborate with Bill Turner – KNP volunteer professional Auto Insurance Adjuster who will review the vehicle and determine the approximate value of the repairs needed. If the repairs needed determine that the vehicle is not worth repairing, Bill will notify Tom Rousseau via an email communication with supporting documents so additional discussion can be made with the client. If the vehicle is deemed repairable, Bill Turner will also coordinate an estimate for repairs at selected auto service stations.
- 8) When the K4K Application is complete Tom Rousseau will send the Neighbor's completed Application to Becky Rockwell.
- 9) Becky Rockwell will review the application and contact Tom Rousseau who will contact the neighbor with any questions and information requested.
- 10) Tom Rousseau will follow-up with Neighbor for answers to these questions and reply to Becky Rockwell.
- 11) Becky Rockwell will submit the Application to the K4K Selection Committee for a decision.
- 12) Becky Rockwell will contact Tom Rousseau to invite him to attend K4K Selection Committee meeting as needed.
- 13) Becky Rockwell will contact Tom Rousseau regarding the decision of the K4K Committee. If the application is approved Bill Turner will lead the coordination process of finding a vehicle or repairing the vehicle and the commencement of repairs.
- 14) Becky Rockwell will coordinate with Patsy Steverson - KNP Treasurer regarding making payment for the used vehicle purchased or for repairs of the neighbor's vehicle.
- 15) If approved Tom Rousseau will assist the Neighbor with formulating a plan for Advocate Services that includes maintaining a budget and enhancing money management habits. A second Advocate may also be assigned as needed.

**Advocate Services Budget  
Approved 2023**

Each Advocate is authorized to expend up to \$500 on each Neighbor (includes all household members) for up to 3 separate households, for a total annual amount of \$1,500 each Advocate can donate on behalf of the Neighbors they serve.

In addition, Advocates can request mileage reimbursement for travel incurred assisting Neighbors.

Donations to Neighbors	\$ 21,000	14 Advocates X 3 Neighbors X \$500 each
Travel Reimbursement	\$ 560	1,000 miles X .56 mile
<b>Total</b>	<b>\$21,560</b>	

**Financial Assistance Philosophy  
Neighbor Financial Assistance Policy  
(Approved 10-22-2020)**

Our goal is to walk with people to help them reach stability in their lives. To this end, we will help them navigate the various organizations that could provide financial and other assistance and, where appropriate, advocate on their behalf.

If, after exploring all feasible options, our client needs additional financial help to move forward and build a financially sustainable life, we are willing to provide that assistance, as long as we have some confidence that our Neighbor will eventually be financially stable. Our funds could be used for housing, transportation, education, childcare, clothing, legal, government fees and other such needs.

Where possible, the financial assistance should be in the form of a no-interest loan with a repayment schedule that is reasonable for the borrower. We DO NOT want to establish a loan that the client will have difficulty repaying. In cases where a loan is not feasible, the financial assistance can come in the form of a grant. Even with a grant, however, we should look for ways for the recipient to help us help others.

Board members have the discretion to annually provide up to \$500 of assistance to a Neighbor or Neighbor family unit. Assistance above \$500 will require the approval of two Board members. More than \$1,000 will require approval of all of the Board.

We recognize that we will often be wrong in our assessment of an individual's ability to reach financial sustainability, but it is worth the risk. We do not, however, want to be a funding organization where our funds will be necessary to keep a client out of crisis on an ongoing basis.

When viewing this philosophy, it may be helpful to refer to the Lupton Center's Oath for Compassionate Helpers:

## THE OATH FOR COMPASSIONATE HELPERS

I will never do for others what they have the capacity to do for themselves.

I will limit one-way giving to crises and seek always to find ways for legitimate exchange.

I will seek ways to empower by hiring, lending, and investing and offer gifts as incentives  
to celebrate achievements.

I will put the interests of those experiencing poverty above my own even when it means  
setting aside my own agenda or the agenda of my organization.

I will listen carefully; even to not what is being said knowing that unspoken feelings may  
contain essential clues to healthy engagement.

And, above all, to the best of my ability,

**I WILL DO NO HARM.**

### **Reimbursement for Expenses on Behalf of a Neighbor**

Policy and Procedure for an Advocate to receive Reimbursement for expenses incurred on behalf of a Neighbor.

#### **Policy**

Advocates are expected to follow the above KNP Financial Assistance Philosophy to guide their discussion with their Neighbors and make a decision to provide some financial assistance on behalf of the Neighbor.

#### **Procedure**

1. Submit a receipt by e-mail to KNP Board Treasurer – Patsy Steverson  
[patsy.steverson@gmail.com](mailto:patsy.steverson@gmail.com)

A valid receipt must include the date of purchase, name of company, address, phone or e-mail address and a specific description of the item or service. Also the Advocate must provide the Treasurer with their mailing address.

2. Include name of Neighbor and reason for expense.

## **KNP Phone and E-mail**

To support Advocates maintaining professional boundaries with Neighbors Advocates are offered a KNP phone extension and an KNP email address  
Contact the Volunteer Coordinator to request these services.

## **UniTel Voice**

An application on your mobile phone to use you KNP Phone number extension for 1-603-317-5900 to make calls and receive voice messages, view contacts and history.

## **KNP email address**

(First name, initial of last name) @KNPNH.org

## **Online Meeting Resources**

Advocates are encouraged to use online applications for meetings.

**Google Meet:** <https://meet.google.com/>

- Google meet is a free service and allows one-on-one calls for up to 24 hours.

This is an easy to use platform for Neighbors and Advocates to meet.

### **Without a Google Meet subscription**

On a computer, you can host:

- One-on-one calls for up to 24 hours.
- Calls with 3 or more participants for up to 60 minutes.

**Tip:** At 50 minutes, everyone receives a chime and message notification that the call is about to end. To extend the call, the host can upgrade their Google account. Otherwise, the call will end at 60 minutes.

*For Google Workspace Individual Subscribers* You can host one-on-one calls and group calls with, maximum of 100 participants in a meeting, for up to 24 hours. After the 14-day trial, you'll be charged \$99.99 yearly or \$9.99 month. Cancel any time.

## **Zoom:**

Non-subscribers can set-up a 30 minute meetings for free. Only paid subscribers (\$180 annually) can schedule and invite others to limited time meetings.

Cindy Benson and Carol Conforti- Adams have a Zoom subscriptions and Advocates can also ask them to schedule a "Case Study" meeting.