



# PLAYBOOK



# The Life Remodeled Playbook

## Updated Nov. 1, 2018

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## **Important Preface**

Life Remodeled's long-term vision is to develop and share the most community driven, collaborative, impactful and sustainable models for urban neighborhood revitalization. While this Playbook is written as a guide to help Life Remodeled launch several new Chapters in large US cities, we are making this resource available to anyone who desires to learn more about our culture, values, strategies and systems. We hope it inspires and further helps you transform lives in your own context.

We are grateful we're able to share this playbook widely and freely, thanks to the generous support of Chip and Joanna Gaines, reality TV stars of HGTV's *Fixer Upper* and co-founders of the home and lifestyle brand Magnolia.

## **About the Founder and His Faith**

Life Remodeled was founded by a faith-driven entrepreneur, but it is not a religious organization. Life Remodeled believes the chances for lasting positive change in our modern world rely heavily on our ability to find ways to work together, and therefore the organization embraces all people of all walks of life.

As someone with a life mission to become more like the Jewish construction worker who lived, died and came back to life about two thousand years ago, Chris Lambert founded the mission and strategy of Life Remodeled based on four patterns from the life of Jesus.

1. Jesus was "on the go," rather than "setting up shop" in one location and waiting for people to come to Him—therefore we move from one neighborhood to the next.
2. Jesus traveled to people and neighborhoods with tremendous need—therefore we invest in communities with high levels of crime, educational challenges, and limited access to job opportunities.
3. Jesus often first physically demonstrated his gospel message (healing the sick, feeding the hungry, raising the dead) before verbally communicating it—therefore our projects lead with dramatic actions that create opportunities for diverse groups and individuals to engage in meaningful discussions where they often share their personal passions and motivations.
4. Jesus invited many people who did not fully believe in his message (Judas, the eleven disciples, and more) to do miraculous things alongside him—therefore we attempt to engage people from all walks of life to do the "impossible."

The few elements of spiritual language present in this playbook reflect the personal views of the founder. Lambert encourages all staff and volunteers to freely share who or what motivates them to serve, because he believes the combination of serving and sharing personal stories is one of the best ways to get to know others.

# 1. The Heart of Life Remodeled

Life Remodeled (LR) prepared this playbook to share our model with individuals and organizations across the country and invite potential supporters to consider helping us launch new LR Chapters in cities with populations of 500,000 people or more.

## 1.1 Mission

Life Remodeled exists to bridge people across divides to help transform each other's lives.

## 1.2 Background

Watching the news can be a painful reminder of how divided our country truly is. Race, religion and educational background are just a few divides across which we struggle to cooperate. In addition, despite sometimes living only miles apart, Americans of ample means and those living in poverty dwell in drastically different worlds. Rarely do we put forth the effort necessary to overcome the challenges of communicating and understanding one another, which cripples society's ability to find impactful solutions.

In Metropolitan Detroit, we have witnessed suburban individuals and groups attempt to alleviate Detroit's poverty crisis. We have also seen residents of the inner city attempt to share their wealth of knowledge regarding the oppressive systems that go unaddressed. By building sustainable relationships both communities can learn what the real needs are of the other. From this, we can collectively define lasting cures. Both communities are apprehensive about making the sacrifices necessary to develop lasting relationships with one another. While financial resources are critical to urban renewal, many have yet to acknowledge there is a need in the suburban community to acknowledge and help overturn the oppressive systems that keep urban communities in poverty. It is often assumed that the role of suburban benefactors is to uplift under resourced communities, but the actual relationship dynamic is more nuanced. Therefore, a different model of charity must exist where both sides are inspired to do the hard work of relationship building. Both parties should come with the mindset that they have something to give and receive.

This is where Life Remodeled comes in.

We exist to bridge people across divides in order to help transform each other's lives—investing approximately \$5 million in cash, labor and materials into one Detroit neighborhood each year. Projects are determined by the community's needs and vision, and we assist in three areas: Remodeling a community asset, repairing

owner-occupied homes, and mobilizing thousands of volunteers to beautify hundreds of city blocks in six days.

The scale of volunteerism required to plan and implement our projects provides catalytic opportunities for individuals to meet on level playing fields, where everyone has something to offer. While serving together in highly inspirational environments, the resourced and the under-resourced begin to let down their guards and engage in meaningful conversations that build rapport. Likewise, we create a culture where those who are Democrat or Republican, pro-life or pro-choice, faith-based or atheist, and so on, feel confident and inspired to work collaboratively and even share who or what motivates them.

### 1.3 Our Approach to Neighborhood Sustainability: Five Elements

				
<b>Vision</b>	<b>Engagement</b>	<b>Influence</b>	<b>Role Model</b>	<b>Recruitment</b>
Focusing on the community's vision, rather than importing a new vision from "outside" the community	Engaging students and community residents in planning and implementation	Increasing the influence of key community and school leaders	Modeling a successful system of blight removal, volunteer management and partnership	Recruiting new stakeholders who make long-term commitments to the school or community assets and neighborhood

### 1.4 Values

#### Family Values

			
<b>See the Unseen</b>	<b>People over Projects</b>	<b>Bold Humility</b>	<b>Enduring Change</b>
We believe in looking beyond the way things may appear and seeing what could be.	We believe our projects are exceptionally valuable, but people are priceless. The people we serve and those we serve alongside matter more than the processes and the products.	We believe in taking the form of servants who value others over ourselves. We do so with confidence and relentless determination.	We believe in investing in work that has strong potential for sustainability, and we work strategically towards that end.

One crucial illustration of these values: As we crafted this playbook, we proposed that LR have a team and trucks going from city to city, executing the 6-Day Project. Chris responded, "But the value is really that the people in the city did it themselves."

In other words, LR prefers massive local ownership *even at the expense of operational efficiency*. This is a powerful LR value; this is “people over projects” in action!

*Life Remodeled feels like a family. If it delivers projects and renovations, but fails to love people along the way, it is not Life Remodeled.* To learn the essence of Life Remodeled, watch the feature-length documentary, Life in Osborn:  
<https://www.youtube.com/watch?v=hUobnWFZoO4&feature=youtu.be>

## 1.5 The Staff of Life Remodeled

LR’s most recent organizational chart is presented in [Section 5](#). LR relies heavily on volunteers and tries to keep a light staff team at the center.

As you engage with the LR HQ, this organizational chart will help you understand who fits where. It may also give you ideas about how to structure your own team as it grows in the years ahead.

## 1.6 History

Inspired in part by the television show “Extreme Makeover: Home Edition,” which aired on ABC TV from 2003 to 2012, Life Remodeled has grown from building a single house from the ground up in six days and beautifying the surrounding neighborhood with 500 volunteers in 2011 more than 10,000 per year since 2014.

From the initial modest-yet-significant project—building a new house for a single mother and her four daughters in Westland, Mich., to a trio of \$5 million projects from 2014–2016, Life Remodeled gained a reputation as a difference maker in Detroit counting more than 300 businesses, faith communities, and community organizations as regular partners. A pair of documentary films in 2014 and 2015 helped spread the word of Life Remodeled throughout the United States and beyond, inspiring faith communities from other states to take part in the annual project.

In choosing projects, Life Remodeled looks for neighborhoods with significant need and radical hope.

## **2011**

Incorporation and completion of first project, one family received financial advisement, professional family counseling and a new home constructed from the ground up in six days by 500 volunteers who also beautified the surrounding neighborhood.

## **2012**

Four new houses in four Metro Detroit neighborhoods and beautification of those neighborhoods in six days.

## **2013**

First full neighborhood project with one new home constructed, 36 home remodels, 253 board ups of vacant houses and beautification of 65 blocks in Detroit's North End.

## **2014**

Focus on Detroit neighborhoods with emphasis on a Detroit Public School becomes Life Remodeled's new mission. More than 10,000 volunteers came together for a week in August and partnered with Cody High School, cleaning and participating in major projects like a new Science, Technology, Engineering, and Math (STEM) lab, medical simulation lab, revamping of the home economics room and a new \$1.2 million synthetic turf football field that allowed the first home games in more than six years at Cody. The volunteers cleared debris, boarded up 254 vacant houses, and beautified 303 blocks of the Cody Rouge neighborhood while creating safe pathways for students walking to school.

## **2015**

Building on the success in Cody, Life Remodeled moved east to Osborn, one of Detroit's most-blighted neighborhoods. Efforts focused on a new roof, gym, cafeteria, library, and main office, among other upgrades to Osborn High School, but most volunteers fanned out in the 4.5 square mile area to clear debris from more than 300 blocks and board up 472 vacant houses. Pulaski Elementary-Middle School also received a deep cleaning and two new playscapes.

## **2016**

The Life Remodeled effort deepened in community relations in 2016, and it was the creativity of a group of recent Denby High School graduates that led the way. The students wanted a "safe place to hang out" and that place – Skinner Park in the Denby neighborhood on Detroit's northeast side – was the focused project instead of the high school itself, which was remodeled in 2011. A performance pavilion, new basketball courts, volleyball court, putting green, and other amenities are now in place of the former under-equipped and underused Skinner Playfield. Another

hallmark of 2016 was the dedicated involvement of seven suburban Detroit communities that sent volunteers to Denby, serving among the more than 10,000 volunteers that removed blight on 303 blocks, boarded up 362 vacant houses, and helped repair 80 homes of Denby residents.

## **2017**

As 2017 marked the 50th year anniversary of the 1967 Detroit uprising, Life Remodeled and partners began investing in the neighborhood surrounding Central High School, the city's first public high school, in the community where Detroit's civil unrest began.

In the past, Life Remodeled made one-year commitments to neighborhoods; however, it decided to commit at least three years to the neighborhood surrounding Central High School.

In 2017 LR:

- Began renovating and repurposing the former Durfee Elementary Middle School building (adjacent to Central High School), which LR leases for \$1/year.
- Repaired 53 homes
- Mobilized 11,032 volunteers in six days
- Boarded up 534 vacant houses
- Removed blight on 367 blocks

## **2. Starting a New Chapter**

The key to LR is relationships. This section will offer thoughts on the steps involved in setting up a chapter. However, the real set up is not organizational; it's relational. This playbook includes a list of key conversations you should have throughout your city as you set up LR.

We exclude from this playbook some key decisions, such as:

- Hiring a CEO
- Picking a neighborhood

We exclude these because they are critical decisions that should be made with help from HQ, based on all the facts and circumstances, rather than by following a rote process.

Life Remodeled is searching for US Cities with the following characteristics:

- Population of at least 500,000

- Significant need: neighborhoods with poverty, high levels of crime, high levels of blight, academic challenges, limited access to job opportunities and racial strife between the city and surrounding suburbs
- Radical hope: neighborhoods within those cities that not only have significant need, but also have a foundation of sustainability in place, in process, or they have significant potential for sustainability
- Community assets: A community asset that needs renovation (an active school, vacant school building, community center, recreation center, or park)
- Influential faith-based organizations that would be interested in partnering with Life Remodeled, especially giving our organization stage time during weekend services
- Potential individual, corporate and foundation funders who are willing to consider making soft-commitments contingent on Life Remodeled's involvement in their city

We also considered excluding LR's expertise on boarding up houses because LR's staff believes that this process—so critical in Detroit—is not likely a key component of LR's work in other cities. However, to ensure that this expertise is captured, we have placed these processes in an appendix. You will hear LR leaders talk about “blight removal,” but in new communities, we will focus more on “beautification” of communities. (Of course, to beautify a community includes removing blight, but “beautification” puts the emphasis on what we are creating – beauty – rather than what we're eliminating.)

## 2.1 Organizationally

**Governance.** LR has not yet determined exactly how new chapters outside Detroit will interface with the Detroit headquarters (HQ). We require that your chapter will have a local board. Do not fill that board too early. (We have a Board Member Job Description in Appendix B.)

**Incorporate.** In most states, it's fairly easy to incorporate as a limited liability corporation. LR HQ requires that each chapter have its own incorporation so that liability is contained. If, Heaven forbid, something terrible happens in one of the chapters, one chapter's liability should not spread to other chapters or HQ. Visit your state's website, and pay the registration fee. Your corporation name should follow this formula:

### **Life Remodeled, City Name**

**Insure.** Contact LR HQ for recommendations on underwriters to cover your work. Before your project begins and volunteers arrive, your insurance needs are basic. Be sure that your underwriter understands the scope—and risks—of your project and that volunteers are covered the week of the project. It is much better to overpay by a bit than to mislead the underwriter and find yourself without enough coverage.

**State Charitable Solicitation.** Most states require that you register with the state and pay a small fee before soliciting donations there. This license has to be renewed each year.

**Database.** Get a Salesforce “Nonprofit Starter Pack” license. Connect with HQ to learn how to structure your Salesforce “instance” to mirror Detroit’s instance of Salesforce.

Every contact you have should be entered into the database. You’ll be amazed how quickly you have hundreds and then thousands of contacts. There’s a saying, “The money is in the list.” In LR’s case, it is also true that “The volunteers are in the list.” Entering data from business cards and sign-in sheets will feel tedious in the moment, but it will bear fruit in the long run.

**Marketing.** Your chapter should start its own website and social media presence. Over time, HQ’s Creative Director will provide ideas, proven campaigns, and more. But in the short term, chapters should develop their own channels. For inspiration, look at LR’s videos ([liferemodeled.com/videos](http://liferemodeled.com/videos)) and past weekly email blasts and mass emails (Appendix C). One key to LR’s success in Detroit has been weekly, informal, short email communications from Chris.

## 2.2 Relationally

Before you pick a specific neighborhood, orient yourself to the city. Start with:

**Key Faith Communities (Both Urban and Suburban).** Where do faith leaders gather? Whom can you take to coffee to learn about the city and how best to serve the city? (For urban churches and other urban faith communities – what are some potential projects that you’d like to see us tackle?)

**City Officials.** What are the areas in most need of help? What hurdles should LR expect to encounter? What programs are the city running that could dovetail with LR’s work?

**School District Officials.** What are their needs? What communities most concern them? Are there key “community assets” that they already know they would like to see restored?

**Civic Leaders.** Who are the key stakeholders in the city? How do they interact with each other? Which organizations do they like and respect? Who’s already doing great work in the city? What are projects they would like to see us tackle?

**Nonprofit Leaders.** What great work is already happening? What’s worked? Why did it work? What’s failed? Why did it fail? What projects should someone tackle in this community?

**Foundation Heads.** Who's doing interesting work in the city? What is the foundation community like? What are they already funding?

In this initial stage, it's not time to ask for volunteers or donations. It's time to learn and to build relationships. Specific talking points are below in [Section 3](#).

As your list of local contacts grows, follow up with people periodically to keep them posted on the progress of the project.

## 3. Key Stakeholder Conversations: Approaching Them & How to Talk to Them

Start with a list of your “dream team” of partners – faith-based organizations, companies, and other organizations. Start gathering contact information in a spreadsheet, and—most important—pray for the people on that list. They are *people*, not facets of our strategy.

LR brings together all kinds of stakeholders.

### 3.1 An Approach to Loving Stakeholders

Chris explains that “all four of our core values are very much at play in the process of attracting and landing new partners.” Do not bring a “sales pitch” mentality. Here’s how Chris ties the values to his conversations with stakeholders:

**People Over Projects.** Because the mission is “remodeling lives” not just physical structures and spaces, the executive at a large corporation who lives in the suburbs is just as important as the single mom whose home we may repair. I show partners and potential partners they matter more than the resources they can give. I seek to engage them on relational levels, beyond transactional. I try to get to know details of their personal lives. I use humor where I can. Also, people give to people. No matter how attractive our cause may be, if they don’t like me (or other significant staff members), they probably won’t get involved.

**Bold Humility.** Life Remodeled can be a win for our partners, and I’m here to serve them to help make that happen. I will downplay my own strengths and accomplishments in order to lift up partners and other Life Remodeled team members. My aim is to inspire and encourage the people we partner with and challenge them when appropriate. By sharing stories of overcoming hardship, I help them to be more understanding of urban residents and children. I know executives and business leaders are extremely busy, therefore I’m persistent to keep the conversation going. When it seems to slow down, I will write an email, or text, or call if I think they prefer it.

**See the Unseen.** Often potential partners don’t “lay their cards down on the table,” and it’s important to have a long-term vision toward what a partner can and eventually will contribute. Also, it’s important to never be in a position of “needing” someone to bring resources. I don’t approach partners from a position of scarcity and insecurity. I don’t think or feel that if they don’t give resources then we are in trouble, or that my time with them was wasted. I am confident God will provide through someone else if he doesn’t provide through the person I’m meeting with. This allows me to be comfortable in these meetings, because I’m not focusing on money. I’m enjoying the moment. Fundraising must be

transformational for the donor, not transactional. Each meeting is an opportunity for me to help others grow while also inviting them to help me grow.

**Enduring Change.** Partners want to know how their contributions will make lasting impact. We have stats of proven outcomes, and those are important. However, stories of transformed lives go ever further.

For each potential partner, think about whether you know someone “on the inside” of that organization, or someone who could help you get an introduction. If it’s a faith community you want to reach, who knows that faith leader or attends that congregation’s services? If it’s a company, who works there and could help you get introduced?

## 3.2 Faith Communities

Start with faith communities, including churches, synagogues, and mosques. LR has found that speaking in faith communities helps create a network of friends who can then approach their own companies on your behalf. Chris says, “Most of our corporate partners have come to the table because an employee heard me or their pastor talk about LR at their church. I spend significant time investing in faith leaders, including pastors and other ‘door openers.’” Door openers for LR are trusted by their faith leaders, and they open doors for LR to meet other influencers within their congregations.

To get to know faith leaders, regularly attend local conferences and large events that influential leaders attend. Continue to connect with those you already know and look to meet new people. Chris says, “You need a real relationship with the three or four key local faith leaders who are most respected by others. They need to trust that you’re not coming into their congregation to raise money, but to accomplish meaningful service in the community and to connect their congregation to real needs.”

### *Talking Points*

Value Proposition: This is a way to engage your congregation in a great project while giving your people a chance to engage their places of employment, and potentially even share their faith in the context of relationships they may develop..

Help them visualize.

Display images that demonstrate our work. You can find examples of visuals at [liferemodeled.com](http://liferemodeled.com)

Tell stories.

Pandora. (In the slide show, there is a before and after.)

This is the first day we ever met Pandora when she burst into one of our monthly community meetings, angry and intoxicated. She looked around the room, pointed at everyone and say, “You people aren’t going to accomplish anything in my neighborhood. All you’re gonna do is talk about your plans, plans, plans. Nothing’s gonna happen, nothing’s gonna change....So you need to get out.”

She then informed us that her son, Martonio, was murdered in the streets of the adjacent neighborhood just two years prior. We learned quickly that Pandora had endured a tragedy no mother should ever have to experience, and she’d never learned coping mechanisms to deal with her pain. Needless to say, Pandora was the #1 antagonist against Life Remodeled, and against the project.

However, over the next seven months, she became our number-one advocate, recruiting many youth and residents to join, becoming a leader during the project, and she was elected to the Osborn Neighborhood Alliance Board of Directors, where she continues to serve to this day.

Share stories of spiritual transformation.

When they ask about the organization...

Spend no more than five minutes on your presentation deck. Project the slideshow on a screen, TV, or bring your iPad

If there are three or more people in the room, show one of the project wrap-up videos.

#Together video:

<https://youtu.be/3M38yg1wTzk>

Denby recap video:

<https://www.youtube.com/watch?v=BncuDy4S-w>

Ask for questions or comments.

Ask for three suggestions of other people and organizations who may be excited about this vision.

Next Steps:

May I share with your congregation? Don’t just speak about your work. Deliver a message that inspires and gives value to the congregation. It should apply to everyone in attendance, and the

Life Remodeled Project will be the context. (Chris has several outlines available.)

*We don't want your budget, but we do want stage time.* In your congregation are businessmen and businesswomen who can't get their companies involved in other things that your faith community does, but they can participate in this.

It won't take away from their engagement with your faith community; it will actually enhance it.

If they won't let you give a full talk, then can you do an announcement or show a two-minute video about LR.

One local mega church pastor said, "Stage time is such a key element. When Chris came and cast vision at our church, it was the business people that caught it and that led to companies like General Motors coming into play. Believers were at high levels or middle levels in these companies and they brought company resources to bear. Normally you can't get companies to engage with faith communities, but they can engage with Life Remodeled."

### 3.3 Corporate Leaders

To meet with a corporate leader, start with an email. Some companies have a corporate social responsibility (CSR) leader. At smaller companies, aim for the head of Human Resources, or the CEO/President.

Each company is different, so do your homework ahead of time to learn what companies are engaged in volunteering and who in the company oversees their engagement.

In scheduling the meeting, invite them to visit to the community or the community asset that LR is renovating. However, if that does not work, try to meet for breakfast, lunch or coffee at a location outside of their company. Regardless of the location, the main goal is to get in front of them and get the relationship going.

Before the meeting, be sure to research the company. What are they already involved with charitably? What could the right "docking station" at LR be (e.g., volunteers, materials, etc.)?

As you meet more of the business community, see if some friendly CEOs will invite you to join other events attended by key executives. Consider the Chamber of Commerce, Economic Club, or other places key influencers congregate in your city. At these events, reconnect with those you know, put yourself out there to meet some

new people (and watch God open doors!). Give them just a taste of what LR is doing and then ask to set up a meeting if there is potential for collaboration.

### *Talking Points*

Help them visualize.

Display images that demonstrate our work.

Tell stories.

When they ask about the organization...

Spend no more than five minutes on your presentation deck.  
Project the slideshow on a screen, TV, or bring your iPad

If there are three or more people in the room, show this video.

#Together video: <https://youtu.be/3M38yg1wTzk>

Show prospective partners how the project will benefit their employees. Tell stories that provide examples. Stories that illustrate the magnitude of LR's work, and the large number of partners LR already has.

For example: "Here's what we did in this neighborhood, and here are some of the companies that have been involved. And here's the slide that shows all the companies and logos."

Then talk about the others in their industry – banks, auto manufacturers, construction, etc.

They'll realize that it's good networking for them.

Paint a picture that illustrates the highly organized volunteer experience LR offers.

This is how the day starts, how it goes, no one stands around. You can work as hard as you want or as little as you want. Tie it into the most recent project.

Paint a picture of team building.

Ask for questions or comments.

Ask who else would be excited about this vision. If the company is open to being enrolled as a group, introduce the Groups Director to the right contact (likely not the CEO) at the company.

## 3.4 Contractors

### *Contractor (Residential or Commercial) Talking Points*

With LR, you can do what you do best and make a big impact as you do it.

We've been in the news a bit. (They should see that it's high visibility and gets contractors' names out there.)

Talk about the needs and vision for that specific project. What it will do for the community. Give past recaps of community assets to show that credibility.

Invite them to be involved on a specific project that you know that that company does. Know what trades they are involved in. What do they do and how does that fit what you need?

Here are some of the other commercial contractors that are involved. You're not alone. Lots of other Detroit companies are involved. (They should infer that they don't want to be left out.)

Ask for questions or comments.

Ask for three other companies who may be excited about this vision.

## 4. Key Meetings: What, Who, When, Where, & How

**There are two key streams of meetings: the Task Force (those performing the project in the neighborhood), and the Community Advisory Council (hearing from the neighborhood).**

### 4.1 Task Force Meetings

#### *What?*

The Task Force is the opportunity for the LR team to coordinate the 6-Day Project. LR provides lunch at these meetings.

#### *Who?*

LR staff, all Task Force leads, key volunteers, community leaders, and anyone else interested in joining the effort.

#### *When?*

LR has found that meeting monthly, from January to July (before the August project) works best. They typically meet the third Friday of the month during lunchtime.

*How?*

See Appendix D for sample meeting agendas.

## **4.2 Community Advisory Council**

*What?*

Most neighborhoods will already have some sort of Community Advisory Board/Council that brings together community leaders around a collective vision for their community. LR should attend these meetings, or if one does not exist, help establish a temporary Community Advisory Council to advise Life Remodeled.

*Who?*

LR CEO and Community Engagement Director and community leaders.

*When?*

At least monthly. Timing is determined by the availability of the community.

*How?*

See Appendix E for a sample meeting agenda.

LR learns from community leaders what they want to see happen in their community. The community identifies possible community assets, the places that they want to see beautified, and where blight should be removed.

## **4.3 Community Meetings**

*What?*

The Community Advisory Council brings together community leaders and the LR staff, giving LR staff the chance to listen to the community.

*Who?*

LR staff, community leaders, and neighborhood residents.

*When?*

Usually once a month. This is usually on the fourth Tuesday of the month.

*How?*

Appendix E for a sample meeting flyers.

LR learns from community members what they want to see happen in their community. Residents are able to learn about LR's community asset, upcoming 6-Day Project, and home repairs, as well as provide input into possible community assets, the places that they want to see beautified, or where blight should be removed.

#### 4.4 Youth Advisory Council

*What?*

The Youth Advisory Council consists of youth from the community who have been identified as strong leaders. Youth should be a diverse group who come from the local middle school and high school as well as community groups such as faith-based youth groups, recreational centers, etc. The Youth Advisory Council will help with youth engagement initiatives as well as help inform the development and implementation of the Life Remodeled projects.

*Who?*

Group & Youth Engagement Director and five to ten youth ages 12-17.

*When?*

Usually once a month.

*How?*

The Youth Advisory Council and the Group & Youth Engagement Director discuss:

- Ideas for current and/or future Life Remodeled projects

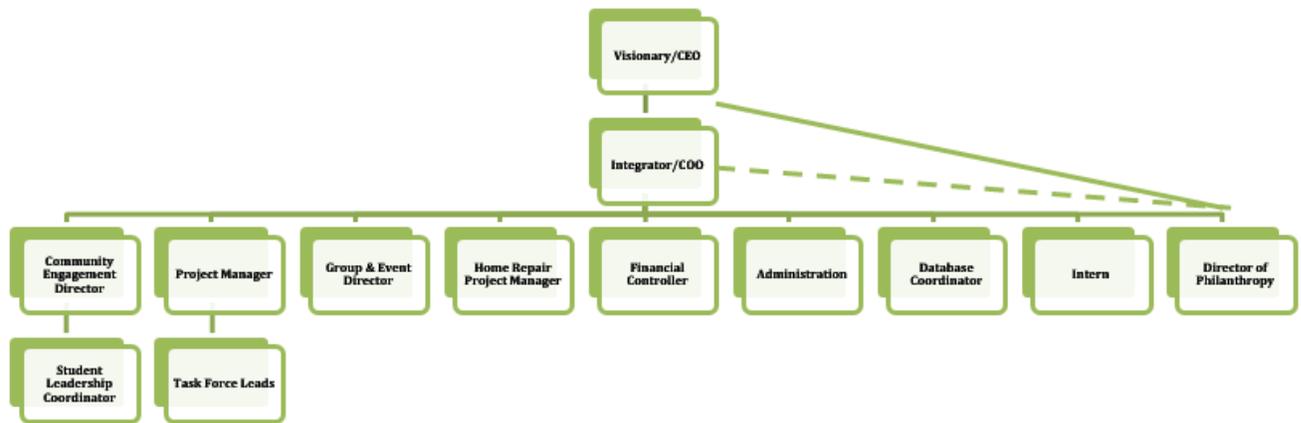
- Strategize how to better engage students and youth as a volunteer base

Youth advisory meetings should always include food, snacks, and drinks (i.e. pizza, chips, granola bars, water).

The Youth Advisory Council will pick 1-2 youth from the group to sit on the Community Advisory Council to represent the youth voice.

## 5. Staffing Structure

LR currently utilizes the organizational chart depicted below. Job descriptions for these positions can be found in Appendix F.



## 6. Public Relations

The more buzz we can generate around the city, the more volunteers we can get next year and the happier our corporate sponsors are. It builds momentum.

In your conversations with corporations and faith communities, see if they're aware of someone who has relationships with local media. A corporate public relations person who knows local reporters and outlets is perfect.

*Step 1: Begin Developing a List of Media Contacts*

*Step 2: Send Press Releases for Key Events*

For example, when you announce your City Launch, Neighborhood Selection, Community Asset Selection, the Project Date Announcement. Appendix G contains a past press release.

*Step 3: Field Pre-Project Responses*

As media inquiries arrive, learn how the reporter heard about the project, and invite the reporter to lunch or for a visit to see what you're doing. Be sure that they know

about the dates of the Project. That's the time of year that has the best visuals and the highest energy. Stay in touch with the reporter, providing periodic updates. Not too much. They're inundated, but don't let them forget you. It's a relationship that you cultivate. Recognize that they're not just a tool – they're a reporter with tight deadlines and a need to deliver great content to their viewers and bosses.

#### *Step 4: Issue Personal Invitations for Project Week*

In addition to a general press release, personally contact each of your press contacts 1-2 weeks ahead of time to get them to block their calendars to show up. Explain the corporations involved, and give them their “angle” – people of all backgrounds from all over the city and surrounding suburbs working together to improve a neighborhood.

#### *Step 5: Designate a Press Contact on Project Days*

This should be a media-savvy volunteer, or the Director of Philanthropy. Their role is not to be quoted, but to be a Sherpa for the press, ensuring that they get the visuals and interviews and statistics that they need.

#### *Step 6: Thank Them Personally*

It's amazing how few reporters get thanked. Love the reporters enough to thank them personally.

#### *Step 7: Collect All Clips and Articles for Donors and Supporters*

The real value of the news media these days is not that the message was broadcast on one day. Rather, it's that the media makes everyone *already involved* even more excited to invite their friends. “You may have seen this thing we did in the paper,” is fun to say. Collect all the clips and make sure all volunteers, corporate partners, and donors see that the media think LR is awesome. Volunteers who just gave up a day would *love* to have their friends see a clip of the project they joined.

#### *Step 8: Update Your Media Database*

If any new contacts showed up, add them to your list of people who will receive press releases in the future.

## 7. Engaging Volunteers: Gathering Groups

Key stakeholders are organizations that send people as groups. Getting to 3,000 or 5,000 or 10,000 volunteers just doesn't happen without large groups. At the same time, *it's not a win for any homogeneous group (i.e., all corporate or all church volunteers) to provide all 3,000 volunteers and do a project.* Chris says, "Diversity is first and foremost – people from that neighborhood and from that school, and then the wide variety of people from all walks of life including those from faith-based institutions, companies and non-profits, youth and school groups, and other community groups and organizations."

In LR's experience, the median group brings 50-70 people. However, you should cultivate any group that has the potential to bring 10 or more.

The Group & Youth Engagement Director (GYD) aims to create a streamlined, sustainable process that delivers a pleasant volunteer experience.

### *Step 1: Prepare Your Groups Pipeline*

The Groups Pipeline will help you keep track of the various groups with whom you are meeting. This sheet should include:

Name of the Group: This is the name of the faith community or the company.

Who's Accountable: (i.e., the LR contact).

Categories (for special volunteering, like Registration, Security, etc.): The vast majority of groups will just be *general* volunteering.

Contact Information: Name of the group leader, plus their phone number, email, address, city, state, and zip.

Probability (1-5, where 5 is the highest): Most organizations that meet with you will want to volunteer, so "4" is the most common score. This metric helps focus you on the opportunities most likely to join.

Next Steps: What are you going to do next?

Date of Next Steps: It's great to sort by this field so that you are listing your next "next steps" first.

Donation Information: This includes what they're considering donating (including in-kind), the approximate value of the in-kind donation, their sponsorship level last year (for reference), and sponsorship level this year.

### *Step 2: Fill in Groups Pipeline*

Start with all the corporate and faith-based groups that you've already met with in your region.

Make sure that your website makes it easy for groups to express interest. You don't need to collect much information via the online form. Make that part *easy*. You're just trying to get a meeting at first.

Schedule internal meetings every two months with the Project Manager to coordinate the project's needs with the groups that you're lining up.

### *Step 3A: Follow Up with Returning Groups and Groups with Whom CEO Has Met*

Few groups come in "cold." Many start with a meeting with the CEO, who casts vision and discusses a broad partnership. It is usually appealing to faith communities, companies and schools to send volunteer groups. In future years, you'll have returning groups. Those who have volunteered in the past are *highly* likely to volunteer again. You'll start meeting with these groups **six to eight months** before the project.

Note that in Year 1, we recommend just getting a core group from some influential corporations and faith communities and give them a great experience. A great Year 1 might be 2,000 people, of whom 1,500 come in groups of 50 to 70 from 20 to 30 key organizations around the region.

### *Step 3B: Pursue New Groups*

With most large groups, having the CEO cast vision is the best first step. But you should also have a wish list of key companies, faith communities, and other organizations in your region that you want to engage.

List them and work to identify the person who coordinates their volunteering efforts. Ask, "Who leads your corporate volunteerism?" (Companies and faith communities both generally know what this means and how to route this call.)

Then this script works well...

*"I work for a [city] nonprofit named Life Remodeled. We invest about \$5m in cash, materials, and labor into a [city] neighborhood each year."*

That gets their attention. Then they usually say, "Tell me more." Keep your answers short to engage interest and questions.

*"How we invest is that we motivate \_\_\_ thousand volunteers to beautify [number of] blocks, do home repairs, and renovate a community asset."*

Then they ask things like, “How did you get involved in that?” So you explain. Now you’re having a conversation. Pivot toward the volunteer opportunity and the ways that other faith communities or companies (depending on the audience) have engaged with LR. You’re trying to get to an in-person meeting.

Once you get the meeting, continue to follow the steps below.

#### *Step 4: Prepare to Meet with These Interested Groups*

Make sure that you’re meeting with someone who oversees volunteer efforts, or is willing to do so. Other executives may join of course, but it’s not worth your time if the right people aren’t in the room. You may be tempted to have these meetings by phone, but LR has found that in-person is critical.

Before the conversation, bring along a couple flyers about what LR is doing, the neighborhood it’s transforming, the community asset it’s fixing, and what’s happened in Detroit. As an example, the 2017 community asset brochure for Durfee is in Appendix H.

Also bring your laptop/tablet so that you can deliver a brief presentation. Renderings of the new project are important, as are pictures of prior projects LR has undertaken (whether in your city or elsewhere).

Before the meeting, ask senior leaders of your chapter whether they want to accompany you to the meeting to cultivate a deeper relationship. For example, some larger corporate groups could also become financial supporters.

#### *Step 5: Things to Discuss in the Meeting*

The key is to cast vision about how great the neighborhood and project are, and what a positive experience the group’s volunteers will have.

LR has found that these are the key differentiators of an LR project:

They’re part of something big – thousands of people!<sup>1</sup>

No one is standing around. LR keeps you moving and makes the most of your investment of time. We are pros at this.

Groups want to volunteer *as a group*.

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<sup>1</sup> With new groups, emphasize LR’s track record, feedback from prior groups, pictures of groups serving together, and show the recap video from last year.

(At corporates) Millennials seem to demand ways to volunteer through their companies; and this is a great, plug-and-play way to exercise corporate social responsibility.

People can lead teams (Red Shirt Leaders) who *aren't* executives – it's leadership development.

Everyone will do something meaningful, regardless of skill level.<sup>2</sup>

It's a high-visibility project. It involves a lot of people, gets media coverage, and is talked about.

Then they'll have questions about the logistics. Explain:

The benefit of team t-shirts if they also chip in \$1,000 or more

How to register their group

Volunteers must be 14 or older

Safety and security are high priorities – we have never experienced a violent crime during an LR project.

The waiver process.

The importance of parking at registration, not the command centers.

The flow of the day for a volunteer (parking lot, registration and training, command center, work, lunch, work, back to parking lot).

Yes, you may come late or leave early. Shuttles run throughout the day.

The role of the Red Shirt Leaders and groups of ten.

The deadlines for groups who want customized t-shirts is 8 weeks before the project. If they don't want custom shirts, then there is no deadline.

Then it's time for "the ask." The best way to ask is:

"So how many people do you think you can bring?" (with a smile)

"Do you think you could do [a stretchy number] people?"

You'll want to encourage them to pick a day or a couple of days.

### *Step 6: Professional Persistence*

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<sup>2</sup> You may want to note some less-strenuous roles, like organizing safety equipment, keeping water on ice, stringing line on weed whips, assisting with check-in, entering waivers, organizing t-shirts.

The group then begins its recruiting efforts. They don't start that right away, but it should come together three to four months before the project.

The Group Director in Detroit says, "Most of my job is following up with people – 'How are you doing with registering your volunteers? Let me know how I can help.'"

Every couple of weeks or so, follow up with a call or email to ask if you can be of help.

At **four months**, the reason you're following up is that you want to make sure that you have enough tools.

At **three months**, you're reminding them about the t-shirt deadline.

Try to get a sense for how many people are coming, which days, and what shifts they're covering.

Often groups want you to come present to a group at their company about the project. Practice your explanation with slides. You'll use it a lot!

### *Step 7: Have the Group Register*

Once they commit to volunteer they should visit your website, which should make it easy for a group to register. LR's most recent Group Registration Form is in Appendix I.

This will include things like:

- Group leader
- Contact number
- Number for each shirt size (S, M, L, XL, 2XL, 3XL),
- Group name (Company, Faith Community)
- Street address (including city and state)
- Email address
- What shift(s) they want (all day, morning, or afternoon)
- Which day(s) they can work (Monday, Tuesday, etc.)
- Whether they want custom shirts
- What shirt color
- What ink color
- Directions where to upload their corporate or faith community logo in a scalable vector format.

### *Step 8: Fit Unique Groups to Unique Needs*

LR has learned that some faith community groups are the right size and have expertise to take on a Task Force, such as running the Registration Tent, Food Team, Prayer Tent, and so on. Some companies may have special expertise – like nurses or heavy equipment operators.

Where possible, give these responsibilities to one group so that, over time, they become “plug and play” – “Every year X group handles distributing lunch to the Command Centers.”

Watch for particularly capable and available leaders who could take on the role of a Task Force Lead.

For these “Auxiliary Groups,” conduct meetings every couple of months (perhaps in the Task Force) to ensure coordination.

#### *Step 9: Fill in the Group Picture*

LR aims to mobilize roughly the same number of volunteers each day. Groups tend to naturally distribute themselves roughly even across the week. If you see that you have large clusters on certain days, see if you can steer more flexible groups to your less-represented days.

#### *Step 10: Lock in Custom Shirts (Two Months Before)*

Two months before the project, it's time for one last call to all potential groups who may want custom shirts. You need shirt sizes and logos for custom shirts. Fill all this in on the Group Pipeline.

Continuously coordinate with your t-shirt vendor.

Continuously keep the Group Pipeline t-shirt worksheet updated.

#### *Step 11: Have Groups Confirm their Transportation Plan (One Month Before)*

Some groups choose to rally at their office or place of worship and take their own bus to the parking. LR loves this because it reduces the amount of parking needed on site. You want to know in advance which groups are doing which.

#### *Step 12: Designate RSLs*

For every ten volunteers, the group should designate one RSL. This RSL must complete their training and should receive a Red Shirt.

### *Step 13: Three-Week Email*

At this point, start a rhythm of emails to your group leaders ensuring that they have all the logistics.

This email should include:

- The address
- The parking map
- Where to pick up their custom shirts (if applicable)
- Ensuring all participants sign their waiver
- Wear comfortable clothes that you can get dirty
- Bring water, bring sunscreen

### *Step 14: Lock in General Shirts (Two Weeks Before)*

For groups using the general shirt, you need final shirt sizes for each member so that they can have their pre-boxed shirts available at registration when they arrive.

Continuously keep the Group Pipeline t-shirt worksheet updated.

### *Step 15: Distribute Custom Shirts (Two Weeks Before)*

As custom shirts arrive, many groups like to get them in advance. Distribute those so that those groups can arrive in their shirts.

Remind group leaders: **No one gets a shirt without submitting a waiver.** Waivers can be submitted via paper or online, but the group leader must ensure that everyone wearing an LR shirt has been approved.

### *Step 16: Send the Two-Week Email*

Just like the three-week email (above).

### *Step 17: Send the One-Week Email*

Just like the three-week email (above).

### *Step 18: Strategize Group Placement and Coordinate with Volunteer Services*

Connect with the Project Manager to strategize which groups should be stationed at which Command Centers during the project. For the largest groups, you may want to communicate this information ahead of time.

Provide Volunteer Services with this information:

- Master list of registered groups
- Where they're stationed
- Special groups the CEO and Director of Philanthropy want to meet
- Contact information for the ambulance, nurses, First-Aid teams, dumpster/porta potty team, area leaders, and other pertinent teams.

### *Step 19: Prepare Each Day for Each Group*

Large groups are a critical customer. Arrive early each day of the project. Make a sign near the registration area for *each* of your groups. This gives them a defined rallying point.

Ensure that the pre-boxed shirts for each group (wearing the general shirt) are ready at the registration desk.

Ensure that group leaders, and their RSLs have key contact information (e.g., phone numbers for First Aid, area leaders, ambulance).

### *Step 20: Debrief the Experience*

After the 6-Day project, follow up with each group leader to get their thoughts and impressions, areas for improvement. What went well? What could have been better? What changes would you like to see implemented?

Write thank you notes to each group head and find ways to allow larger groups to celebrate their investment (group pictures on canvac, etc.).

## **8. Setting the Budget**

**Each chapter needs to aim to raise \$1 million in cash each year. Each chapter should also aim to raise \$3-4 million in-kind.**

Of the \$1 million in cash, approximately half is for salaries and program expenses (administrative costs, program salaries, travel, and fundraising) and half is for direct project expenses (construction costs). The table below displays the proposed budget for the new chapter.

New Chapter Budget	Proposed Cost
Staff Salaries (CEO, COO/Project Manager, Community Engagement Director, Admin, and Bookkeeper)	\$322,400
Payroll Taxes	\$24,664
Audit Services	\$4,000
Insurances	\$31,000
Fundraising	\$20,000
Marketing	\$5,000
Community Engagement	\$5,000
Six Day Project	\$100,000
Community Asset Renovation	\$500,000
<b>TOTAL</b>	<b>\$1,012,064</b>

### 9. Raising Money

Our favorite, **MUST READ** book on fundraising is *The Generosity Network* by Jennifer McCrea. The general concept is that fundraising should be transformational for the donor, not transactional. Life Remodeled’s CEO consistently keeps an updated list of 25 major donor prospects, and he is committed to the relational approach in Jennifer’s book.

In addition to this essential resource for developing relationships with individual donors, LR has attempted many types of organized fundraising efforts. In Detroit, LR will continue to innovate and try new methods. When Detroit has honed those concepts, it will work to share new ideas for other chapters to use. In the same way, your chapter may have a great idea that it wants to share with other chapters. In the early years, we encourage your chapter to focus on three proven fundraising campaigns (four examples described below). Then, as you master those, try one or two new ideas a year.

Your supporters will have all kinds of ideas of ways you should raise money – a run, a benefit concert, a Happy Hour. Where you have an eager volunteer with an idea, encourage them to run that as a “third-party” fundraiser to minimize its impact on LR

staff time. Some of these ideas will work; some will not. That's OK. LR should remain focused on raising money in just a few key ways.

## 9.1 Banquet

Begin planning the event three months ahead of time. In Detroit, this has been the "Launch Party" and happens in March, about five months ahead of the 6-Day Project.

### *Step 1: Put Together a Host Committee*

These are your most committed corporations and individual givers. They make commitments at the beginning of the process. They may have their names/logos on event collateral from the outset.

Cast vision for the event. Is this a dinner or a cocktail reception? Or something else? How large should it be? What kinds of people should we try to invite? Will it emphasize individual givers, corporate givers or both?

### *Step 2: Secure Venue and Date*

If possible, host the event at the community asset. Chris says, "We only host our main annual fundraiser in the city."

Find a date that fits for most of your host committee. The event has included hors d'oeuvres, tours of the community asset, a talk from Chris, a presentation of the vision for the community asset, a student speaker, the mayor, and a corporate CEO.

### *Step 3: Set Invitation List*

Of course, anyone who wants to donate is welcome to do so! But work with your host committee and database of existing givers to build a list of invitees who have a combination of interest and capacity. In Detroit, this includes the top 200 givers and new potential donors. Chris says, "We draw a certain kind of crowd that inspires each other to be incredibly generous."

Establish a registration process. LR often uses Eventbrite to capture registrations. Set a date by which people are encouraged to register, ideally ten days before the event, but be flexible and ready for a couple walk-ins.

Send invitations at least three weeks before the event.

### *Step 4: Set Event Logistics*

Secure catering and any decorations. This should include tables, chairs, tablecloths, floral arrangements, and signs highlighting event sponsors.

Establish the program. Who is speaking? What videos are shown? How are we going to acknowledge our sponsors?

#### *Step 5: Print Nametags*

Print nametags from the registration list at least two days before the event.

#### *Step 6: Prepare Signage*

Ensure that LR promotional literature and sign-up sheets are printed.

#### *Step 7: Event Preparation*

Set up the registration table with nametags and sign-up sheets.

Ensure that you are prepared for walk-ins (blank nametags).

Set tables, chairs, and signage.

Ensure program is set, and audio/visual needs (microphones, screens) are set.

## **9.2 Corporate Giving**

Most corporate givers donate because they love the project and want to help. But it is an advantage when they receive marketing benefits in return. LR has established sponsorship guidelines that outline what corporate givers receive.

In determining a company's level, in-kind contributions are included. LR's Corporate Sponsorship Levels are provided in Appendix K.

#### *The Detroit 100*

To focus companies' attention on the project, LR created the "Detroit 100," a breakfast hosted about five weeks before the 6-Day Project (late June). This event runs through most of the same steps as the banquet (above), but is focused solely on corporate donors.

Hold the event as a breakfast to minimize the impact on the workday. Detroit has run the event 7:30-9:00 am.

Ask 100 businesses to donate \$1,000 per attendee in order to sponsor the Community Asset Renovation.

Create a sponsorship booklet to highlight sponsors (see Appendix K for the most recent sponsorship guidelines).

### 9.3 Grant Funding

LR has secured many grants to cover project expenses and operating costs. There are different categories of foundations: family and individual foundations, corporate and private foundations and public foundations (also described as grant-making public charities.) It's been wisely stated, "If you've met one foundation... you've met one foundation."

The majority of foundations, public and private, have established "giving priorities" that determine what types of projects and programs they consider funding. While there are some national foundations, most are regional and/or local, and therefore it will be important to research and determine which local foundations have giving priorities that are a good fit for LR projects.

As you approach a foundation, learn what they like to fund. Foundations are required to submit IRS "Form 990" each year that report on grants awarded. These forms are public, but can be tricky to find. To locate these 990s or to learn more about grant writing, visit Guidestar, GrantSpace.org and the Foundation Directory Online (paid resource, but often available at public/university libraries).

Each foundation has a different submission process. While some foundations accept unsolicited funding requests, other foundations require an "invitation" to submit a full proposal. In almost all cases, have an initial conversation with a contact at the foundation. Public foundations often have foundation staff members available to discuss potential grant requests. Submitting large numbers of unsolicited grant applications to foundations without personal relationships takes a lot of time with minimal results.

With family and individual foundations, relationships are especially important. Talk to your network; find out who knows someone at a foundation. Ask for an introduction, make contact, and build a relationship. People give to people.

If you cannot find a personal introduction, it can be fruitful to contact foundation staff and share about your work to see if "our work may be a fit for your granting priorities." Much like with individual giving, relationships are key to success in grant seeking

## 9.4 Crowdfunding

LR does not consider itself to be experts at crowdfunding, or broad-based fundraising efforts. One campaign that LR has initiated is the 10,000 Names campaign (listed below). And as your chapter develops great crowdfunding ideas, please share them with other LR chapters!

### ***10,000 Names Campaign.***

Our crowdfunding campaign asks for \$10 per month from many givers. The key is the monthly giving rhythm. We would much rather have recurring givers at \$10 per month than a one-time gift of \$100.

In Detroit, we have included the names of anyone who has given \$10 (once), then host a party at which LR attempts to sign up 1,000 monthly givers.

To inspire and encourage these kinds of gifts, we enshrine the names of these recurring givers on the community asset. In Durfee, this was the basketball court at the community asset.

## 10. Annual Rhythm

The anchor of your annual calendar is the 6-Day Project. This is usually in summer to maximize the availability of volunteers and school buses.<sup>3</sup>

### *September to December: Season of Discovery*

Spend time learning the neighborhood, developing relationships and forging bonds, invite home repair applications.

Key Meetings: Community Meetings, Contractor Team-Up, School District Meeting about Community Asset Renovation.

### *January to April: Season of Desert Wandering*

Cast vision, knock on doors, fundraise, and invite new partners. Watch God find the volunteers, professional labor, materials, and money. Conduct home repairs.

Key Meetings: Task Force Meetings, Community Advisory Council Meetings, Selection of the Community Asset, Banquet/Launch Party, Meetings with Planners on How to Renovate the Asset.

### *May to July: Season of Breakthrough*

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<sup>3</sup> When LR is emphasizing beautification (planting trees and flowers), the 6-Day Project can happen in October, to maximize the new plantings' chances of survival.

Givers make commitments, construction begins....

Key Meetings: Task Force Meetings, Detroit 100.

*August: Season of Celebration*

The 6-Day Project happens and new stakeholders make long-term commitments to the community. Celebrate!

## 11. The Community Asset Renovation

Of LR's three key elements (home repairs, beautification, and community asset), the community asset will vary the most from city to city and year to year.

Some examples of community assets LR has renovated can be found at [liferemodeled.com](http://liferemodeled.com).

### *Step 1: Identify the Community's Desires*

As you hold community meetings, paint a vision of what community asset renovation has looked like before. Show slides of prior projects to raise the community's sights.

With that in view, ask as many people as possible, "What's something in *your* community that you'd love to see fixed? Something that would make people even more proud to be part of this community?"

Engage with the school district early. Explain that you hope to renovate a key community asset, and share stories of past community assets. The district will be a great source of ideas, *owns* school buildings and will have valuable ideas on which assets are most helpful. Learn what, specifically, the district would like to see done with each asset.

List these assets and the improvements to be made. The best projects are those that are highly visible to the community and will benefit kids.

### *Step 2: Assess Donor Response*

As you create your list of possible community assets, keep asking corporations and potential donors' questions like, "Of these three projects, which one strikes you as the most compelling and exciting? What's most interesting about that? What do you think would be hardest about that? Which do you think would have the biggest long-term impact on the community?"

### *Step 3: Assess Feasibility*

Start with a list of 5 possible community assets, then narrow to a Top 2.

When you begin to find overlap between the community's desires and donors' interest, approach the current owners of the asset (perhaps a school district, park authority, or private owner) to explore their openness to a conversation about renovation of the asset.

If they express general openness, hold a meeting in which you outline LR's prior community asset renovation projects. Explain why you chose this neighborhood for LR, why you believe in the neighborhood, and then ask them what would need to happen for them to support the LR project.

### *Step 4: Provisionally Secure the Rights*

You're about to invest time and money into planning and building interest in the project. With this in mind, it's time for more listening to the community.

### *Step 5: Community Asset Meetings*

The community asset shouldn't just be restored to what it has been in the past. It should be *renovated* to meet the community's current and future needs.

This means that it's time to more formally gather the community. Host multiple community gatherings (at least five).

Explain that the owner is willing to consider LR's proposal to renovate the community asset.

Highlight what you've heard from the community already about the needs in the community and why they wanted to renovate that community asset.

Gather input and ideas on what they'd like to see the community asset become. For example, should a playground be aimed at very small children, middle grade children, or both? Should the vacant school building become a school again, or should it become a community center? What's missing in the neighborhood – perhaps healthy food options – that could be incorporated into the community asset?

### *Step 6: Refine the Information and Decide*

Meet with key community leaders and stakeholders at least five additional times to discuss, refine and solidify the project scope and timeline.

### *Step 7: Get Architectural Renderings*

Architects love LR projects. Creating and restoring beautiful spaces is why they went into architecture! This is a great chance for them to use their gifts. Bring them in and explain the community's priorities, and explain the model (some labor and materials will be free or more heavily reduced for LR than they are to normal clients; that should influence the architect's approach).

It's not enough to get clear and accurate plans. The renderings that the architects create will give vision and inspire others.

### *Step 8: Community Unveiling*

Unveil the architectural renderings at a community meeting and explain the process – LR's vision, what it's heard from the community, and what it hopes happens.

Don't overpromise. The project is contingent on many, many people making great sacrifices over the years ahead. Gather feedback on any adjustments that the community suggests, and circle back to the architect for one round of revisions.

### *Step 8: Develop Budget and Timeline*

Working with the architect and a general contractor, develop a best-estimate budget *as though you were paying for everything*. This should include the full scope – everything that needs to be done.

Develop a realistic timeline, with phases along the way.

Build flexibility into the timeline because you cannot always secure contractors and material donations exactly when you want them. Determine the "drop-dead dates" for each part of the project.

### *Step 9: Contractor and Corporate Quiet Period*

Before the project is announced to other givers, work to secure buy-in and early commitments from some anchor companies. Ask, "Who are the most likely, most generous, most successful contractors out there?" Do that for each trade.

Meet with them individually to cast vision, share the plans, and share the budget. And ask them how they can help. If they cannot donate it, can they do it under cost or at cost? When they've made commitments, add their logos per sponsorship guidelines.

### *Step 10: Giver Unveiling*

Building on the momentum of the contractors' and corporations' early involvement, host an event for givers that brings them together—ideally at the asset itself—to let them feel and touch the neighborhood. Unveil the plans and express gratitude for those who have already committed. Explain the needs that the project will entail and invite them to fill that gap.

*The rest of the project becomes very specific to the project's plan and it is not included in this Playbook.*

## 12. Home Repair

Of LR's three key elements (community asset, 6-Day Project, and home repairs), the home repair is the most straightforward. LR has established processes and procedures to provide home repairs to homeowners in their community of focus.

LR offers homeowners in the neighborhood a limit of one repair per home. Historically, the home repair services offered by LR include:

Windows

Roofs

Furnace

Electrical

Plumbing

In 2018, the repair options were limited to roofs, windows, and furnaces.<sup>4</sup>

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<sup>4</sup> Your chapter may have plumbers and electricians who want to help. LR has found that these two types of repairs pose challenges for three reasons. First, the scope of these kinds of repairs varies widely. For example, a "plumbing repair" can mean everything from fixing a toilet to replumbing a house. This breadth can lead to misperceptions and miscommunication. Second, electrical systems and plumbing systems are interconnected, which can quickly lead to scope creep: fixing an outlet ends up requiring a rewiring of a room, which connects to a breaker, etc. Finally, the vast difference in value between small repairs (fixing a leaky sink) and large repairs (replumbing the house) leads to jealousy between homeowners and lends itself too easily to mismanagement of expectations.

## 12.1 Home Repair Process

The table below provides an overview of the home repair process, followed by the process in greater detail.

Activities	Sample Timeframe
Community Engagement Director will begin to build relationships within the community.	Summer
Cover letter/Applications are distributed; applications are approved or denied as they are received	Sep 1 – Nov 1
Application deadline (application and all other required documents must be submitted - no exceptions)	Nov 1
Deadline for all applications to be approved or denied and for all applicants to be notified	Nov 15
“Contractor Team-Up” event; contractors are matched to applicants; applicants are notified	January
Contractors meet the homeowner and inspect the project	Spring
Contractors make repairs	Summer and Fall

### *Step 1: Open Application Window*

LR created an application form that homeowners must complete to be considered for home repairs by LR contractors (see Appendix L for the Home Repair Cover Letter and Application). LR then utilizes the following methods to distribute the application:

- LR’s Community Engagement team gets to know people in the neighborhood and seeks to determine who are well-connected or influences in the community. This has typically started with teachers and principals in the area schools. LR identifies these Community Leaders, invites them to attend

- community meetings and/or the monthly Task Force Meetings, and asks them to distribute cover letters and applications door-to-door to community members.
- LR keeps a database of community members within the neighborhood boundaries. LR then emails approximately 500 people with the cover letter and application.
  - LR publishes the application on LR's website.
  - LR prints over 1,000 and tells people to "Take two and give one to a friend."
  - Make paper applications available by:
    - sending home with every student in middle school and high school
    - placing in local coffee shops,
    - placing in local faith communities, and
    - placing in other local non-profit organizations.

Applications typically go live on September 1 and are due November 1. The application approval process is rolling, which means decisions are made on an ongoing basis, rather than at one time.

### *Step 2: Application Review/Approval*

Two key criteria are required for applicants to be approved:

The applicant must prove ownership of the home by presenting a copy of the title/deed of their house. In order to receive a home repair, the applicant is required be the owner; AND

The applicant's property taxes must be paid in full or on a payment plan and must provide proof to LR.

It is public record who has paid their property taxes and who owns the house. Sometimes a relative is the homeowner; however, in order to be approved, the applicant must provide a copy of the deed with their name on it. LR staff uses public records to verify property taxes and deed. LR Detroit uses the links below. New chapters will have to find links for their respective cities.

Property search link to check ownership of homes:  
<https://is.bsasoftware.com/bsa.is/AssessingServices/ServiceAssessingSearch.aspx?i=1&sna=Shrewsbury&snf=19435&appid=0&unit=155>

Property tax payment link to check if property taxes are paid:  
<https://www.waynecounty.com/elected/treasurer/home.aspx>

Although LR can pull this information, applicants are still required to provide this documents themselves. LR wants applicants to pull things together to show effort.

Typically, about half of the applicants can meet the above criteria. LR had to change the application so that homeowners can't get home repairs two years in a row (when a project stretches beyond one year in a neighborhood).

Applicants who meet the criteria then receive a "Yes letter" from LR stating that they meet criteria with the next steps in the application process (see Appendix M and Appendix N for Sample "Yes" and "No" letters, respectively).

### *Step 3: Applicant Bio Interview*

Applicants who receive as "Yes letter" must visit LR HQ for a bio interview. LR staff/volunteers provide applicants with set times when they can come to HQ for their bio interview. These open interview times provide flexibility for applicants to find a time that works for them. The interview lasts about 15 minutes. In the past, LR used to interview people in their homes, but this presents safety risks and can be time-consuming for LR staff/volunteers.

The purpose of the interview is to get to know the applicant. The person is more important than the project or repair that needs to be done. LR desires to connect with the applicants. The interviewer collects information about the applicant and takes their picture, then builds a bio to be presented to contractors at the Contractor Breakfast (see Appendix O for a sample bio).

#### *Bio Interview Checklist for LR Staff/Volunteers*

- Conduct the bio interviews at one central location. Notify homeowners of available timeslots and make appointments.
- During the interview, get to know the homeowner. Take notes.
- Explain that
  - they are more important than the home repairs;
  - you want to learn about them and their neighborhood so you can best find a partner to meet their needs;
  - you will present their information to contractors and partners.
- Minimum information: A photo (head shot), name, address, inspirational quote, and a photo of the front of the home.
- Additional information to request/ask:
  - Who lives in the home?
  - Tell me about your family.
  - What do you want LR volunteers to know about your neighborhood?
  - What are challenges you face in life?
  - What are your goals?
  - Tell me about your career.
  - How are you active in the community?

- Tell me about your community and relationships (support system).
- What keeps you going when you face challenges?
- Write up bio information into bio report template.

Note: LR has yet to have an instance where there was greater surplus of home repairs/contractors than homeowner requests. In the future, LR could consider whether homeowners can receive multiple home repairs if there is a surplus of supplies (i.e., HVACs, windows). However, LR strongly recommends a policy of “one repair per homeowner.” In the past, some contractors have decided to be very generous; others have met the minimum requirements. This disparity creates a sense of injustice between neighbors and turns contractors’ generous gifts into *something less* than what someone else got.

#### *Step 4: Contractor Matching*

Contractors are invited to LR’s annual “Contractor Breakfast” or Contractor Meet-Up (see Appendix P for a sample flyer). At the breakfast, the CEO recaps last’s year project and casts vision for the upcoming year. In addition, a couple homeowners from the previous year share their stories about LR’s impact on their lives.

Contractors are then provided with packets that contain applicant bios and the repairs needed. At the end of the breakfast, contractors check out with LR staff and state who they want to be matched with and which repair they will do.

#### *Contractor Team-Up Checklist for LR Staff/Volunteers*

- The Contractor-Team Up is a networking event with contractors. The goal of the event is to build relationships, inform them about Life Remodeled, and match contractors with homeowners who are in need of the services they provide.
- Identify contractors to invite to the contractor breakfast: contractors you have worked with in the past, contractors with whom you are currently building relationships, potential partners, etc.
- Choose a date, time, and location for the Contractor Breakfast. Focus on off-season for greater attendance.
- Choose a menu/order food.
- Prepare presentation: speakers from Life Remodeled, short video, etc. Make sure to explain:
  1. What is Life Remodeled?
  2. Life Remodeled Values
  3. Overview of this year's project
  4. Overview of the homeowners and a few examples of their bio
  5. “Next you will view the bios, looking for needs you could potentially meet, pick up the bio you would like to commit to.”

6. "Take your bio to the 'checkout desk', you will receive your Contractor Packet (see Appendix Q) at checkout. Life Remodeled will record your commitment."
  7. Explain that contractors should complete the work after meeting with Home Repair Lead and Homeowner at the Contractor Appointment.
  8. Preemptively handle objections/questions that people may be thinking.
    - a. What if the scope seems to grow? Explain how we protect against scope creep. Use plumbers as an example since this is commonly where it arises. They're there to fix a toilet or sink that's leaking and find major plumbing repairs that need to happen. What's the right next step? There is a Scope of Work agreed upon and signed by the homeowner and contractor before any work begins.
    - b. What about asbestos or other adverse conditions you may find? Explain how we navigate situations that are unsafe for contractors. We don't touch environmental hazards. We don't remediate hazardous materials and don't disturb asbestos or lead-based paint. As soon as you become aware of an environmental hazard, please discontinue the work and contact LR.
    - c. What if there's a Mercedes in the driveway? LR wants to focus your generosity on those who need it. The vast majority will be grateful and happy. You *may* encounter someone who seems entitled. If you sense your generosity is being taken advantage of, let us know. We want your gift to *change someone's life, not enhance someone's lifestyle*. We will attempt to acquire ONE (and only one) critical home repair for your home. This application is for a roof, furnace, or windows for a total of 30 homes. The contractors who partner with Life Remodeled are not employed by Life Remodeled. They donate their time, materials, and labor. We are only able to offer what is available to us. Life Remodeled is not offering full home remodels, additions, or decorating.
  9. Work should be completed by date: \_\_\_\_\_.
- Prepare bio packets: bio/inspection report. Always keep the originals.
  - Prepare contractor packets: Scope of Work sheet, In-Kind Donation Receipt Form (see Appendix R), and Waivers. Make 50 copies of each.
  - Prepare "Contractor Sign-In Sheet":
    - Name of Company,
    - Name of Contact,

- Phone,
- Email,
- Trade(s) (i.e., which of the five kinds of home repairs LR provides),
- Homeowner they are partnering with & need they are providing
- Prepare "Check Out" spreadsheet:
  - Homeowner's Name
  - Homeowner's Address
  - Contractors Name
  - Repair to be Completed.
- Prepare sign for "Welcome to the Contractor Team Up Breakfast"
- Ensure you have
  - Name tags for everyone
  - Pens at Sign in/Check out table
- Place Bio Packets around the room for contractors to view.
- Set up the room:
  - tables, chairs,
  - food area,
  - space for bio packets,
  - check out table,
  - sound system,
  - video equipment.
- Greet guests and build relationships
- As contractors "check out" give them their Contractor packet.
- Record their commitments.

#### *Step 5: Scope Agreement & Home Repair*

After the matching process, LR staff or volunteers will conduct a meeting between the contractors and homeowners for a meet and greet, view the house and determine the scope of repair, and sign a scope of work agreement. During the meeting:

- Homeowner, Home Repair Lead, and Contractor meet at homeowner's home. Identify needs.
- Homeowner and Contractor Sign Homeowner Agreement and give to Home Repair Project Manager
- Contractor signs Scope of Work gives to Home Repair Project Manager
- Homeowner and contractor set appointments for work to begin.

Contractor timelines differ based on their type of work since contractors want to work with LR during their offseason. For example:

- Roofers want to start roofs in spring when they are less busy.
- Furnace companies want to work before winter.

## 12.2 Home Repair Project Management

### *Tasks for Home Repair Oversight*

- Collect and process paper work from contractors and homeowners: In-Kind Donation forms, Scope of Work Forms, Homeowner Agreements and Waivers.
- Create a binder to organize all Home Repair information. Create a clear page protector for each applicant. This protector should contain: will
  - bio,
  - application,
  - supporting documents.
- Continually monitor status of projects through regular communication with homeowners and contractors. But recognize that the purpose of communication isn't just to track the project, but to remodel lives! People before projects.
- Send the LR staff and contractors a weekly home repair update.

### *Develop/Maintain the Home Repair Spreadsheet*

- The Home Repair Spreadsheet is vital to keeping track of who applied for a home repair and if they meet the criteria or not. A sample template is in Appendix S. Complete each column of the spreadsheet as the application is processed. Elements include:
  - Applicant Columns
    - Name
    - Phone,
    - Email,
    - Address
    - Year Home was Built,
    - Within the Neighborhood Boundaries (yes/no),
    - We Have Evidence they Own the Home (Copy of Deed or Tax Statement),
    - Veteran? (copy of military id or DD2144),
    - We Have Evidence of Approved Property Tax Status (paid or payment plan),
    - Source of income (yes/no),
    - What's the source of income (job, disability, pension, other)?
    - Which Home Repair? (Place an "X" in the column(s) they request.
      - Roof Needed?
      - Furnace Needed?
      - Electrical Needed?

- Plumbing Needed?
    - Windows Needed?
  - Willing to serve local community (yes/no),
  - Application Signed (yes/no),
  - Application Complete (yes/no),
  - Date application was postmarked.
- Approved Homeowner Columns
  - Bio Complete (yes/no),
  - Life Remodeled Team Member (which home repair team member is responsible),
  - Contractor Appointment (date),
  - Homeowner Agreement Form Complete (yes/no),
  - Scope of Work Turned In (yes/no),
  - Scope of Work Copied and Mailed to Homeowner (yes/no),
  - Completion Letter Mailed to Homeowner (yes/no).
- When homeowner meets all criteria, color the column green.
- Work to identify a “match” for the approved homeowner.
- When the match is made, write the contractor name in the homeowner’s row, in the column corresponding to the repair (replacing the “x”). For example, if Brown Roofing commits to giving the Smith Family a roof, remove the "x" and write "Brown Roofing" in the Roof column.
- Once the repair has been completed, color the homeowner’s name red.

## 13. Planning the 6-Day Project

The 6-Day Project serves as LR’s primary method of removing blight and beautifying the neighborhood. This core LR element utilizes the highest volume of volunteers and requires the highest levels of effort for project planning and execution.

LR Detroit has developed a high-level project plan for the 6-Day Project. This plan, which contains the key planning activities with associated tasks associated, is outlined in the table below.

#	Key Planning Activity	Associated Tasks
1	Identify project footprint, key locations, and areas for blight removal	<ul style="list-style-type: none"> <li>• Identify vacant lots, vacant/abandoned houses, and illegal dump sites</li> <li>• Identify contiguous area with potential for greatest impact</li> <li>• Identify up to 300 blocks for blight removal and beautification</li> <li>• Identify 300 houses to board up</li> <li>• Identify locations for registration/parking, command centers, and equipment staging</li> <li>• See Appendix T for a sample 6-Day Project Map</li> </ul>
2	Task Force Meetings	<ul style="list-style-type: none"> <li>• Conduct Monthly task for meetings</li> <li>• Prepare for PM Update</li> <li>• Plan Task Force Breakouts</li> </ul>
3	Provide Project Planning support for Task Force Leads	<ul style="list-style-type: none"> <li>• Check in with Task Force Leads at least monthly to ensure they are meeting with their team and have what they need, and also provide direction where needed</li> <li>• Attend Task Force Meetings</li> <li>• Provide job descriptions, task force duties, and volunteer handbooks</li> </ul>
4	6-Day Project – Transportation/Shuttles	<ul style="list-style-type: none"> <li>• Shuttle Plan Finalized</li> <li>• Establish organization providing drivers</li> <li>• Parking</li> </ul>
5	6-Day Project - Beautification & Blight Removal Support Services	<ul style="list-style-type: none"> <li>• Define command center locations</li> <li>• Map blight severity</li> <li>• Identify daily boundaries - initial</li> <li>• Porta potties</li> <li>• Dumpsters</li> </ul>

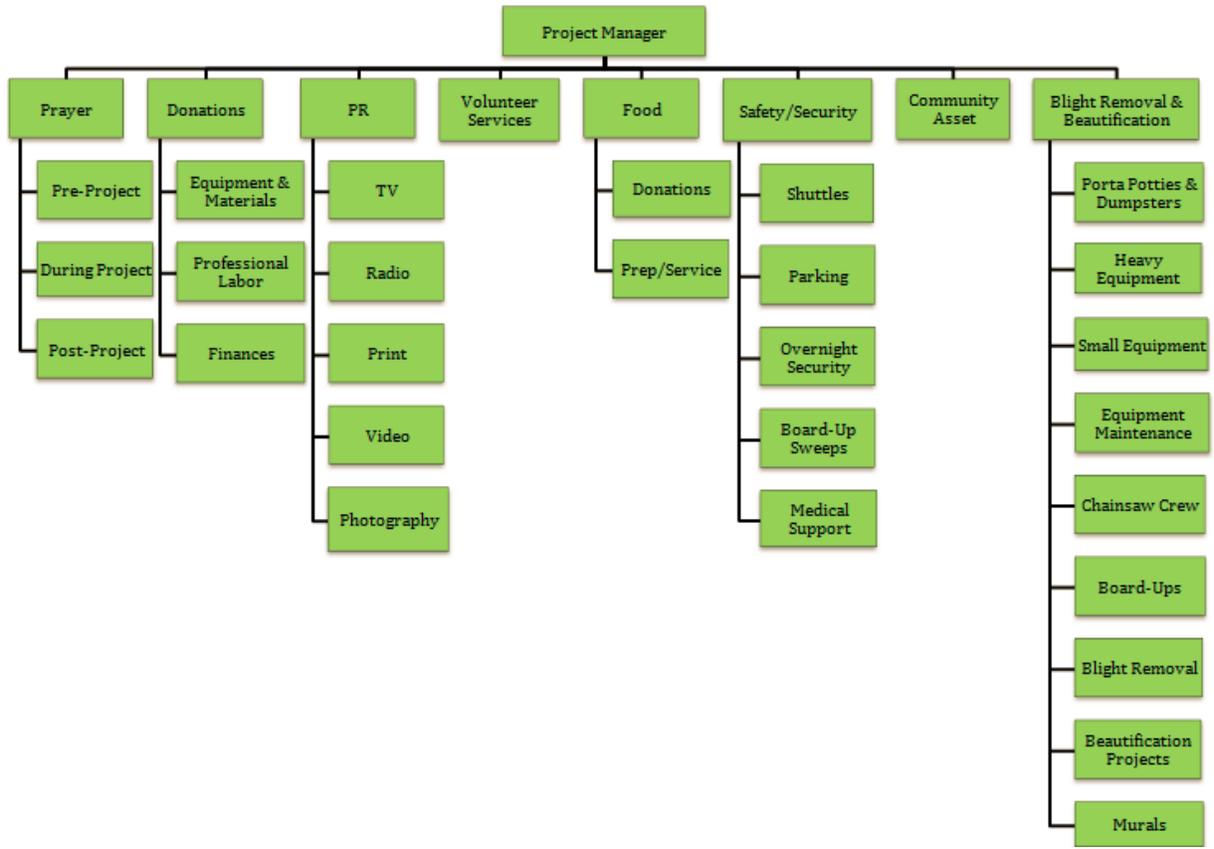
#	Key Planning Activity	Associated Tasks
		<ul style="list-style-type: none"> <li>• Heavy equipment</li> <li>• Small equipment</li> <li>• Equipment maintenance (Lawn mowers, weed whips, etc.)</li> <li>• Chainsaw crew</li> <li>• Board ups and Painting</li> <li>• Blight removal and beautification - Area Leadership</li> <li>• Recycling (further discussion required) - Pilot idea</li> <li>• Semi-tractors (2 drivers and 4 trailers)</li> </ul>
6	6 Day Project – Other Support/Disposal Services	<ul style="list-style-type: none"> <li>• Signage</li> <li>• Oil Disposal</li> <li>• DPW/Trash Removal</li> <li>• Forestry/Brush Removal</li> </ul>
8	Prayer Team/Tent	<ul style="list-style-type: none"> <li>• Establish Prayer Team Leader</li> </ul>
9	Safe Route Implementation	<ul style="list-style-type: none"> <li>• Provide supplies</li> <li>• Pavement markings</li> <li>• Planter Boxes</li> </ul>
10	Safety and Security	<ul style="list-style-type: none"> <li>• Establish team leadership</li> <li>• Overnight security</li> <li>• Board Sweep-Ups</li> <li>• Medical Support/Ambulances</li> </ul>
11	Volunteer Services	<ul style="list-style-type: none"> <li>• Explain/define Task Force Leader to volunteers</li> <li>• Advance volunteer registration</li> <li>• Submission of waivers</li> <li>• Train Red Shirt Leaders</li> <li>• Communicate deadline for custom T-shirt designs</li> <li>• On-site registration</li> <li>• On-site waiver/T-shirt swap</li> </ul>
12	Dumpster Team	<ul style="list-style-type: none"> <li>• Prior to 6-Day Project week, this team interfaces with waste to ensure pickup. LR establishes relationship with Waste Management to do trash removal and brush removal. They're two different departments.</li> </ul>

#	Key Planning Activity	Associated Tasks
		LR also uses a private dumpster company but the city waives tipping fees at the yard.
13	Secure buses	<ul style="list-style-type: none"> <li>• LR currently has a School bus contract that provides 8-10 buses and drivers for the entirety of the 6-day Project</li> </ul>
14	HQ and Command Center tents, tables and chair	<ul style="list-style-type: none"> <li>• Hospitality team (typically from one faith community) sets up tents, tables, and chairs each morning</li> <li>• Tents: 6 tents, each 10 feet x 20 feet</li> <li>• Chairs: 5 chairs</li> <li>• Tables: 20 tables, each 8 feet long</li> </ul>
15	Signs	<ul style="list-style-type: none"> <li>• LR will need the following signs for the 6-Day Project:</li> <li>• Partner banners, volunteer parking, media parking, Command Center A, Command Center B, First Aid at both Command Centers, Bus A, Bus B, Registration, magnetic car signs for official vehicles, general "Life Remodeled" signs with arrows to drive traffic to the project, Prayer Tent, Media parking</li> </ul>
16	Securing Storage Space for all the gear (between projects)	LR currently has a contract with a [semi] truck company. This company donated retired trailers and allows them to be stored at their facility
17	Process for 6-Day Project for Random/Unexpected Purchases	<ul style="list-style-type: none"> <li>• The unexpected can always happen. As a result, LR must be prepared to have "runners" throughout the 6-Day Project who can pick up supplies and other resources as needed. The ideal is for LR to have a generic credit card to give to runners, or set-up "authorized buyers" to key stores prior to the start of the week (i.e., Lowe's, Home Depot).</li> <li>• During the first years, LR typically ran out of dust masks, repair items, and garbage bags</li> </ul>
18	Refueling Process	<ul style="list-style-type: none"> <li>• LR must establish a relationship with a gas station to refill – get a gas credit card, but</li> </ul>

#	Key Planning Activity	Associated Tasks
		<p>make it so it can't be used for cash advances.</p> <ul style="list-style-type: none"> <li>The Detroit 6-Day Project uses roughly 1,800 gallons of gas and diesel, so that should scale down for other cities, but all fuel is provided directly by Marathon Petroleum fuel trucks on site.</li> </ul>
19	Debrief Process	<ul style="list-style-type: none"> <li>A couple weeks after the 6-day Project, the LR Project Manager will schedule a project debrief meeting with LR staff, Area Leaders, Task Force Leads, Community Leaders, and other volunteers</li> </ul>
20	Post-Project Apologies and Making Things Right	<ul style="list-style-type: none"> <li>Inevitably, volunteers during the 6-Day Project will unintentionally do something to upset residents in the neighborhood (e.g., accidentally throw something away that wasn't trash, cut down flowers, etc.)</li> <li>LR reaches out to these people to apologize and make amends (e.g., fix/replace something plant new flowers, etc.)</li> <li>These present good opportunities to build relationships with people in the community</li> </ul>

**13.1 Task Forces**

Task Forces serve as the primary core group of volunteers for the 6-Day Project. They serve in a wide range of roles from area leads to chainsaw operators to the food team. The organizational chart below depicts LR Detroit's current list of task forces that support the project. There are eight task force leads who report directly to the LR Project Manager and oversee their own team.



Throughout the day, LR has designated teams and individuals to support LR staff and Task Force Leads at the work sites. All teams are under the supervision of the Task Force Lead, and ultimately, the LR Project Manager. The table below contains the eight current Task Force Lead roles and a brief description of the responsibilities. Appendix U contains the full position descriptions for Task Force Leads.

Task Force Lead	Responsibilities
Prayer	Oversees, coordinates and implements prayer strategies pre, during, and post project.
Donations	Casts the vision of Life Remodeled to business leaders, faith community leaders, and other community leaders and invites these potential partners to give materials, labor, finances, equipment, or any other resources to accomplish the goal set forth.
Public Relations	Draws on their relationships with media in the community and works to draw media attention to the work being done by LR.
Volunteer Services	Serves and assists in recruiting and organizing 25-30+ volunteers daily to carry out the volunteer services and hospitality needs for the duration of the 6-day project.
Food	Recruits and organizes volunteers from his/her faith community to order, schedule delivery, and serve lunches throughout the 6-Day Project.

Task Force Lead	Responsibilities
Safety/Security	Serves and assists in recruiting and organizing 74 volunteers daily to carry out the safety needs throughout the duration of the 6-day project week.
Community Asset	Plans, directs, coordinates, and budgets – through databases, consultants, architect/designers and subcontractors – activities concerned with the design and construction of structures, facilities, and systems. Oversees organization, scheduling, and implementation.
Blight Removal & Beautification	Oversees, coordinates and implements strategies designed to accomplish all blight removal and beautification during the 6-Day Project, ensuring goals are achieved in order of priority. This team also oversees board up (see Appendix V for Board Up Instructions).

### 13.2 Red Shirt Leader Training

Red Shirt Leaders (RSLs) are leaders during LR’s project week. They lead a team of 10 volunteers who will mow overgrown grass and weeds, cut down thick brush, and pick up every single piece of trash. They have three main duties during the project week:

- Keep volunteers safe
- Make it a fun and productive experience
- Encourage volunteers to bust as much blight as possible.

Volunteers must sign up in advance to become a RSL. After applying they receive a Welcome Letter and are instructed to watch the RSL Training video (see Appendix W for RSL Training information).

### 13.3 Safe Routes

- 14 Before the 6-Day Project, work to establish “safe routes” if they do not already exist. The local Police Department may already have chosen safe routes, even if they are not currently demarcated.

#### *Step 1: Learn the Community*

At community meetings, ask residents to identify the places that children need to walk, or should be able to walk, such as from school to the store.

#### *Step 2: Map the Ideal Safe Routes*

With input from the community, draft an ideal map of area safe routes.

### *Step 3: Drive the Safe Routes to Identify Safety Obstacles*

Establishing safe routes is both about what we add (planters, foot prints) and what we remove (threats, blight, boarding up abandoned buildings). With the ideal routes in hand, drive the safe routes to identify specific properties that need to be addressed.

At the same time, identify places that you could build planters. On a safe route, children will be able to see from planter to planter, and see the small footsteps on the pavement.

### *Step 4: Secure Permission*

Now that you know your ideal routes, gather permission from homeowners to build planters. From one planter, children should be able to see ahead to the next planter, making a path from one to the next.

Obtain permission to board up any blighted houses. Obtain permission to paint small footsteps marking the path.

Where you don't get permission, consider adjusting the route, or adjusting the placement of the planters.

### *Step 5: Execute Safe Route Projects during 6-Day Project*

Safe Routes make for excellent 6-Day Project tasks. Building planters, painting small footsteps (with city permission), and removing blight along the routes make for great projects throughout the six days.

## **14. The 6-Day Project – Volunteer Experience**

The section below presents an overview of the volunteer experience during one day of the project. This includes what volunteers experience during the project, and also includes specific details about the logistics and various volunteer teams that ensure the success of the project.

## 14.1 Daily Schedule

The schedule for a typical day during the 6-Day Project is below, followed by a description of the activities relevant to general volunteers.

Start Time	Activity
6:30am	Truck drivers arrive at location
6:30am	Transport heavy equipment to work area
6:45am	Trailers arrive at the Command Centers
7:00am	Unload trailer and set-up Command Centers
7:00am	Registration and Safety/Security workers arrive
8:00am	Volunteers start arriving at Registration
8:15am	Busses begin departing to Command Centers
8:30am	Morning volunteers start arriving at Command Centers
11:00am	Food arrival and set-up
12:00pm	Begin serving lunch
1:00pm	Afternoon workers arrive
2:00pm	Begin loading excess equipment on trailer. Send first trailer back.
3:00-5:00pm	Load second trailer as tools come back. .
5:00pm	Last trailer loaded
5:30pm	Leadership team debriefs at HQ

## 14.2 What Volunteers Can Expect

### *Step 1: Communication with Volunteers*

Prior to arrival, LR sends an email to volunteers to thank them for volunteering, provide details about where to park and when to arrive, and inform them what they can expect when they arrive (i.e., registration, shuttle, command center, lunch), and provide safety tips. The email also contains a link to LR's app, which contains a digital waiver for volunteers to submit. LR has also posts a frequently asked questions (FAQ). The 2017 FAQ is contained in Appendix X.

### *Step 2: Volunteer Registration & Orientation*

Volunteer shifts are all day (9am to 5pm), morning (9am to 1pm), and afternoon (1pm to 5pm). Individuals may volunteer all week, a few days, or part of a day.

Shuttles from Registration to the Command Centers run all week and throughout the day so volunteers may come and go at any time.

Volunteers arrive between 8–8:30am. All volunteers park at one location, located near the Registration tent. After parking, volunteers walk to the Volunteer Services tent for check-in. Here, they turn in their completed waiver and receive a Life Remodeled shirt. *Volunteers do not get a shirt until they have submitted their wavier.* Volunteers who submitted the digital waivers must show their confirmation at Volunteer Services. As a reminder, volunteers must be age 14 and older - parents/legal guardian must also sign the waiver of a minor.

After check-in, volunteers must complete a brief orientation (see Appendix Y for the transcript). Afterwards, every volunteer receives a ticket that serves as their round-trip ticket for the shuttle. These tickets are also used by LR to count the number of volunteers participating in the 6-Day Project. A sample flow from registration to orientation to the shuttle is presented in Appendix Z.

### *Step 3: Shuttle to the Command Center*

Starting at 8:30am, volunteers are transported from the Registration area to a Command Center. On the shuttle, volunteers are greeted by Life Remodeled Youth Interns with a message of encouragement, information about the neighborhood, and simple reminders.

There are two Command Center (A and B), so it is critical that volunteer all get on the same shuttle and go to the same Command Center. The shuttles run throughout the day, as volunteers may arrive late or leave early. LR currently uses school buses, and is able to have 8-10 buses run at all times.

Volunteers who arrive late must still take a shuttle from Registration to their Command Center. LR does not permit volunteers to drive directly to the Command Center for three reasons:

- 1) To ensure volunteers register and submit their waiver;
- 2) To be good stewards in the neighborhoods – LR doesn't want 100+ cars parked throughout the neighborhood; and
- 3) Shuttles and other large LR vehicles must navigate around the Command Center. A sample shuttle route is presented in Appendix AA.

### *Step 4: At the Command Center*

Command Centers serve as the “home-base” for volunteers. As a best practice, LR establishes two Command Centers for each 6-Day Project. Each Command Center

changes location after each day of the project to cover a large work area for the given day, while also minimizing the distance volunteers have to walk from the Command Center to their streets/lots. Each Command Center includes a tent with water, First Aid, tools, and equipment. It is also where lunch is served. A full schedule for a typical day at the Command Center is presented in Appendix BB.

Command Centers should be established on street corners to enable trucks can easily navigate, unload, and load. In addition, Command Center locations should not force volunteers to walk across any major roads. Prior to the 6-Day Project, LR staff and volunteers will identify each Command Center location, and clear the area as needed (i.e., trash removal, mowing, weed whacking, etc.)

When volunteers arrive at the Command Center they are assigned to a group and a RSL. Each team receives assignment sheet from the Area Lead, which will include phone numbers of critical contacts and a map of assigned streets.

Volunteers do not bring their own tools unless they are working on construction or chainsaws. As a result, each team will gather equipment at the Command Center: The following list is for each team of 10 people:

- 2 lawn mowers
- 3 weed whips
- 1 shovel
- 2 rakes
- 2 push brooms
- 3 loppers
- 1 roll of garbage bags
- 10 pairs of work gloves
- 1 wheel barrow
- As needed: ear plugs, glasses, sun block, and water

**Below are six people and/or resources volunteers will see at each Command Center:**

Aspect	Description
Red Shirt Leaders	Volunteer teams will stick together to foster comradery, ensure the safety of all team members, and to consolidate resources such as dumpsters and porta potties.
Area Leader	<ul style="list-style-type: none"> <li>• Each Command Center is led by an Area Leader and at least one assistant.</li> <li>• The Area Leader has the phone numbers of EMTs.</li> <li>• Upon arrival at the Command Center, the Area Leader will give a brief talk to reminder them of things they heard</li> </ul>

Aspect	Description
	<p>during the orientation, primarily involving safety (e.g., be careful with equipment; don't go alone; don't go into houses; only use equipment you know how to use, look out for heavy equipment; and tires in one pile, trash in one pile, brush in another pile).</p> <ul style="list-style-type: none"> <li>• Then the Area Leader gives a map of the area to each RSL and highlights which streets they are going to. The Area Leader keeps a master map, called the RSL Assignment Map (see Appendix CC). If possible, Area Leaders should make these maps the day or night before. The back side of the map has standard information that stays consistent (see Appendix DD).</li> <li>• Volunteer teams then pick up all the items from the inventory. If they finish their assignment earlier, the RSL calls the Area Leader to get a new assignment sheet.</li> <li>• The Area Leader or an assistant might drive around the neighborhood to check on the volunteers, while the other person stays behind at the Command Center.</li> </ul>
Semi-Truck	The semi-truck contains all the equipment and other materials volunteers will use for each Command Center. The truck must be unloaded at the beginning and loaded at the end of each day, as the Command Center locations change each project day.
2 Pickup Trucks	These trucks constantly cycle to each Command Center area with water and gasoline throughout the day. RSLs can call the Area Leads at any point for water, equipment, repairs, and anything else they may need.
First Aid	First Aid Kits are available at HQ and both Command Centers. LR has nurses and other people trained in First Aid on call. In the event of an accident, the injured party and a witness must complete and submit the Accident Report Form (Appendix EE).
Dumpsters and Porta Potties	There are available at both Command Centers, and will be strategically placed by the Dumpster Team.

*Step 5: Work in the Neighborhood*

Each team will work together to remove blight and beautify designated streets and lots (e.g., remove garbage, cut back hedges, clear brush and weeds, mow grass, plant trees, create flower beds, plant flowers). Volunteers may stop and talk with residents and build relationships.

Note: Debris goes on the curb in three separate piles: yard waste, tires, garbage. Debris is ONLY to be placed in front of the curbs of vacant properties.

### *Step 6: Lunch*

Prior to the 6-Day Project, the Food Team Lead finds partnering restaurants and food distributors and secures commitments from them to provide lunch for one day of the project. On the day of the project, the vendor delivers all food for lunch to HQ at 11am. The Food Team then delivers the food to the Command Centers. The Food Team is also responsible for supplying plates, napkins, and utensils to HQ and Command Centers.

Volunteers walk to their Command Centers for lunch at 12pm. Lunchtime is a great opportunity for rest, food, and fellowship. Porta potties are located at the Command Centers and HQ. A small group of afternoon shift volunteers arrive at 1pm. Fresh teams are a welcome encouragement. Teams continuing to volunteer after lunch walk to their designated blocks to complete their assignment.

### *Step 7: Clean-Up & Load Trucks*

Starting at 3pm, volunteers will begin loading trucks with equipment, starting with equipment that is no longer being used (i.e., already used or from volunteers who left early). During the last hour, all equipment must be loaded onto the trucks, which are then driven back to HQ, where they park overnight. LR contracts with a security company to watch the trucks overnight each night of the project.

Upon completion of the assignment, volunteers walk to the Command Center, put away their equipment, and wait for a shuttle to return to the Registration area.

### *Step 8: End of Day*

At the end of the day, RSLs and their teams return to the Command Center with their team. All LR tools must be returned to the Command Center and put away as instructed. RSLs will assist with breakdown of the Command Center, and then take the shuttle back to the HQ (see Appendix FF for the procedures to load the truck).

Separate protocols for the last day of the project, including inventorying all equipment, lawnmower hibernation, and processes for other equipment (i.e., weed whips, wheelbarrows) can be found in Appendix GG.

On the return shuttle, all volunteers complete a brief survey about their volunteer experience (see Appendix HH for the Volunteer Survey and Appendix II for recent survey results. The Life Remodeled intern thanks the volunteers upon their departure at the Registration area.

## 15. Results, Reporting & Celebrating

LR's impact occurs at two levels:

1. How LR impacts the community, and
2. How serving in the community impacts LR's volunteers from both the city and the suburbs

We aim to measure both.

### 15.1 Impacting the Community

#### *Inputs*

LR measures other critical inputs like in-kind donations and volunteer hours. These are required for your chapter's IRS Form 990 and are helpful to show donors. ("When you give \$1 to LR, you catalyze \$5 worth of in-kind giving and volunteer hours.")

### 15.2 In-kind Donations

For any in-kind gift to LR, be sure to send the in-kind donation receipt form. In-kind gifts include things like: materials donated for home repair, food donated for project day, use of heavy equipment, use of trucks.

#### *Step 1: Send the Form*

Givers should be motivated to fill in these forms because their in-kind gifts may reduce their taxes (see Appendix R for the In-Kind Donation Receipt Form).

- In-kind material gifts can be written off as donations
- Service gifts are not tax deductible donations, but may be written off as business expenses

Donors value their materials and services at retail prices. LR accepts either hard-copy forms with signatures, *or* (even easier) an email reply to a digital copy of the form where the donor fills in the required information in the body of the email. (The email timestamp is used as independent proof of evaluation.)

### *Step 2: Confirm Receipt of the Form*

As you confirm receipt of these forms from donors, be sure not to confirm the description of the services (“20 pallettes of water”) but *not* their independent valuation (“\$2,000 worth of water”). It is up to the donor to value what they’ve given to LR. LR can get itself into trouble by providing its own appraisal of the materials or services.

### *Step 3: Track the Value*

Although LR does not assess the value (for givers’ tax purposes), we do *track* the values that they believe their gifts were worth. As givers return these forms, input the *value* of their in-kind gifts as in-kind gifts in Salesforce.

### *Step 4: Tabulate the Value*

As you prepare the 990, pull a report adding up the in-kind gifts.

## 15.3 Volunteer Hours

There are two kinds of volunteer hours: general and professional.

### *General Volunteer Hours*

When someone is serving as a general volunteer, they are valued at the general labor rate for the state. (Your state may vary.)<sup>5</sup> Note: For general volunteers, it doesn’t matter if their “billable rate” in their real job is \$100 per hour. A doctor serving as a general volunteer is still valued at the general labor rate.

When tabulating volunteer hours donated, be as inclusive as possible. Some kinds of volunteering are obvious (e.g. 6-Day Project volunteer hours,<sup>6</sup> unpaid interns). But

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<sup>5</sup> See [independentsector.org](http://independentsector.org).

<sup>6</sup> LR has found that some volunteers stay all day; some stay for half the day. As a rule of thumb, multiply the number of total volunteers on each day (raffle tickets distributed at the buses) by 6 hours to get a good-faith estimate of the number of hours people volunteered during the 6-Day Project. Remember that some volunteers (operators, truck drivers, bus drivers) were not “ticketed” so count their time as well.

some of the volunteer hours are less obvious (e.g., task force meetings), or may not even be seen by LR at all (e.g., volunteers coordinating security or prayer teams, time a corporate group coordinator spends preparing and coordinating their group).

In good faith, track as many general hours as you can. Once you have your best estimate of “total general hours,” multiply that by the general labor rate to determine the total value of general volunteers.

### *Professional Volunteer Hour*

LR can value professionals at their professional rates when they are operating within their profession. You can ask professionals about what their normal rate would be. For example, an architect providing drawings for a community asset renovation may be worth \$100 per hour.

## **15.4 Other Inputs**

Additionally, LR can measure inputs like trees planted, homes repairs, dumpsters hauled away, blocks renewed, community assets renovated, the total number of volunteers, and the number of youth volunteers. LR is passionate about engaging youth in the development and implementation of in the 6-Day project and other LR projects Life Remodeled projects (see Appendix KK for the Youth Engagement Strategy).

## **15.5 Outcomes**

While LR is not—first and foremost—about crime prevention, police have found a relationship between LR’s project neighborhoods and lower rates of crime. So LR now compares crime statistics in a neighborhood before LR arrived, and after the project was completed.

For example, in one recent LR project, the police provided LR with “before and after” crime statistics. In that area, here’s what happened:

- 47% fewer homicides
- 21% fewer sexual assaults
- 19% fewer aggravated assaults
- 19% fewer burglaries

## 15.6 Impacting the Volunteers

To measure #2, LR conducts surveys of volunteers as they finish their day of service. See Appendix HH for the Volunteer Survey and Appendix II for recent survey results.

## Appendix B: Board Member Job Description

The Board of Directors of Life Remodeled (LR), in active collaboration and partnership with the CEO, shall frame the issues and think creatively of opportunities and challenges to be met for the organization to become an exemplary nationwide nonprofit.

- Meet as a Board six times a year. Focus on “what matters most,” and apply the knowledge and experience of individual Board members to the major challenges facing the organization.
- Establish Committee structure; adopt, and regularly review, Committee Charters.
- Propose prospective board members who reflect the heart of LR’s mission and have significant influence. Ensure adequate orientation of new members. Ensure adoption and adequacy of Board leadership succession plan.
- Periodically conduct self-review of Board performance (including its composition, organization, and responsibilities) and take steps to improve its performance.
- Adopt, and regularly review, LR’s Mission and Values, and review management’s performance in achieving them.
- Adopt, and regularly review, broad written policies reflecting the Mission and Values of the organization, within which the CEO is authorized to manage the organization and to develop and implement operational plans to carry out the Mission.
- Serve as a model for nonprofits in regard to best practices in governance.
- Ensure that the organizational strength and employee base can sustain the Mission and achieve long-range goals.
- Approve appropriate compensation and benefit policies and practices.
- Ensure LR has established appropriate policies to define and identify conflicts of interest throughout the organization and is diligent in its administration and enforcement of those policies.
- Review compliance with relevant material laws affecting LR and its programs and operations.
- Ensure that the Board is carrying out its fiduciary responsibilities, such as reviews of periodic and annual financial statements, funding plans, budgets and financial goals.
- Ensure that adequate risk management policies are established and implemented.
- Be loyal to LR, always exercising Board powers in the interest of LR, and not for the interest of the individual Director or others.
- Be an avid proponent and invite others to join the Mission of LR.
- Make a personal, tax-deductible contribution once a year at a level reasonable to the individual.
- Provide moral and professional support, and be available as resources to the CEO.
- Avoid involvement in all political campaigns in the name of LR, unless directed by the Board or CEO to question or present an advocacy issue on behalf of the organization to a potential candidate.
- Maintain confidentiality of the Board’s executive actions.

# Appendix C: Sample Mass Emails

Below are sample weekly email blasts/mass email sent to LR's entire list of database contacts. These blasts are used instead of newsletters.



Kelly Cleaver <kelly@liferemodeled.com>

**Most Important Email Ever**  
20 messages

Life Remodeled <Chris@liferemodeled.com>  
Reply-To: Chris@liferemodeled.com  
To: Kelly Cleaver <kelly@liferemodeled.com>

Mon, Jun 26, 2017 at 7:00 AM



Dear Team Life Remodeled,

Why the urgent subject line? Because most people don't like mass emails, but I really, really want you to see this one.

We're launching the "10,000 Names Campaign" today. **YOUR NAME** will be permanently displayed on the new gymnasium floor at the Durfee Community Innovation Center with just a \$10 donation. But this campaign won't last forever, so donate today to help support Detroit kids AND become a visible, permanent part of Detroit history.

Find out more in [this awesome video!](#)

[Donate here](#) and please donate today.

Thank you for being amazing!



[Manage Subscription](#)

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## The Results are In!

1 message

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**Life Remodeled** <chris@liferemodeled.com>  
Reply-To: chris@liferemodeled.com  
To: Kelly Cleaver <kelly@liferemodeled.com>

Tue, Aug 8, 2017 at 7:00 AM



Dear Team Life Remodeled,

When it comes to numbers, our 2017 Six-Day Project set records in every category:

- 11,032 volunteers
- 367 city blocks of blight removed
- 534 vacant houses boarded up (thanks to the leadership of Fiat Chrysler Automobiles and others)

Over 1,000 volunteers worked inside the new Community Innovation Center we are creating, and the transformation of the building is spectacular. (Stay tuned for more pics)

**Adults and teenagers of different races, religions, incomes and political persuasions put aside our differences in order to work together - Detroit residents and folks from across the region and beyond - to build a stronger Detroit.** In the process of remodeling physical structures and spaces, it is people who were remodeled the most.

**However, there is only one complaint that we heard over and over:** "I just wish this project lasted longer than six days!"

If you resonate with that, I've got good news. **We need a ton of help at Durfee, and you can volunteer any weekday (8am - 4:30pm), but you must register online.** Volunteer activity includes cleaning the building, prepping/painting walls, sanding/staining wood, building furniture, and cutting grass.

[Click here to volunteer as a group or individual.](#)

**If you're a skilled construction professional, please click here.** We need electrical, plumbing, flooring, painting, concrete repair, drywall install, wood refinishing, glass installation, gutter repair, and finish carpentry.

Lastly, we've decided to stay in the same neighborhood for the next one or two years.

**Please save the dates for our 2018 Six Day Project: October 1 - 6.**

In 2018 we will work on the same blocks (and more), and go beyond blight removal. Over the next few months we will continue to engage students and community residents to find out what beautification projects they want. This might include planting thousands of trees and perennials, rain gardens, building park benches, bus stops and more.

Passionate about the Future of Detroit,

**Chris Lambert | CEO |  
Life Remodeled**



## Appendix D: Sample Meeting Agendas

### January 2017 Task Force Meeting Agenda

Agenda Topic	Duration
Sign-In and Food - Melissa and Dominique	15 min
Welcome - General Introductions - Chris	7 min
Spiritual Teaching: Invitation and Challenge - Chris	10 min
Vision Cast for 2017-2018 - Chris	10 min
Central Community History/Highlights - Andrea	5 min
Group and Events Update - Dominique	5 min
Home Repair Update - Melissa	5 min
Planning for Task Force 2017- Dwan and Regina	10 min
Discussions/Q&A	10 min
Task Force Breakout	10 min
Adjourn	

### February 2017 Task Force Meeting Agenda

Agenda Topic	Duration
Sign-In and Food - Melissa and Dominique	15 min
Welcome - General Introductions - Chris	4 min
Spiritual Teaching: Invitation, Challenge, Vision Cast - Chris	10 min
Central Community History/Highlights - Community Leader	5 min
Home Repair Update - Melissa	5 min
6-Day Project Update - Dwan	10 min
Discussions/Q&A	20 min
Task Force Breakout/Sign-ups	10 min
Adjourn	

### October 2017 Community Advisory Council Meeting Agenda

Agenda Topics
Call to Order
Roll Call

## Agenda Topics

### Open Issues

- Updates on plan to formalize the CAC
- Identify specific beautification projects
- Contact list of Block Club Captains
- Discuss the potential members for the CAC

### New Business

- Board up project on Nov 1
- Potential candidates for apprenticeship program
- Review map and designate areas/districts

### Adjourn

## Appendix E: Sample Community Meeting Flyers



# COMMUNITY MEETING

## WHAT WILL HAPPEN TO DURFEE'S BUILDING?



With students at Central High School occupying less than 30 percent of their building's capacity, starting in 2017-2018, Durfee's middle and elementary school students will relocate to Central High School, consolidating into one K-12 school.

Life Remodeled is building a Community Innovation Center inside the city's historic Durfee Elementary-Middle School building, and we want to know what programs and services you want for your children and community residents.

**WHEN**  
March 17, 2017 | 6pm–8pm

**WHERE**  
Durfee Elementary-Middle School | 2470 Collingwood Street | Detroit, MI 48206

**ALL ARE WELCOME! | Complimentary Dinner and Prizes**

**RSVP**  
If you have not already done so, please RSVP to Melissa Meadows so we can purchase enough food: Email [melissa@liferemodeled.com](mailto:melissa@liferemodeled.com) or call 313-744-3052, and please let us know if you are able to attend.

**PLEASE COME! SHARE YOUR IDEAS! HELP TO MAKE IT HAPPEN!**



# COMMUNITY MEETINGS

## WHAT WILL HAPPEN IN CENTRAL AREA THIS SUMMER?

During the week of **July 31–August 5, 2017**, Life Remodeled and our partners will mobilize 12,000 volunteers to remove blight and create additional beauty in the neighborhoods surrounding Durfee Elementary-Middle School and Central High School. We hope all community members will share your ideas, help shape the process and benefit from the results.

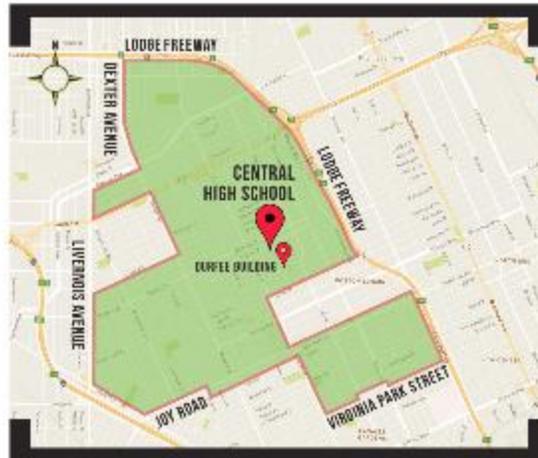
### WHEN

**April 25, 2017**  
5:30pm–7:30pm

**May 23, 2017**  
5:30pm–7:30pm

### WHERE

Durfee Elementary-  
Middle School  
2470 Collingwood St.  
Detroit, MI 48206



**ALL ARE WELCOME! | Complimentary Dinner and Prizes**

### RSVP

Please RSVP to Melissa Meadows, so we can purchase enough food. Email [Melissa@LifeRemodeled.com](mailto:Melissa@LifeRemodeled.com) or call **313-744-3052**, and please let us know if you plan to attend.

**PLEASE COME! SHARE YOUR IDEAS! HELP TO MAKE IT HAPPEN!**

## Appendix F: Life Remodeled Staff Job Descriptions

### Position #1: COO

**Description:** Responsible for implementing the vision of the CEO through integrating the people, processes, systems, priorities, and strategy of the organization, and serving as the glue to hold them all together. Obsessed about organizational clarity, the integrator is great at making sure people are communicating within the organization.

**Reporting Relationship:** CEO

**Working Relationships:** Works closely with the LR team.

### Activities/Responsibilities:

- Lead, manage, and hold people accountable
- Lead weekly team meetings
- Keep the team focused on reaching our goals, move the team to action, and keep everyone on the same page
- Resolve cross-functional issues
- Ensure great communication across the organization is taking place
- Make sure the right people are on the bus, in the right seats, and get the wrong people off
- Execute the vision and strategy of the organization
- Develop and implement tactical plans
- Confront the brutal facts, yet never lose faith
- Collaborate with Visionary (CEO) on his vision
- Provide a sounding board for Visionary (CEO) and challenge his ideas
- Meet weekly with Visionary (CEO) to debrief
- Meet monthly with Visionary (CEO) for two to four hours to make sure both are on the same page, and identify, discuss and solve issues

## **Position #2: Director of Development**

**Description:** Responsible for planning, organizing, directing and implementing all fundraising activities. These activities include but are not limited to: the annual fund, major gifts program, special events and capital campaigns.

**Reporting Relationship:** CEO

**Working Relationships:** Works closely with CEO, Event Director, and Board of Directors in development and fundraising endeavors.

### **Preferred Qualifications:**

- CFRE certification. Experience with a grass roots organization in a rapid growth phase a plus.

### **Activities and Responsibilities:**

- Collaborate with the Board of Directors and the CEO to create a fund development plan which increases revenues to support the strategic direction of Life Remodeled
- Build, develop, supervise and collaborate with fundraising team
- Implement the fund development plans in accordance with ethical fundraising principles
- Grow major gifts program with aggressive yearly goals through identification, cultivation and solicitation of major donors
- Meet prospective donors and supporters on a regular basis to establish effective communications and strong relationships with them
- Direct the annual fund program, including mailings and annual fundraising drives
- Direct capital campaigns and other major fundraising initiatives • Create and maintain gift recognition programs
- Oversee Event Director for fundraising events
- Oversee creation of publications to support fundraising activities
- Oversee fundraising database and tracking systems
- Oversee prospect research activities
- Oversee all grant seeking activities including research, proposal writing, and reporting requirements

**Salary:** Competitive/commensurate with experience and other qualifications

### **Position #3: Project Manager - Six Day Project**

**Description:** Provides overall leadership to the 6-Day project, Home Repairs and Community Asset.

**Reporting Relationship:** COO

**Working Relationships:** Works closely with Community Engagement Manager, Group Relationship/Event Manager and Administration

#### **Activities/Responsibilities:**

- Gather and analyze information from previous Life Remodeled projects.
- Meet with community partners, City of Detroit representatives, nonprofits, and other partners to streamline processes, enhance collaboration, and acquire necessary information for the 2017 Project
- Obtain, create, and administer Task Force Logistics Guides for each task area and project, including project timelines, and other necessary information (e.g. pre, during, and post check-lists, contact information, important dates, maps, clean up, storage, etc.).
- Interface with partners (i.e., contributing individuals and organizations) who are mobilizing volunteers and resources for the 2017 Project, provide options and strategies of involvement to meet LR's and partners' goals.
- Maintain oversight of logistics and activities during the 2017 Project (July 31 through August 5, 2017)
- Facilitate monthly Task Force Meetings
- Develop meeting agendas one week out
- Through the Detroit Central Neighborhood Alliance: Identify contiguous area with potential for greatest impact, finalize boundaries of project area, conduct parcel survey, identify up to 300 blocks for blight removal and beautification, identify 300 houses to board up, identify safe routes to school and provide to FCA , identify base of operations and parking areas

#### **Position #4: Financial Controller**

**Description:** Provides oversight to the bookkeeping and accounting for LR.

**Reporting Relationship:** COO

**Working Relationships:** Works closely with COO, Director of Philanthropy and Administrative Assistant

**Qualifications:** Driven by hope, with bold humility, prioritizing people over projects, and passionate about enduring change. Demonstrates the ability to lead volunteer or staff teams, and to manage large projects through completion. Exhibits a servant's spirit and character in the areas of integrity, dependability and perseverance. Innovative, self-starter, team builder, strong verbal and written communication, team player, proactive, detail oriented, and ability to multitask.

#### **Activities/Responsibilities:**

- Perform cash management functions: purchasing, accounts payable, accounts receivable, cash disbursements, payroll and bank reconciliation functions
- Review and approve all invoices to be paid or obtain approval from the CEO or Board Member
- Responsible for ensuring that all accounting allocations are appropriately made and documented (general ledger through financial statement)
- Financial Planning, Reporting, and Analysis - Responsible for all banking and finance activities. This includes negotiating lines of credit and vendor agreements, as well as reviewing all financial contracts, financing agreements and insurance policies
- Responsible for providing accurate and comprehensive financial information to executive management for long-term financial strategizing
- Financial reporting duties include preparing financial statements in accordance with GAAP, cash flow reports, budgets, budget-to-actual and financial projections
- Provide financial perspective and opinions to help assess risk, analyze efficiency and inform policy decisions made by executive management
- Internal Controls - Responsible for establishing and executing internal controls over the company's accounting and financial procedures
- Responsible for coordinating with external tax accountants for income tax preparation, and auditors who prepare internal audits of the company. This includes keeping company records organized and readily available for examination

### **Position #5: Home Repair Project Manager**

**Description:** Provides overall leadership to the home repair division of Life Remodeled. Liaison between homeowner and contractors that will perform the repairs and provide the project manager for the home.

Reporting Relationship: COO

Working Relationships: Works closely Admin, VP of Development, and Project Manager.

#### **Activities/Responsibilities:**

- Assess the inspection report for each home and compile a story for each family
- Gather and analyze information about LR's previous years Home Repair projects and continue to improve our processes.
- Work with the inspector to prioritize the renovations
- Provide requested construction budgets and make recommendations regarding priorities of renovations.
- Manage partners and oversee LR affiliated construction projects.
- Create, maintain, and audit budgets and inventory lists.
- Ensure all necessary permits are pulled thru the partnerships.
- Attend monthly Task Force Meetings.

### **Position #6: Database Coordinator and Administrative Support - Full Time**

Description: The database coordinator will be in charge of training all staff on proper procedures and ensure consistency and accuracy of data. The administrator will also be involved in troubleshooting and cleanup of data and will be involved in the strategic planning related to the database.

Reporting Relationship: COO

Working Relationships: Will also work closely with CEO, Controller, and Development Director.

#### **Activities/Responsibilities:**

- Manage the Salesforce database, including maintenance, user accounts and security, gift entry, reporting, queries and data cleanup with the goal of providing current, consistent and accurate data.
- Enter gifts and pledges received as well as issue acknowledgement and tax letters.
- Generate mailing lists for direct mail, special events and fundraising campaigns
- Develop, implement and maintain policies and procedures for ensuring the integrity of the Salesforce database.

- Train and update staff in all departments on proper Salesforce data entry procedures and report generation, and work with staff to ensure that data entry procedures are followed.
- Reconcile and close monthly development financials on time.
- Proactively identify opportunities for systems and workflow improvements, recognize potential problems, and provide recommendations for solutions.
- Provide data oversight and perform all weekly, monthly, quarterly, and annual required data maintenance tasks, including queries on proper addressee/salutations, acknowledgements, Past Due reports and duplicate constituent reports
- Develop, run and review timely donor reporting audits to ensure accurate gift entry and acknowledgment.
- Work with the Controller to generate ongoing and periodic financial reports and projects as requested.
- Assist with projects, and events as needed. Remains available during work hours to assist
- CEO/COO as requested for any special projects, organizational management and errands.

### **Position #7: Group Relationship and Event Director**

**Description:** Engage in building relationships with groups (i.e., Corporate, Faith Communities, Community, Schools, and Youth).

**Reporting Relationship:** COO

**Working Relationships:** Works closely with Project Manager, Exec Admin, and Community Engagement Manager.

### **2016-2017 Activities/Responsibilities:**

- Build relationships with groups that participated in previous projects
- Identify and elevate the influence of key leadership within the various groups
- Develop and lead a comprehensive group relationship team
- Attend corporate, community, faith community, school events
- Attend meetings and events with partners as requested
- Attend monthly Task Force Meetings and weekly LR leadership meetings
- Plan and organize fund raising, appreciation, networking events
- Interface with partners (i.e., contributing individuals and organizations) who are mobilizing volunteers and resources for the project, provide options and strategies of involvement to meet LR's and partners' goals.
- Assist CEO with foundation grant applications

## **Position #8: Community Engagement Director**

**Description:** Engage community leadership to plan, lead, and participate in the Life Remodeled Project, and strengthen the foundation for sustainability.

**Reporting Relationship:** COO

**Working Relationships:** Works closely with Project Manager and Executive Admin.

### **2016-2017 Activities/Responsibilities in the Central Neighborhood:**

- Build relationships with Central High School staff and students, Focus: HOPE, faith community and community leaders, spending quality and quantity time understanding their stories and desires, and create weekly written summaries to share with staff
- Assist Project Manager to discover the blocks, safe routes, beautification, and construction projects desired by the school and community
- Identify and elevate the influence of key school and community leadership
- Develop and lead a comprehensive engagement team
- Help the community create and lead a monthly resident engagement event
- Attend community events
- Attend meetings and events with partners as requested by CEO
- Attend monthly Task Force Meetings and weekly LR leadership meetings

## **Position #9: Administrative Assistant**

**Description:** Provide overall administration support for the leadership team.

**Reporting Relationship:** COO

**Working Relationships:** Will also work closely with CEO, Controller and Executive Administrator

### **Activities/Responsibilities:**

- Maintains PO Box and "Info@LifeRemodeled.com" inbox and responds to all email and voice messages. Acts as a gatekeeper for the CEO/COO, responding to general questions and connecting contacts with CEO/COO and other team members as deemed appropriate.
- Maintains CRM system, updating database contact and donation information regularly. Runs reports and creates/maintains shared documents as requested by the CEO/COO and Project Managers.
- Creates and sends mass letters/emails to constituents as requested by the CEO/COO. Proofreads reports and written documents for grammar, punctuation and spelling errors.

- Remains available during work hours to assist CEO/COO as requested for any special projects, organizational management and errands.
- Makes purchases necessary for meetings, events, supplies and projects with permission of the CEO/COO. Submits all receipts and financial documentation for appropriate record keeping.
- Aids the Controller with daily record keeping functions, including but not limited to, recording deposits in TrailBlazer, making deposits at the bank, creating and sending donor thank you letters. Resolves discrepancies with donors and vendors. Aides the controller in gathering data for the annual audit.

### **Position #10: Group & Youth Engagement Director**

**Description:** Engage in building relationships with volunteer groups such as corporate, community, faith-based, and school/youth; engage and mobilize youth to be a part of the fabric of Life Remodeled's projects in communities, and to ensure Life Remodeled's projects provide educational and beneficial opportunities to young people in the community we serve.

**Reporting Relationship:** COO

**Working Relationships:** Works closely with VP of Projects and Community Engagement, Director of Philanthropy, and Executive Administrator.

#### **Activities/Responsibilities:**

- Build and maintain relationships with groups who have participated in previous projects
- Recruit, establish and maintain relationships with new groups who have participated in previous projects
- Identify and elevate the influence of key leadership within the various groups • Consistently refine LR's volunteer mobilization strategy
- Interface with partners who are mobilizing volunteers for LR projects, and provide options and strategies of involvement to meet LR's and partners' goals
- Develop and implement youth engagement strategy to mobilize youth in LR projects (i.e. establish youth advisor council who can uplift and give youth voice to LR projects)
- Implement initiatives to ensure that LR provides educational and beneficial opportunities to young people (i.e. developing structured/impactful internship opportunity, connecting youth to partners, etc.)
- Attend corporate, community, faith-based, and youth events to recruit volunteers
- Attend meetings and events with partners as requested
- Attend monthly Task Force meetings and weekly LR leadership meetings

**Position #11: Youth Internship Director (July 10 - August 18, 2017)**

**Description:** Mentor, develop, and oversee youth interns (high school)

**Reporting Relationship:** Director of Project Management and Community Engagement

**Working Relationships:** Work closely with COO and Admin Support

**Responsibilities:**

- Commander Will Mentor, Develop and Oversee a Team of Twenty Youth Who Will:
- Assist in recruiting volunteers from the neighborhood
- Assist in recruiting food and other business donations
- Attend recruitment and partnership events as requested
- Prep the neighborhood for blight removal and beautification
- Help with some work in Central High School
- Serve as leaders during the 6-Day Project (July 31 - August 5, 2017)
- Assist with coalition of volunteers to remove equipment, materials and cleanup all trash & debris left behind after the 6-Day Project (in partnership with Detroit Sanitation Department)

**Position #12: Youth Intern (July 10 - August 18)**

**Description:** Growing Detroit Young Talent Central High School/ Life Remodeled Project

**Reporting Relationship:** Youth Internship Director

**Working Relationships:** Work closely with the Project Manager and Community Engagement Director

**Responsibilities:**

- Assist in recruiting volunteers from the neighborhood
- Assist in recruiting food and other business donations
- Attend recruitment and partnership events as requested
- Prep the neighborhood for blight removal and beautification
- Help with some of the work in Central High School
- Serve as leaders during the 6-Day Project (July 31 - August 5, 2017)
- Assist with coalition of volunteers to remove equipment, materials and cleanup all trash & debris left behind after the 6-Day Project (in partnership with Detroit Sanitation Department)

### **Position #13: Intern (College Student)**

**Description:** To provide student with a comprehensive, real-world learning experience of non-profit, community development, and community organizing work.

**Internship Duration:** Dependent upon student's academic needs/requirement

#### **Responsibilities for All Interns:**

- Shadowing LR Directors to get a perspective of the different departments and roles that is required for non-profit work. How much time each student spends with each director will depend on the length of their internship, however, ideally students will spend 1-2 weeks with each Director. Students will have the opportunity shadow the following directors - VP of Projects/Community Engagement, Dir. of Philanthropy, Groups & Youth Engagement Director, and Project Manager
  - The Director will provide students with one or two learning objectives and tasks related to their department
- Assisting staff in administrative work such as:
  - Helping process mailings
  - Cross-checking LR records & contact information
  - Research (contacts at prospective corporate partners, other various things)
  - Assisting with event setup, supply orders
- Assist with PR/Communications:
  - Social media
  - Organizing and file naming photographs and media files
  - Tracking media hits; estimating impressions acquired through media hits

#### **Responsibilities for Interns Interested in a Specific Area of Nonprofit Work:**

- These students will shadow the appropriate director for their duration of the internship.
- Director will provide students with **several** learning objectives and tasks related to their department
- For example: Group & Youth Engagement Director Shadowing (example only) •
  - *Learning Objective #1 - Pitching Volunteer Service Opportunities to Groups* Student will present a Life Remodeled project to a student group of campus, or any group within their network of influence. Student will reach out to the appropriate parties, set up a pitch meeting, and pitch the Life Remodeled project to his/her prospective group • The Director will equip the students with everything they need to know to be able to meet their learning objective

## **Position #14: Student Coach**

**Description:** Develop and oversee student leadership team

**Reporting Relationship:** Community Engagement Director

**Working Relationships:** Closely with COO and Group relationship Manager

### **Activities/Responsibilities:**

- After learning the organizational structure, strategies and scope of the 6-Day Project, recommend to Life Remodeled Community Engagement Director and 6-Day Project Manager the most effective ways to engage students in both the planning and implementation phases of the 6-Day Project
- Determine the characteristics and the number of student leaders necessary to form the optimal Student Leadership Team and draft “job description” for team Student Leadership team members
- Identify and recruit the team of student leaders, with the approval of Principal, and start meeting weekly by early December.
- Oversee Student Leadership Team, meeting weekly, providing consistent encouragement, accountability and guidance
- Create, maintain and administer Student Leadership Logistics Guides for each student leader, including project timelines and other necessary information (i.e. contact information, check-lists, important dates, etc.)
- Make approved purchases for Student Leadership Team meetings
- Identify ways to keep students engaged over the summer leading up to August 1 - 6.
- Maintain oversight of student activities during the Project Week (August 1 – 6, 2016)
- Attend monthly task force meetings (Dates and times TBD)
- Debrief weekly with Community Engagement Director and 6-Day Project Manager
- Debrief with COO as needed

## Appendix G: Past Press Release

September 08, 2016 12:00 pm UPDATED 6/6/2017

*Crains Detroit Business* by Marti Benedetti

\$1.4 million Skinner Park project brings new life to Denby neighborhood

Metro Detroit businesses, nonprofits volunteer cash, time to renew east side area

Denby neighborhood residents and Life Remodeled volunteers gathered Wednesday to celebrate the completion of the \$1.4 million environmentally friendly Skinner Park on Detroit's east side.

Funding for the project came from 250 businesses, community organizations and churches along with fundraising by Life Remodeled, a Detroit-based nonprofit that works to "remodel lives — one neighborhood at a time."

This is not Life Remodeled's first neighborhood project, although it is its largest. It completed high school-focused projects at Cody Rouge and Osborn in 2014 and 2015.

Part of the Denby project was funded by a \$50,000 crowdfunding campaign through Michigan-based platform Patronicity. With its goal met, it was matched with \$50,000 from the Michigan Economic Development Corp. and the Michigan State Housing Development Authority. The top three donors to the park were Warren-based Coverworx Recreational Architecture, which donated \$100,000 for the pavilion and three picnic shelters. Farmington Hills-based Superior Materials Holdings LLC donated \$80,000 for the concrete, and Bloomfield Hills-based Taubman Centers Inc. provided \$50,000 in cash plus volunteer workers.

About 10,700 volunteers worked on the park during the first six days of August. They also cleared more than 300 blocks of blight, remodeled 80 houses, created safer pathways for neighborhood schoolchildren and boarded up 362 vacant houses beginning in June.

The park, which is next to Denby High School on 12800 Kelly Road, now has new basketball, volleyball and pickle ball courts, a solar-powered performance pavilion and other amenities.

Charles Cross, director of landscape architecture at the Detroit Collaborative Design Center at the University of Detroit Mercy, became involved after hearing from the Denby students that they had no place to go for recreation. "They said they have to play basketball in the streets," he said. So Cross met with student government and community leaders to start a master plan for the park. Conceptual designs were created and shown to local residents and students. Several other nonprofits, including Life Remodeled, jumped on board to make the new park a reality.

"Now we are working on finishing it up and getting the wooden planters (for an urban garden) going with the help of a garden club and Denby students," Cross said.

Russ DiBartolomeo, a 1967 graduate of Denby High and the owner of Warren-based Ross & Barr Inc., of which Coverworx is a division, donated the new performance pavilion as a community gathering place. "I wanted to give back to the community, and I'd like to see it come back," he said in a news release.

"The basketball nets were not up for more than 10 minutes before the first game of two-on-two broke out," Life Remodeled CEO Chris Lambert said in the release.

"One of the most gratifying things about the park is that more than 80 percent of the materials and labor were donated by area businesses that understand how important restoring Detroit's neighborhoods is to sustaining the city's comeback."

# Appendix H: Sample Community Asset Brochure

The 2017 Durfee brochure is below.

## ABOUT LIFE REMODELED

Life Remodeled is a Detroit-based nonprofit that invests approximately \$5 million in cash, labor and materials into each neighborhood where we partner. Projects are determined by the community's needs and vision. Life Remodeled partners assist in three areas: Remodeling a school or other community asset, repairing owner-occupied homes, and mobilizing 10,000 volunteers to clean up 300 city blocks in six days. Every phase is about people transformation, those served and those who are serving.



# REMODELING LIVES

ONE NEIGHBORHOOD AT A TIME

## 2016 ACCOMPLISHMENTS

1	80	362	303	10,700
PARK <small>(ADJACENT TO DENNY H.S.)</small>	HOMES REPAIRED	HOUSES BOARDED UP	BLOCKS BEAUTIFIED	VOLUNTEERS






## SUSTAINABILITY

One year following a recent Life Remodeled project, neighborhood crime decreased in 10 of 11 categories.

47% LESS HOMICIDES	21% LESS SEXUAL ASSAULTS	19% LESS AGGRAVATED ASSAULTS	19% LESS BURGLARY
-----------------------	--------------------------------	------------------------------------	----------------------

## 2017 CENTRAL PROJECT

### COMMUNITY INNOVATION CENTER



## OUR VALUES

HOPE | PEOPLE OVER PROJECTS | BOLD HUMILITY | ENDURING CHANGE

## OUR NEEDS

VOLUNTEERS | SKILLED TRADES | MATERIALS | DONATIONS

## CONTACT

313.744.3052 | info@liferemodeled.com | LIFEREMODELED.COM

Facebook icon LIFEREMODELED   
 Twitter icon LIFEREMODELED   
 Instagram icon LIFEREMODELED

# Appendix I: Group Registration Form


Ab...

### Group Registration Form:

Group Name (required)

Main Contact Name (required)

Street (required)

City (required)    State (required)    Zip (required)  
       

Phone (required)

Email (required)

### T-Shirts Needed:

**BY SIZE** (Standard Men's T-Shirt)

Small:                       Medium:

Large:                       XL:

2XL:                       3XL:

If you want custom group t-shirts per our guidelines below, please enter your shirt and ink color request

Please upload a copy of your logo / associated artwork here. Acceptable file types: eps, ai, zip. 3MB limit.  
 No file chosen

Please let us know how many volunteers we can expect per shift. Shift times are as follows:

- Full Day: 9am - 5pm
- Morning: 9am - 1pm
- Afternoon: 1pm - 5pm

Monday, October 1st	Tuesday, October 2nd	Wednesday, October 3rd	Thursday, October 4th
Entire Day: <input type="text" value="0"/>			
Morning: <input type="text" value="0"/>			
Afternoon: <input type="text" value="0"/>			
Friday, October 5th	Saturday, October 6th		
Entire Day: <input type="text" value="0"/>	Entire Day: <input type="text" value="0"/>		
Morning: <input type="text" value="0"/>	Morning: <input type="text" value="0"/>		
Afternoon: <input type="text" value="0"/>	Afternoon: <input type="text" value="0"/>		

# Appendix J: Sponsorship Guidelines (2018)



## PARTNERING WITH LIFE REMODELED MEANS...

- ⊕ Exposure to more than 11,000 Volunteers During Project Week
- ⊕ Brand Affiliation with Life Remodeled's TV Coverage, Including Channels 2, 4 and 7 more than 70 Times
- ⊕ Brand Affiliation with Life Remodeled's Print Media stories (including Crain's, DBusiness, Detroit Free Press, Detroit News, and more)
- ⊕ Exposure to Life Remodeled's Social Media Audience
- ⊕ Rights to use Life Remodeled's Logo and other Marketing Materials
- ⊕ Speaking Engagement with Life Remodeled CEO or Representative at your Company Event
- ⊕ Free Usage of Life Remodeled's Community Innovation Center for Corporate Events
- ⊕ Resources for Corporate Volunteer Engagement

Thanks to substantial in-kind donations from our generous partners, projects are completed at 1/4 of their cash value. Therefore every \$1 donated to Life Remodeled equals \$4.

### PLATINUM SPONSOR | \$100K

- ▶ \*Name a Community Space: Gym, Library, Auditorium, or Trade School
- ▶ \*Choose from: 2018 Registration Sponsor; 2018 Orientation Video Sponsor
- ▶ \*Commitment by May 1, 2018 includes title sponsorship of Detroit 100 event on June 27, 2018
- ▶ \*\*Partnership Billboard: 2 months digital or vinyl
- ▶ Feature in Crain's Year End Thank You Ad
- ▶ Prime Radio/TV mentions
- ▶ Enlarged Volunteer Group Canvas Print for office display
- ▶ Logo on Event Signage, Partner Banner and Website; Customized volunteer t-shirts for 2018 Six-day Project
- ▶ Detroit 100 sponsorship/ticket

### GOLD SPONSOR | \$50K

- ▶ \*Sponsor a Program Space (Art, STEM, Robotics, Music, Literacy, Entrepreneurship, or Coworking)
- ▶ \*Choose from: 2018 Parking Sponsor; 2018 Command Center Sponsor
- ▶ \*\*Partnership Billboard: 1 month digital or vinyl
- ▶ Highlight in Crain's Year End Thank You Ad
- ▶ Enlarged Volunteer Group Canvas Print for office display
- ▶ Logo on Event Signage, Partner Banner and Website; Customized volunteer t-shirts for 2018 Six-day Project
- ▶ Detroit 100 sponsorship/ticket

\*\* Sponsor may choose to provide their own creative artwork for the billboard or have Life Remodeled handle the design.

OVER FOR MORE SPONSORSHIP LEVELS



# SPONSORSHIP OPPORTUNITIES

## PROJECT WEEK: OCTOBER 1-6, 2018

### SILVER SPONSOR | \$25K

- ▶ \*Choose a piece of art to be permanently displayed at the Community Innovation Center, with a donor plaque
- ▶ \*Choose from: 2018 Water Sponsor; 2018 Restroom Sponsor; 2018 Photo Backdrop Sponsor
- ▶ \*\*Partnership Billboard: 2 weeks digital OR 1 month digital with another sponsor
- ▶ Mention in Crain's Year End Thank You Ad
- ▶ Enlarged Volunteer Group Canvas Print for office display
- ▶ Logo on Event Signage, Partner Banner and Website; Customized volunteer t-shirts for 2018 Six-day Project
- ▶ Detroit 100 sponsorship/ticket

### BRONZE SPONSOR | \$10K

- ▶ \*2018 Daily Tool Sponsor
- ▶ Logo on 2018 Event Signage in Fourth Position
- ▶ Enlarged volunteer Group Canvas Print for office display
- ▶ Logo on Event Partner Banner and Life Remodeled Website; Customized volunteer t-shirts for 2018 Six-day Project
- ▶ Detroit 100 sponsorship/ticket

### IRON SPONSOR | \$5K

- ▶ Enlarged Volunteer Group Canvas Print for office display
- ▶ Company Name on Partner Banner and Logo on Life Remodeled Website; Customized volunteer t-shirts for 2018 Six-day Project
- ▶ Detroit 100 sponsorship/ticket

### PARTNER SPONSOR | \$1K

- ▶ Company name listed on Partner Banner and Life Remodeled's website
- ▶ Detroit 100 sponsorship/ticket
- ▶ Customized volunteer t-shirts for 2018 Project Week

\* Applies to cash sponsorships

FOR MORE INFORMATION CONTACT [KELLY@LIFEREMODELED.COM](mailto:kelly@liferemodeled.com)

# Appendix K: Home Repair Cover Letter & Application



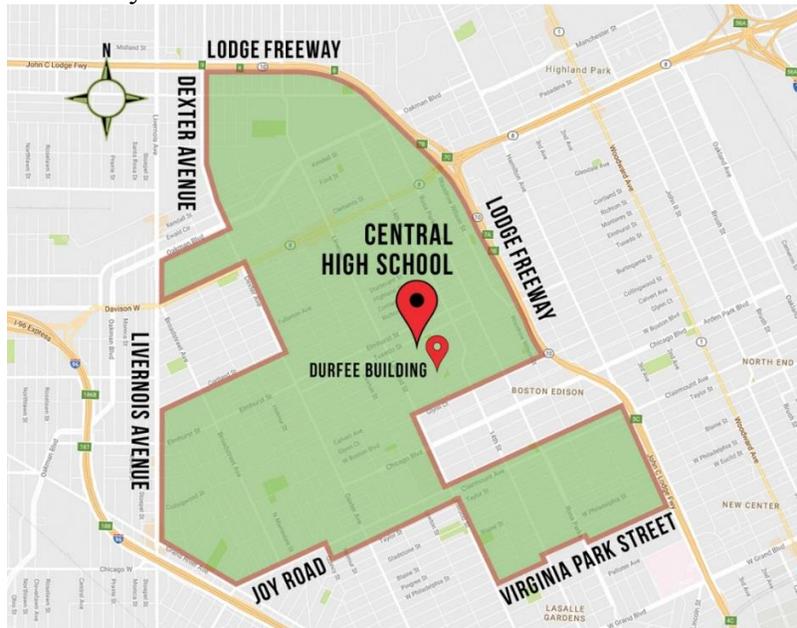
**Home Repair  
Application**  
**Due November 1, 2017**  
**This application is for a roof,  
furnace, or windows in 2018**

**Life Remodeled**  
**PO Box 28508**  
**Detroit, MI 48228**  
[www.LifeRemodeled.com](http://www.LifeRemodeled.com)

**Greetings Central neighborhood homeowners in need of home repair,**

**Life Remodeled** is a Detroit-based nonprofit that invests approximately \$5 million worth of cash, labor and materials into a different Detroit neighborhood each year. Projects are determined by the community's needs and vision. Life Remodeled partners assist in three areas: Remodeling a school or other community asset; repairing owner-occupied homes, and mobilizing 10,000 volunteers to clean up 300 city blocks in six days. When it comes to numbers, our 2017 6-Day Project (July 31-August 5) set records in every category:

- 11,032 volunteers
- 367 city blocks of blight removed
- 534 vacant houses boarded up
- We are renovating the former Durfee Elementary-Middle School building, and turning it into a Community Innovation Center.



## **Application Requirements for a Home Repair:**

1. You live within these boundaries: (See map), South of Fenkell Ave, North of Joy, East of Livernois Ave, West of The Lodge. AND Virginia Park area: south of Atkinson St, north of Virginia Park street, East of Linwood and West of the Lodge, (not Boston Edison or Russell Woods areas).
2. You own your home and live in it. Provide copy of deed.

3. If you are a veteran, please provide copy of military ID or DD214
4. You have paid **all** property taxes *or* payment plans are in place. Provide copy of tax statement or payment plan.
5. You have a source of income (could include SSI, disability, or unemployment).
6. You are in need of a home repair that our partners offer.
7. You are willing to serve your local community as a means of “paying it forward.”
8. Your application is complete and signed. Do not leave anything blank.
9. Mail application and all supporting documents, **postmarked** by deadline: **November 1, 2017**. \*Please mail to **Life Remodeled PO Box 28508, Detroit, MI 48228** or **hand deliver** (Melissa Meadows or Denise Lyles) at Life Remodeled Community Innovation Center between the hours of 8:30am-4:30pm Mon-Fri. 2470 Collingwood, Detroit, MI 48206.

### **Application Process:**

Applications will be reviewed and determined if they meet the required criteria. We will mail you a letter regarding the status of your application postmarked by November 21, 2017.

1. If your application status letter states that you meet the criteria, information will be provided for you to schedule an interview. This does not guarantee a home repair.
2. Attend a brief interview. We will take your photo and get to know each other.
3. A Life Remodeled representative will take a photo of the outside of your home.
4. Life Remodeled will attempt to match you with someone who can possibly provide one free repair for your home. Our goal is 30 homes.
5. If we find a match for you, the repair will be scheduled.
6. One of our Life Remodeled Home Repair Project Managers will meet you and your match at your home. Paperwork including a waiver and scope of work form are agreed upon, completed and signed by all parties. Nothing beyond the scope of work will be performed.
7. The repair will be completed (Spring/Summer of 2018).

### **What Life Remodeled is Offering:**

We will attempt to acquire **ONE** (and only one) critical home repair for your home. This application is for a roof, furnace, or windows for a total of 30 homes. The contractors who partner with Life Remodeled are not employed by Life Remodeled. They donate their time, materials, and labor. We are only able to offer what is available to us. Life Remodeled is not offering full home remodels, additions, or decorating.

### **No promises are being made:**

Again, Life Remodeled will attempt to match 30 qualified applicants with someone who can possibly provide a home repair. Please understand that Life Remodeled is not making any promises. We will do our best to communicate clearly and attempt to match you with someone who can possibly provide a repair for your home.

### **Please complete the application for home repair on the following pages. Also provide a copy of required documents:**

- 1 the deed to the home
- 2 current tax statement/receipt/payment plan

**The Life Remodeled Team**



**Life Remodeled**

2017 Home Repair Application

Application Deadline is November 1, 2017

Mail completed applications and all supporting documents (postmarked by Nov 1, 2017) to:  
**Life Remodeled**  
**PO Box 28508**  
**Detroit, MI 48228**

**Please check all that apply. Are you or any member of your household:**

- 1)  A military veteran (show military id or DD214)
- 2)  A child under age 18
- 3)  Actively involved in the community

<b>Homeowner/Applicant's First Name:</b>		<b>Homeowner/Applicant's Last Name:</b>	
<b>Street Address:</b>			
<b>City:</b>	Detroit, Michigan	<b>Zip Code:</b>	
<b>Cell Phone:</b>		<b>Other Phone:</b>	
<b>Email:</b>		<b>Other Email:</b>	

**Please list all members of your household. Please list school for all children under age 18.**

Name	Relationship (and school if child)	Age

**Please list all sources of income for the household.**

Family Member	Monthly Income \$	Income Source (if employed, include employer information)

--	--	--

How many years have you owned the home? \_\_\_\_\_ What year was the home built? \_\_\_\_\_

Please describe the needs of your home in the following categories:

<b>Roofing:</b>	
<b>Furnace:</b>	
<b>Windows:</b>	

Please tell us about your family:


Please tell us about how you are or would like to become involved in serving your community.


**Also provide a copy of required documents:**

1 the deed to the home
2 current tax statement/receipt/payment plan

Please sign below stating you have read the cover letter and application which outline the application requirements, process, what Life Remodeled is offering, and that no promises are being made. Incomplete applications will not be considered.

\_\_\_\_\_  
**Applicant (Homeowner) Signature**                      **Applicant (Homeowner) Name Printed**                      **Date**

## Appendix L: Home Repair “Yes Letter”



Life Remodeled  
PO Box 28508  
Detroit, Michigan 48228  
Email: [Info@LifeRemodeled.com](mailto:Info@LifeRemodeled.com)  
Website: [www.LifeRemodeled.com](http://www.LifeRemodeled.com)

January 9, 2017  
«AddressBlock»

«GreetingLine»

In 2017, Life Remodeled will focus efforts on Detroit Central High School and the surrounding neighborhood. We believe in investing in your neighborhood, because Central has strong potential for sustainable success.

We really appreciate your application for a home repair with Life Remodeled. Your application was carefully reviewed and your needs were considered. Congratulations, your application does meet the criteria for a potential home repair. Please read the application process and complete the remaining steps.

### **Application Process:**

1. **YES!** Applications will be reviewed and determined if they meet the preliminary criteria.
2. **Please call Life Remodeled to schedule your home inspection** 313-744-3052.
3. You will need to be home during your home inspection. The home inspector will only inspect specific items on the Life Remodeled list.
4. **Attend a brief 15 minute interview.** Please allow plenty of time, as you may need to wait your turn. We will take your photo and get to know each other. You must bring a photo ID. Sign in at the main entrance and proceed to room 149 (Life Remodeled classroom). Interviews will take place at Central High School 2425 Tuxedo St during the following times:
  - Friday, Feb 3 10am-2pm
  - Friday, Feb 10 10am-3pm
  - Wednesday, Feb 15 10am-2pm
5. A Life Remodeled representative will take a photo of the outside of your home

6. Life Remodeled will attempt to match you with someone who can possibly provide one free repair for your home. During this process, Life Remodeled shares information about your home inspection and interview with contractors.
7. If we find a match for you, the repair will be scheduled.
8. If we find a match, one of our Life Remodeled Home Repair Project Managers will meet you and your match at your home. Paperwork including a waiver and scope of work form are agreed upon, completed and signed by all parties. Nothing beyond the scope of work will be performed.
9. The repair will be completed in 2017. Please understand that Life Remodeled is not making any promises. We will do our best to communicate clearly and attempt to match you with someone who can possibly provide a repair for your home.

We look forward to meeting you!

The Life Remodeled Team

Sincerely,

The Life Remodeled Team



## Appendix M: Home Repair “No Letter”



Life Remodeled  
PO Box 28508  
Detroit, Michigan 48228  
Email: [Info@LifeRemodeled.com](mailto:Info@LifeRemodeled.com)  
Website: [www.LifeRemodeled.com](http://www.LifeRemodeled.com)

January 9, 2017

In 2017, Life Remodeled will focus efforts on Detroit Central High School and the surrounding neighborhood. We believe in investing in your neighborhood, because Central has strong potential for sustainable success.

We really appreciate your application for a home repair with Life Remodeled. Your application was carefully reviewed and your needs were considered. Unfortunately your application either does not meet the required criteria or was post-marked after the deadline.

Sincerely,  
The Life Remodeled Team



# Appendix N: Sample Bio for Home Repair Applicants



**Jane Doe**

13 14th St, Detroit, MI 48238

313-555-5555

Quote: “If you stand for nothing, you fall for anything.”

### BIOGRAPHY:

- Cancer SURVIVOR!
- Graduated from Central High School.
- Jane Doe was Central’s Student Council President from 1980-1981.
- She is retired from Delta Airlines where she was a ticket counter representative.
- She is the oldest of seven siblings.
- She loves to read! Her favorite book is the Bible.
- She enjoys ballet. She has won many trophies and awards for dance.
- She has six grandchildren ages 13, 15, 17, 18 and 21.
- She is a volunteer for Habitat for Humanity.

### CRITICAL NEEDS:

Roof	Furnace	Electrical	Plumbing	Windows
X		X	X	

### PHOTOS:





## Appendix O: Sample Contractor “Team-Up” Flyer



# CONTRACTOR “TEAM UP”

## 2017 CENTRAL NEIGHBORHOOD PROJECT

**FEBRUARY 23, 2017**  
**7:30 AM – 9:00 AM**

7:30 AM REGISTRATION & BREAKFAST  
8:00 AM PROGRAM & NETWORKING

**BARTON MALOW**  
26500 AMERICAN DRIVE, SOUTHFIELD, MI 48034

MORE INFO: [DOMINIQUE@LIFEREMODELED.COM](mailto:DOMINIQUE@LIFEREMODELED.COM)

A photograph showing two construction workers in plaid shirts shaking hands in front of a wooden building frame. One worker is holding a white hard hat and a pair of work gloves.



## Appendix P: Contractor Packet

This appendix contains the following:

- Instructions to contractors
- 2017 Contractor Overview
- Volunteer Contractor Scope of Work and Policies for Residential Project
- Adult Volunteer and Release Agreement
- Life Remodeled Repair and Location Agreement
- Next Steps for Contractors

Instructions:

1. Once you have decided to make a commitment to repair a home, confirm that with Life Remodeled Administrative Assistant and Home Repair Team.
2. The Contractor provides Life Remodeled a certificate of insurance (workman's comp and general liability insurance). Email to [info@liferemodeled](mailto:info@liferemodeled) or mail to Life Remodeled.
3. Life Remodeled Home Repair Team will contact you to set up an appointment with the homeowner.
4. Life Remodeled Home Repair Team, the Contractor, and the Homeowner meet at the home.
5. PLEASE BRING YOUR PACKET, IT CONTAINS FORMS YOU WILL NEED.
  - a) The homeowner signs a Life Remodeled Repair and Location Agreement.
  - b) The contractor turns in completed waivers to Life Remodeled Home Repair Team. All volunteers who will be working in the home must sign a Life Remodeled Adult Volunteer Release and Agreement. (In your packet.)
  - c) The contractor reviews the repair with homeowner and completes and signs the Life Remodeled Volunteer Contractor Scope of Work and Policies for Residential Project. The homeowner signs the same and a



copy of the form is given to the Life Remodeled Home Repair Team. (In your packet.)

6. The repair is scheduled. Let the Life Remodeled Home Repair Team know the date and time of the repair appointment.
7. The repair is completed and the Contractor completes the In-Kind Donation Receipt Form. The form should be emailed to Melissa Meadows or mailed to Life Remodeled. (In your packet.)

### **2017 Contractor Overview**

Welcome to Detroit's Central neighborhood! We are so excited you chose to partner with Life Remodeled, to help remodel lives... one neighborhood at a time. The Central neighborhood is full of wonderful families and individuals that are very excited to work side by side with us as we work to bring revitalization back to our great city.

Life Remodeled is a Detroit-based nonprofit that seeks to remodel lives along with neighborhoods, schools and homes. Our annual volunteer workforce of 10,000 comes from community organizations, faith communities, businesses and people who just care about Detroit. Every phase of our project is about people, those served and those who are serving. Relationships born of this approach create transformation and sustainable neighborhoods that are crucial to making Detroit's revitalization permanent.

Our partners continue to work in these neighborhoods for years to come to enhance schools, revitalize housing, increase employment opportunities, and cultivate long-term relationships, all of which enable the development of healthy and thriving communities.

### **2017 Project Scope:**

- Transform Durfee building into a **Community Innovation Center** which will operate in partnership with Central High School and DPSCD
- Assemble **12,000 volunteers** to remove blight on **300 city blocks**, and board up **300 vacant houses (July 31-August 5, 2017)**
- Perform critical repairs for **50 homeowners**
- Develop meaningful and **sustainable partnerships** to continue community investment after project completion

## LIFE REMODELED

### VOLUNTEER CONTRACTOR SCOPE OF WORK AND POLICIES FOR RESIDENTIAL PROJECT

#### Our Values

SEE THE UNSEEN: We believe in looking beyond the way things may appear and seeing *what could be*.

PEOPLE OVER PROJECTS. We believe our projects are exceptionally valuable, but people are priceless. The people we serve and those we serve alongside matter more than the processes and the products.

BOLD HUMILITY. We believe in taking the form of servants who value others over ourselves. We do so with confidence and relentless determination.

ENDURING CHANGE. We believe in investing in work that has strong potential for sustainability, and we work strategically towards that end.

#### General Expectations

You are a guest in the neighborhood, and should remain positive and respectful about the area in which you are working. Focus on the positive, and don't be critical. While wearing a Life Remodeled shirt and by being on our work sites you are representing Life Remodeled. We require that you maintain highly ethical conduct at all times. For the safety of all volunteers and all individuals, no volunteer is to carry any form of weapon. Life Remodeled reserves the right to request that any volunteer leave its job sites for any reason at any time. The following are examples of conduct that will **not** be tolerated. All conduct is to reflect Life Remodeled's core values.

- Harassment or discrimination of any type will not be tolerated (Sexual, Racial, etc.)
- Inappropriate use, possession, or removal of any property
- Violence in any form verbal or physical
- Abuse of any kind
- Use of alcohol or drugs while volunteering
- Possession of dangerous, unlawful, or unauthorized materials. (Explosives, Firearms, etc.)
- Any behavior that jeopardizes the safety of others.

This list is not all-inclusive. We request that you maintain professionalism and use common sense when representing Life Remodeled and working on our job sites. Thank YOU for working hard, building relationships in the Central community, and revitalizing Detroit!!! We really appreciate our volunteers! Thank you for partnering with Life Remodeled!



CONTRACTOR		OWNER(S) OF PROPERTY	DATE
STREET		STREET	
CITY, STATE AND ZIP CODE		CITY, STATE AND ZIP CODE	
CONTRACTOR'S AUTHORIZED REPRESENTATIVE		JOB SITE & PROPERTY (IF DIFFERENT THAN ABOVE)	
CONTACT INFORMATION (MOBILE)	CONTRACTOR'S EMAIL	OWNERS CONTACT INFORMATION (MOBILE)	

The Contractor volunteers to provide the following labor and/or material for Owner (describe work or attach description) at the above jobsite without compensation or payment (the "project"):

The following applies to this project (check appropriate box):

- Contractor will provide all of the labor and material required for this project.
- Contractor will provide all of the labor required for this project but no material

The work will be performed at the following times:

Start Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_



The Contractor shall initial if applicable:

\_\_\_\_\_ The Contractor has read and agrees to the attached Life Remodeled Contractor Policies for Residential Home Project

\_\_\_\_\_ The Contractor has received a copy of the Life Remodeled 2017 Contractor Overview and agrees to comply with these policies.

\_\_\_\_\_ The Contractor has provided to Life Remodeled workers compensation and general liability insurance certificate in accordance with the attached policies.

The Owner(s) shall initial if applicable

\_\_\_\_\_ The Owner(s) has/have signed a Repair and Location Agreement provided by Life Remodeled.

\_\_\_\_\_  
**Owner**

\_\_\_\_\_  
**Name of Contractor**

\_\_\_\_\_  
**Owner**

\_\_\_\_\_  
**Authorized Representative**



**LIFE REMODELED VOLUNTEER CONTRACTOR POLICIES  
FOR RESIDENTIAL HOME PROJECTS**

Life Remodeled is a Detroit-based nonprofit charitable organization that seeks to remodel lives along with neighborhoods, schools and homes. Life Remodeled matches qualifying families whose homes require critical repairs with volunteer contractors who are willing to provide various labor and/or material to these families. Life Remodeled locates and interviews appropriate homeowners, engages a qualified third party to inspect the homes being considered, and selects the families and their homes that will best benefit from various home repair services and who would not be able to repair their homes without the aid of volunteers. Life Remodeled then provides the list of proposed projects to volunteer contractors who then decide which homes they will volunteer to repair and the extent to which they will supply labor and material for the selected projects. Life Remodeled is not a general or other builder or contractor and is not responsible to the homeowners or contractors for performance, supervision or completion of any aspect of the proposed work and Life Remodeled makes no warranties or representation regarding the information provided to contractors nor does it in any way approve which volunteer contractor is utilized. Because Life Remodeled is a charitable organization in aid of those without adequate resources, Life Remodeled requires all contractors to comply with the following policies as a condition of their involvement in any Life Remodeled residential project:

- Contractor will use its best efforts to perform its work in accordance with the Scope of Work and these policies.
- Contractor will carry appropriate builder and other licenses to the extent required for its work.
- During the performance of any work on Life Remodeled projects, Contractor will maintain (a) workers compensation in the amounts required by statute and employers liability with not less than the following limits: \$500,000 per accident, \$500,000 per disease, and \$500,000 aggregate as required by law; and b) general liability insurance with not less than the following limits: \$1,000,000 per occurrence; \$2,000,000 aggregate. Life Remodeled, the homeowners and any volunteers must be named as additional insureds and Contractor shall provide satisfactory proof of insurance to Life Remodeled prior to start of work.
- Contractor releases, holds harmless, indemnifies, and agrees to defend Life Remodeled including its officers, agents, employees and volunteers), the homeowners including their family member and guests, and other contractors from and against claims involving bodily injury or property damage to the extent caused by the negligence of the Contractor including its subcontractors.
- Contractor will perform its work in accordance with applicable industry standards.
- Contractor will stop or terminate work on any or all projects if requested to do so by Life Remodeled for cause or for the convenience of Life Remodeled or the homeowners.
- Contractor will advise Life Remodeled when work is started and work is completed.
- Contractor shall arrange the timing of its work with the homeowners and shall agree to use its best efforts to perform its work on schedule.
- Contractor is requested and encouraged to have each of its workers who will be on any Life Remodeled project site to sign Life Remodeled' s Adult Volunteer and Release Agreement prior to entry on any project site and is encouraged to provide the originals of any such signed forms to Life Remodeled prior to start of work.
- Under no circumstances will Life Remodeled or the homeowners be responsible for payment to Contractor of any portion of the work provided including compensation, labor, material or other services, without limitation unless specifically agreed upon in writing by Life Remodeled.
- Life Remodeled and Contractor are not responsible for any environmental remediation.



By participating in this project and signing the Scope of Work, Contractor including its officers, managers, officials, agents, employees and subcontractors (collectively “you”) agree as follows:

- You authorize Life Remodeled and its collaborators to record in any medium (including photographic, motion picture, and sound recording, collectively “Recording” or “Recordings”) any activities in which you or your agents, employees, or subcontractors appear or speak relating to the Project. Recordings may be used by Life Remodeled for any lawful purpose relating to its mission, including educational, promotional, recruiting, fundraising, social engagement, news reporting, and merchandising. Recordings may be copied, adapted, published, and integrated with other content. The use of the Recordings may include the use of your image, likeness, voice, and information/opinions provided. This grant of permission is paid up, royalty-free, worldwide, irrevocable, sublicensable, and in perpetuity.
- Life Remodeled owns all rights, including copyright, in the Recordings. Nothing herein limits your right to enter into any other agreement relating to your image, likeness, voice, and information/opinions offered by you.
- You hereby release Life Remodeled and its officers, directors, employees, affiliates, agents, managers, homeowners, project owners, sponsors, volunteers, and representatives, and their heirs, representatives, successors, assigns, affiliates, and partners, from all claims relating to the use of the Recordings as authorized by this Contract and hold harmless and indemnify Life Remodeled against any claims arising from your involvement in Recordings relating to the Project. You shall obtain the written agreement of its subcontractors to the terms of these policies and provide any such agreements to Life Remodeled in form and substance satisfactory to Life Remodeled. If required to do so by Life Remodeled, Partner shall require its subcontractors on the Project to execute any forms required by Life Remodeled.



## Volunteer Release and Agreement

\_\_\_\_\_ **CHECK HERE IF YOU WOULD LIKE TO VOLUNTEER THROUGHOUT THE YEAR!**

### LIFE REMODELED VOLUNTEER RELEASE AND AGREEMENT

THIS AGREEMENT IS A LEGAL DOCUMENT THAT AFFECTS  
YOUR LEGAL RIGHTS. PLEASE READ CAREFULLY.

Volunteers under age 18 must have a parent or guardian complete the Responsible Adult Statement at the end of this form.

Volunteer's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_, State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ Cell: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

I desire to participate in various activities operated, organized or sponsored by Life Remodeled (collectively "Activities") for civic, charitable and/or humanitarian purposes. Activities may include, by way of example, construction; rehabilitating residential buildings, non-profit community centers or educational facilities; neighborhood beautification and blight removal; cleaning; boarding up windows, doors and other building openings; demolition, loading and unloading materials, equipment and supplies; transportation; administrative, organizational, and food services, and other activities at Life Remodeled events, and I understand that some of these Activities may be hazardous. I am offering my services on a voluntary basis and I understand and agree that I will not be entitled to or be paid any wages, benefits or other compensation by Life Remodeled for my services.

In consideration of Life Remodeled allowing me to participate in its Activities, I agree as follows:

1. **Assumption of Risk.** Activities may be performed within the City of Detroit, in areas that may have a high crime rate. Activities may involve physical activity or labor, loading and unloading, transportation to and from the work sites, contact with unidentified and/or unfamiliar persons, unanticipated hazards, unexpected dangers and other potential risks of bodily injury or damage to property. I represent that, to my knowledge:
  - a. I have no physical or mental conditions which would interfere with my ability to participate in the Activities or that would endanger me or any other person with whom I may have contact during the Activities;
  - b. I recognize the possible dangers of participating in the Activities and agree that I am solely responsible for my safety and health conditions (and any limitations imposed thereby);
  - c. I will notify Life Remodeled as promptly as possible if I believe I cannot meet the requirements of an Activity; and
  - d. I will comply with all federal, state and local laws, ordinances, rules and regulations applicable to my participation in the Activity.

I expressly and specifically assume any and all risks of injury, illness or harm caused or sustained by me during my participation in the Activities.



- 2. Insurance.** Life Remodeled does not carry or maintain health, medical, or disability insurance coverage for any Volunteer nor does it carry property insurance covering property damage or loss incurred by a Volunteer. I am responsible for having personal/family medical health care coverage and property insurance. Life Remodeled does not assume any responsibility or obligation to provide financial assistance or other assistance, including but not limited to, medical, health, disability or property insurance coverage in the event of any illness, bodily injury, personal injury or property loss or damage sustained by me.
- 3. Medical Treatment.** In the event I suffer an injury or condition during my participation in the Activities, I authorize Life Remodeled through designated officials or persons to contact the Emergency Contact Person indicated below to advise them of my injury or condition and to consult with them regarding medical care or treatment.
- 4. Indemnity and Waiver.** To the fullest extent permitted by law, I hereby waive, release, forever discharge, and agree to defend, indemnify and hold harmless Life Remodeled and any of its officers, directors, employees, affiliates, agents, managers, homeowners, project owners(including specifically Detroit Public Schools Community District, City of Detroit, and the Education Achievement Authority/State of Michigan), other volunteers, representatives, and their heirs, representatives, successors, assigns, and partners (collectively, “Releasees”) from any and all liability, actions, causes of action, demands, losses, damages (any illness, death, bodily injury, personal injury or property damage) and claims, costs, expenses and fees, of every kind or nature, either in law or in equity, which arise or hereafter may arise from my participation in the Activities, including those arising from Releasees’ negligence and carelessness, but not those arising from Releasees’ gross or sole negligence or intentional misconduct.
- 5. Confidentiality.** In the course of my services to Life Remodeled, I may have access to information of Life Remodeled (and its employees, partners, donors, supporters, and clients) that is not public. This information may be disclosed in a variety of media, including electronically, orally, print, demonstration, and observation and may include financial, strategic, personal, and technical data (collectively, “Information”). It may not necessarily be identified with a notice or legend. I shall use the Information only for the purposes of providing services to Life Remodeled; take reasonable precautions to prevent the unauthorized disclosure or use of the Information and follow instructions from Life Remodeled management regarding the treatment of such Information; not copy or disclose the Information to third parties unless authorized by Life Remodeled management; and return all Information and other Life Remodeled materials upon request or upon conclusion of my participation in the Activities, whichever comes first. These obligations of confidentiality survive conclusion of my services to Life Remodeled and continue for so long a period of time as the Information is nonpublic.
- 6. Ownership of Workproduct.** Life Remodeled owns the Workproduct, and the intellectual property rights relating to such Workproduct, of its employees, contractors, and Volunteers. “Workproduct” includes Information and materials created in connection with Life Remodeled projects, such as photographs, video, motion pictures, films, sound recordings, compositions, brand identities, artwork, scripts, brochures, web site content, social media content and accounts, data, research, architectural plans, drawings, designs, plans, software and specifications. I hereby assign to Life Remodeled all right, title, and interest in Workproduct. To the extent applicable to Workproduct, I waive all moral rights.
- 7. Right of Publicity Release.** Life Remodeled may record its Volunteers in any medium (including photographic, motion picture, and sound recording) in connection with the Activities (“Recording”). The Recording may be used by Life Remodeled for any lawful purpose relating to the mission of Life Remodeled, including educational, promotional, recruiting, fundraising, social engagement, news reporting, and merchandising. The Recording may be copied, adapted, published, and integrated with other content. The use of the Recording may include the use of a Volunteer’s image, likeness, voice, and



information/opinions provided and is paid up, royalty-free, worldwide, irrevocable, sublicensable, and in perpetuity.

8. **Electronic Signature.** This Agreement may be signed and accepted electronically, meaning that, by clicking “accept” or otherwise conveying my compliance with this Agreement through electronic means, my electronic signature will be deemed valid and binding.
  
9. **General Provisions.** This Agreement is governed by the laws of the United States and the State of Michigan (exclusive of its choice of law rules). This Agreement is the sole understanding of the parties with respect to the stated subject matter and may be amended only by a written agreement signed by Life Remodeled and the undersigned. Any waiver of a party’s right or remedy related to this Agreement must be in writing, signed by that party to be effective and no waiver shall be implied from a failure of either party to exercise a right or remedy. If any provision of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, such provision will be enforced to the fullest extent that it is valid and enforceable under applicable law. All provisions relating to indemnification, releases and limitations of liability shall remain in full force and effect after termination or expiration of this Agreement.

**AGREED AND ACCEPTED:**

Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

In case of Emergency, contact: \_\_\_\_\_ Phone number: \_\_\_\_\_



**LIFE REMODELED VOLUNTEER RELEASE AND AGREEMENT  
RESPONSIBLE ADULT STATEMENT**

If the Volunteer is younger than age eighteen (18) as of the date of his/her signature, a parent or guardian (“Responsible Adult”) must sign below (note that all volunteers must be at least 14 years of age).

I am the parent or legal guardian of the Volunteer identified above, I affirm that my child or charge is at least 14 years of age, and I consent to my child’s or charge’s participation in the Activities described above. I agree to supervise and monitor my child’s or charge’s participation in the Activities, personally or through a designee, and to be responsible, for any breach by my child or charge of the Agreement, above.

On behalf of my child or charge, I assign to Life Remodeled all right, title and interest requested in Workproduct, as stated in Section 6 (Ownership of Workproduct) above.

On behalf of my child or charge, I grant and convey unto Life Remodeled all right, title and interest in photographs and recordings requested in Section 7 (Photographic Release) above.

I agree to release, waive, indemnify, defend and hold harmless the Releasees from any claims, losses, or liabilities in any way related to my child’s or charge’s participation in the Activities, including, without limitation, the claims described in Section 4 (Indemnity and Release) above.

Responsible Adult’s Name:

\_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_, Michigan ZIP: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ Cell: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Signature of Responsible Adult: \_\_\_\_\_ Date: \_\_\_\_\_

In case of Emergency, contact: \_\_\_\_\_ Phone number: \_\_\_\_\_



## Life Remodeled Repair and Location Agreement

Owner's Name:	
Owner's address:	Owner's cell phone no.:
Detroit, Michigan _____	Owner's Email:

THIS AGREEMENT ("Agreement") is made effective the \_\_\_\_ day of \_\_\_\_\_, by and between Life Remodeled, a Michigan nonprofit corporation ("Life Remodeled"), whose mailing address is P.O. BOX 28508, Detroit, MI 48228 and \_\_\_\_\_ and \_\_\_\_\_ (collectively "Owner"), who reside at Owner's Home as indicated above. The parties agree as follows:

### 1.0 Background

1.1 Life Remodeled is a nonprofit corporation focused on improving Detroit neighborhoods and communities. Life Remodeled does this through volunteer and other partnerships with various persons and organizations.

1.2 Owner states that he/she/they are the owner of the Owner's Home as noted above and that they are authorized to enter into this Agreement.

1.3 Life Remodeled has located volunteers to repair some or all of the Owner's Home (the "Project") and the volunteers are willing to perform the repairs in accordance with a Volunteer Scope of Work (SOW) in exchange for Owner's cooperation and Owner's agreement to the terms of this Agreement including Owner's release of rights to various intellectual property arising from the filming or other recording of the work done on the Owner's Home. Life Remodeled is not a contractor, however, it requires any volunteer performing work on its projects to comply with certain policies including those contained in the applicable SOW. Owner understands that these policies also apply to Owner and that the SOW must also be signed by Owner.

### 2. Life Remodeled Duties and Limitations

2.1 Life Remodeled will require the volunteer (s) ("volunteers") performing work on the Owner's Home to agree to comply with Life Remodeled's policies including signing of an SOW that describes the repairs to be performed (the "Work").

2.2 The Work is limited to services described in the applicable SOW and the volunteers are not required to perform additional work.

2.3 Life Remodeled is not required and will not perform any portion of the Work and makes no representations, warranties, or guarantees relating to performance of the Work including timing of the Work or workmanship.



### 3. Owner Duties and Limitations

3.1 Owner agrees to permit volunteers to repair Owner's Home as provided in one or more SOWs agreed upon by Owner.

3.2 Owner agrees to fully cooperate with respect to all repair activities and will allow the volunteers to have full and free access to Owner's Home as reasonably needed to complete the Project.

3.3 Owner agrees to remove any items of value from the area where the Work is being performed and releases the volunteers from any claim or liability arising from any loss or damage relating to any such items of value.

3.4 Life Remodeled and volunteers have no liability or duty relating to remediation of environmental conditions, without limitation, relating to the Work or any other aspect of Owner's Home.

### 4. Authorization and Release - Recordings

4.1 Owner authorizes Life Remodeled to record in any medium (including photographic, motion picture, and sound recording (collectively "Recording" or "Recordings")) any repairs or other activities (a) occurring at the Owner's Home or (b) occurring elsewhere relating to the Project including, but not limited to, any Recordings in which any of the Owners appear or speak. Recordings may be used by Life Remodeled for any lawful purpose relating to its mission, including educational, promotional, recruiting, fundraising, social engagement, news reporting, and merchandising. Recordings may be copied, adapted, published, and integrated with other content. The Owners understand and agree that the use of the Recordings may include the use of Owner's image, likeness, voice, and information/opinions provided. This grant of permission is paid up, royalty-free, worldwide, irrevocable, sublicensable, and in perpetuity.

4.2 Life Remodeled owns all rights, including copyright, in the Recordings. Nothing in this Agreement limits Owner's right to enter into any other agreement relating to their image, likeness, voice, and information/opinions offered by Owner.

4.3 Owner hereby releases Life Remodeled and its officers, directors, employees, affiliates, agents, managers, homeowners, sponsors, volunteers, partners, and representatives, and their heirs, representatives, successors, assigns, affiliates, and partners, from all claims relating to the use of the Recordings as authorized by this Agreement.

4.4 The Owner represents that he/she/they are over the age of 18 years. This Agreement is governed by the laws of the State of Michigan. It is the entire agreement between the Owner and Life Remodeled with respect to the Project including the Recordings. The Agreement is binding upon the parties and their heirs, personal representatives, agents, successors, and assigns.

5. Suspension/Termination. Either party may suspend or terminate this Agreement for cause or for their convenience. The suspension or termination is effective seven (7) days after delivery of written notice to the other party or as otherwise provided in the notice including any cure options that may be contained in the notice. Upon termination, Owner shall allow the volunteers to remove their tools, equipment, supplies, and any material from the Owner's Home. Notwithstanding the foregoing, the terms of Section 4 regarding the Recordings shall survive suspension or termination of this Agreement.



6. Miscellaneous. In the event any or a portion of the provisions of the Agreement shall be held invalid, illegal or otherwise unenforceable by a Court, the remaining provisions of the Agreement shall remain in full force and effect as if the invalid provision were not in existence. The headings of the several articles and subdivisions of the Agreement are inserted solely for the convenience of reference and shall have no further meaning, force or effect. No third party shall be a beneficiary of any provision of the Agreement except as otherwise provided herein. Nothing contained herein shall be deemed or construed by the parties, nor by any third party, to create the relationship of principal and agent, or of partnership or joint venture between the parties. The Agreement may be executed in counterparts, each of which shall be deemed an original, and all of which together shall constitute one agreement. Facsimile and PDF signatures are permissible, fully enforceable and shall be deemed to be original signatures for all purposes. Except as otherwise provided herein, all notices must be in writing and sent either by hand delivery; messenger; certified mail, return receipt requested; national overnight courier; or by facsimile or by e-mail (and supported by a confirming receipt) and shall be effective when received by such party at the address listed above or any other address provided in writing.

AGREED AND ACCEPTED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, \_\_\_\_:

\_\_\_\_\_

*Printed Legal Name of Owner*

\_\_\_\_\_

*Signature*

\_\_\_\_\_

*Printed Legal Name of Owner*

\_\_\_\_\_

*Signature*

LIFE REMODELED

By: \_\_\_\_\_

Its: Authorized Representative

Date: \_\_\_\_\_

By: \_\_\_\_\_

Its: Authorized Representative

Date \_\_\_\_\_



## Contractor Next Steps

1. Once you have decided to make a commitment to repair a home, confirm that with Melissa Meadows (Life Remodeled Administrative Assistant and Home Repair Team).
2. The Contractor provides Life Remodeled a certificate of insurance (workman's comp and general liability insurance). Email to Melissa Meadows or mail to Life Remodeled.
3. Rick Torri or Tom Martin (Life Remodeled Home Repair Team) will contact you to set up an appointment with the homeowner.
4. Life Remodeled Home Repair Team, the Contractor, and the Homeowner meet at the home.

### **PLEASE BRING YOUR PACKET, IT CONTAINS FORMS YOU WILL NEED.**

- a) The homeowner signs a **Life Remodeled Repair and Location Agreement**. (Life Remodeled will provide form.)
  - b) The contractor turns in completed waivers to Life Remodeled Home Repair Team. All volunteers who will be working in the home must sign a **Life Remodeled Adult Volunteer Release and Agreement**. (In your packet.)
  - c) The contractor reviews the repair with homeowner and completes and signs the **Life Remodeled Volunteer Contractor Scope of Work and Policies for Residential Project**. The homeowner signs the same and a copy of the form is given to the Life Remodeled Home Repair Team. (In your packet.)
5. The repair is scheduled. Let the Life Remodeled Home Repair Team know the date and time of the repair appointment.
  6. The repair is completed and the Contractor completes the **In-Kind Donation Receipt Form**. The form should be emailed to Melissa Meadows or mailed to Life Remodeled. (In your packet.)

### **Contact Information**

Life Remodeled PO Box 28508, Detroit, Michigan 48228  
Melissa Meadows [melissa@liferemodeled.com](mailto:melissa@liferemodeled.com) 734-476-5170  
Rick Torri [rick@liferemodeled.com](mailto:rick@liferemodeled.com) 586-980-9494  
Tom Martin [tom@liferemodeled.com](mailto:tom@liferemodeled.com) 248-770-3774



## Appendix Q: In-Kind Donation Receipt Form

Date received: \_\_\_\_\_ Received by: \_\_\_\_\_

**DONOR INFORMATION:** (please print)

Company Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Gift Description: \_\_\_\_\_

\_\_\_\_\_

Estimated fair market value (by donor): \$ \_\_\_\_\_

Donor Signature (or authorized representative): \_\_\_\_\_

Special instructions (item delivery or pick up, restrictions, etc.):

\_\_\_\_\_

\_\_\_\_\_

Please complete this form entirely, and send it via email to [nancy@liferemodeled.com](mailto:nancy@liferemodeled.com) or mail it to:

Life Remodeled  
PO Box 28508  
Detroit, MI 48228

*This form does not serve as a receipt for this contribution, but is intended for our internal record keeping purposes only. A receipt describing the items or merchandise donated will be mailed to the address supplied above. Life Remodeled is unable to include the estimated value on the donor receipt. It is the responsibility of the donor to substantiate the fair market value for his/her own tax purposes. The donation of services, although very valuable and much appreciated, is generally not considered tax deductible by the IRS. Please consult with your tax advisor to*



*determine the tax implications of your gift.*

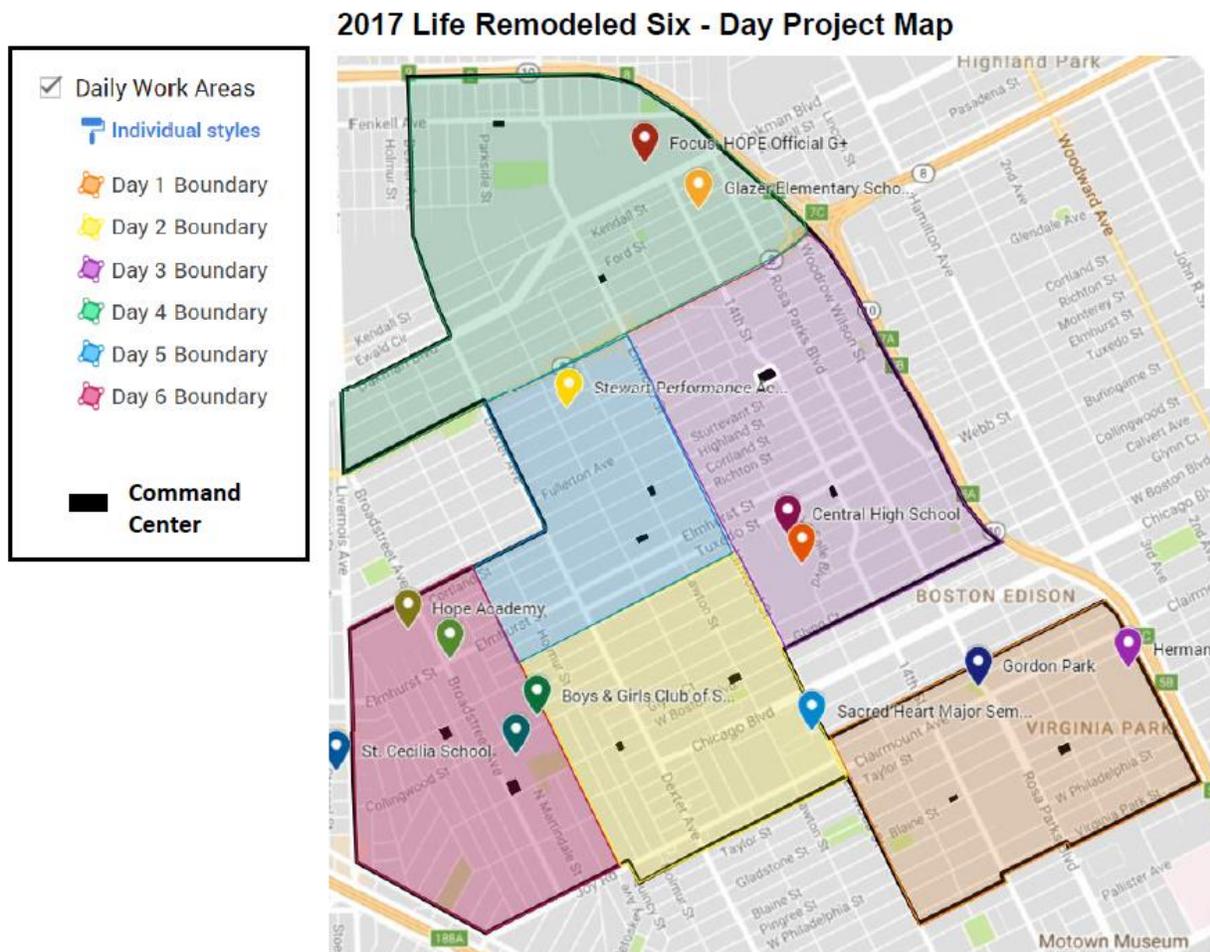
## Appendix R: Home Repair Spreadsheet

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
Apps received	Need Info	2017 recipient	NO	YES	Last or Org Name	First Name	Email	Phone	Address Line 1	City	State	Postal Code	Within LR Boundaries	Own the Home (Deed)	Taxes Paid (Tax Statement)	Veteran (copy of id)	Source of Income	Roof	Furnace	Windows	Willing to Pay it Forward	App Is Complete and Signed	Postmarked by Nov 1, 2017 (Date)	Sent status letter	
1	0		1		Smith					Detroit	MI		yes	yes										9/12/17	10/14/17
1			1		Adams					Detroit	MI		yes	yes	yes			on garage	boiler	x	yes			10/18/17	
													NO (near Emi and Schaefer)		Taxes are not up to date										
1			1		Hoife					Detroit	MI			yes				x			yes	yes		9/8/17	10/14/17
1	0			1	Wash					Detroit	MI		yes	yes	yes			x			yes			9/5/17	10/14/17



## Appendix S: Sample 6-Day Project Map

The picture below contains a 6-Day Project map that contains the boundary for the 6-Day Project in its entirety, as well as color-coded boundaries for each day of the project.





## Appendix T: Position Descriptions for Task Force Leads

Note: Qualifications for all positions below: Driven by hope, with bold humility, prioritizing people over projects, and passionate about enduring change. Demonstrates the ability to lead volunteer teams, and to manage large projects through completion. Exhibits a servant's spirit and character in the areas of integrity, dependability and perseverance. Innovative, self-starter, team builder, strong verbal and written communication, team player, proactive, detail oriented, and ability to multitask.

### **Position #1: Prayer Team Lead**

**Description:** Oversees, coordinates and implements prayer strategies pre, during, and post project.

**Reporting Relationship:** 6-Day Project Manager

**Working Relationships:** All Task Force Leads and Life Remodeled Staff

### **Activities/Responsibilities:**

- Build relationships with faith leaders in the area
- Recruit faith communities and individual prayer partners throughout Detroit and the surrounding region
- Gather and email monthly prayer requests related to Neighborhood and the 6-Day Project
- By March, establish a complete schedule for monthly, one hour prayer gatherings leading up to the 6-Day Project, including dates, times and locations
- Organize and lead the prayer tent and prayer team during the week of the Project
- Establish prayer partners who will make long-term prayer commitments to the neighborhood



## **Position #2: Donations Lead**

**Description:** Led by a person who has the HUGE relationship skills, that will cast the vision of Life Remodeled to business leaders, faith community leaders, and other community leaders and invites these potential partners to give materials, labor, finances, equipment, or any other resources to accomplish the goal set forth.

**Reporting Relationship:** COO and CEO

**Working Relationships:** With most if not all of the Team Leads for purpose of providing resources needed.

### **Activities/Responsibilities:**

- The role of the "Donation Team Leader" is to build the D-Team with Leaders to invite many partners to supply the supplies, equipment, financing, etc. needed to accomplish the goal for Life Remodeled. Working now, through the project week of August 1-6th and following up with partners afterwards with continuing relationship building and thanking partners for their support
- Deliver all resourcing information to the CEO and COO and coordinate with Team Leaders

## **Position #3: Public Relations Lead**

**Description:** Draws on their relationships with media in the community and works to draw media attention to the work being done by LR.

**Reporting Relationship:** COO and CEO

**Working Relationships:** All LR staff, community members, and media organizations

### **Activities/Responsibilities:**



- Before the 6-Day Project, the PR Lead develops a press kit and a list of state and local media, and works to cultivate contacts in the media and to attract coverage of the 6-Day Project.
- During the 6-Day Project, the PR Lead is available -- or ensures that another qualified volunteer is available -- to host media and ensure that they get the interviews and visuals that they need to tell LR's story
- The PR Lead serves as a point of contact for other volunteers who want to help spread the word about LR through media.

#### **Position #4: Volunteer Services**

**Description:** Serve and assists in recruiting and organizing 25-30+ volunteers daily to carry out the volunteer services and hospitality needs for the duration of the 6-day project.

**Reporting Relationship:** 6-Day Project Manager

**Working Relationships:** Works closely across all task force leads.

#### **Activities/Responsibilities:**

- Dates: MARCH 1 – AUGUST 6, 2016
- Estimated Volunteer Hours:
  - PRE-PROJECT PLANNING (3/1-6/30): 10-15 hours per month
  - PRE-PROJECT PREPARATION (7/1 – 8/2): 10-15 hours per week
  - PROJECT IMPLEMENTATION WEEK (8/1-6/2016): Choose one of the shifts per day below
  - Total Estimated Hours: 95-135 hours
- Volunteer Services Shifts (25-30 volunteers needed daily throughout the 6-day project):
  - 1st Shift: M, T, W, Th, F, S / 7am-1pm (5 hours)
  - 2nd Shift: M, T, W, Th, F S / 1pm-6pm (5 hours)
  - 3rd Shift: M, T, W, Th, F S / 7am-6pm (10 hours)



- Work critically and thoughtfully with other task forces and personnel to conduct recruitment, training and logistics
- Lead the design and execution of the Volunteer Task Force logistics including:
  - Volunteer registration
  - Disseminating volunteer assignments, t-shirts and waivers
  - Supplying hospitality and information as needed
  - Maintain an account of equipment and materials distributed by the Volunteer Services Task Force
  - Attend monthly Task Force Meetings at High School; provide necessary updates as needed
  - Status meetings with 6-Day Project Manager on a consistent basis

#### **Position #5: Food Team Lead**

**Description:** Preferably led by a large faith community. This lead recruits and organizes volunteers from his/her faith community to order, schedule delivery, and serve lunches throughout the 6-Day Project.

**Reporting Relationship:** 6-Day Project Manager

**Working Relationships:** Beautification and Blight Removal Leaders

#### **Activities/Responsibilities:**

- Work with defined vendors to order and coordinate delivery of food
- Recruit and lead volunteers to:
- Distribute food to the lunch sites
- Serve lunches to the Life Remodeled volunteers
- Provide lunch related clean-up
- Coordinate with the Beautification and Blight Removal Leaders with respect to the lunch schedule
- Lunch will be in the neighborhood at the Command Centers (2 planned per day) where volunteers are concentrated, feeding about 2000 – 2500 people per lunch.



## **Position #6: Safety and Security Lead**

**Description:** Serves and assists in recruiting and organizing 74 volunteers daily to carry out the safety needs throughout the duration of the 6-day project week. It is preferred a large faith community lead this effort.

**Reporting Relationship:** 6-Day Project Manager

**Working Relationships:** Works closely with COO, Admin, and Community Engagement Director

### **Activities/Responsibilities:**

- Estimated Volunteer Hours:
  - PRE-PROJECT PLANNING (3/1 – 6/30): 10 - 15 hours per month
  - PRE-PROJECT PREPARATION (7/1 – 7/30): 10 - 15 hours per week
  - PROJECT IMPLEMENTATION SHIFTS (7/31-8/5)
    - 7am – 7pm (1 Safety Commander committed to all 6 days)
    - 7am – 7pm (10 Dedicated Team Leads committed to all 6 days)
    - 8am – 1pm (30 volunteers each day)
    - 1pm – 6pm (30 volunteers each day)
- Work critically and thoughtfully with other task forces and personnel and professional networks to conduct volunteer recruitment, training and logistics for the Safety Task Force
- Design and implement safety task force logistics including:
  - Safety codes and procedures
  - Job duties and descriptions
  - Safety routes
  - Maintain an account of equipment and materials used by the Safety Task Force



- Attend monthly Task Force Meetings at High School; provide necessary updates as needed
- Status meetings with 6-Day Project Manager on a consistent basis

### **Position #7: Community Asset Project Manager**

**Description:** Plans, directs, coordinates, budgets – through databases, consultants, architect/designers and subcontractors – activities concerned with the design and construction of structures, facilities, and systems. Oversees organization, scheduling, and implementation.

**Reporting Relationship:** COO

**Working Relationships:** Works closely with CEO and the architectural team

#### **Activities/Responsibilities:**

- Lead, manage, and hold people accountable
- Obtain all necessary permits and approvals from city
- Requisition supplies and materials to complete project
- Plan, organize and direct activities concerned with the construction and maintenance of the project
- Schedule the project in logical steps and budget time required to meet deadlines
- Study or write project specifications and scopes of work
- Manage subcontractors who complete specific pieces of the project

#### **Skills required:**

- Coordination
- Judgement and decision making
- Critical thinking
- Time management



## **Position #8: Blight Removal & Beautification Lead**

**Description:** Oversees, coordinates and implements strategies designed to accomplish all blight removal and beautification during the 6-Day Project, ensuring goals are achieved in order of priority.

**Reporting Relationship:** 6-Day Project Manager

**Working Relationships:** COO and CEO

### **Activities/Responsibilities:**

- Recommend staging area(s) and storage facilities
- Develop and oversee a team of leaders who will lead the following components:
- Porta Potties & Dumpsters: Identify placement locations, update daily quantities needed, and provide 14-hours-notice daily
- Heavy Equipment: Identify types and quantities of equipment needed, coordinate all deliveries/pickups, operators, staging, and use of equipment, and verify proper return of equipment and keys each night
- Small Equipment: Coordinate all deliveries/pickups and staging of equipment and materials, ensure command centers have all equipment and materials needed, verify proper return of equipment and materials each night, and inform maintenance crew of repairs required
- Equipment Maintenance: Recruit, coordinate, and oversee maintenance crew to repair equipment as needed
- Chainsaw Crew: Recruit, coordinate, and oversee daily crews of approved chainsaw operators, ensure cutting goals are achieved in order of priority
- Board Ups: Oversee approved board up teams, coordinate delivery and pickup of materials and equipment, ensure board up goals are achieved in order of priority
- Blight Removal: In direct contact with command center and block leads, ensure blight removal goals are achieved in order of priority



- Beautification Projects: Oversee approved beautification projects, coordinate delivery and pickup of materials and equipment, ensure beautification projects are achieved in order of priority
- Murals: Oversee artists and approved muralists, coordinate delivery and pickup of materials, ensure mural projects are achieved in order of priority

### **Position #9: Engagement Lead**

**Description:** Recruits, develops and oversees a team of leaders who will engage High School students, staff, and alumni, neighborhood residents, groups, organizations, faith communities, and local businesses.

**Reporting Relationship:** 6-Day Project Manager

**Working Relationships:** 6-Day Project Manager, Blight Removal & Beautification Lead, and Skinner Park Lead

#### **Activities/Responsibilities:**

- Recruit, develop, and oversee Neighborhood Engagement Leadership Team
- Develop strategies and numerical goals with each leader
- Attend meetings and events
- Check-in weekly with each lead
- Report weekly updates to 6-Day Project Manager

### **Position #10: Clean-Up Lead**

**Description:** Oversees, coordinates and implements strategies designed to accomplish clean-up, painting and furniture/material moves between locations.

**Reporting Relationship:** 6-Day Project Manager

**Working Relationships:** LR team and DPSCD staff

#### **Activities/Responsibilities:**



- Assess clean-up projects in both Central HS and Durfee MS in conjunction with DPSCD
- Organize and lead volunteer teams to clean and move furniture and materials inside Central and Durfee that have been identified by DPSCD
- Provide direction to teams that will be painting walls, rooms, etc.

Oversee artists and approved muralists, coordinate delivery and pickup of materials, ensure mural projects are completed in order of priority



## Appendix U: House Board Up Instruction Guide

### *Objective*

The objective of this document is to provide instructions on how to board up vacant houses during the week long Life Remodeled Project(s) in the city of Detroit. The goal for all board up teams is to board up at least 6 houses per day. Based on this goal, it is feasible to board up 300 houses during the 5 day project week. The emphasis will be based on a “Team Approach” which consists of a Team Leader and 5 workers per team. It is recommended that some team members follow behind the truck in their personal vehicle when traveling.

The team consists of the following people / tasks:

- (2) Measurers
- (2) Cutters
- (2) Hangers

A pre-assigned FCA Board up leader with experience from previous years will give instructions to Team Leaders the morning of the event. The leader will provide home locations and assist with getting the team started on the first home and will be available for assistance throughout the day. A cell phone number will be provided for contact throughout the day. Team Leaders will be provided instructions on where to pick up supplies (Wood / Screws) in the event the team runs out of materials.

Life Remodeled and the Detroit Police Department will sweep vacant houses prior to board ups to ensure that no one is inside the home prior to a board up team arriving. A home preparation / clean up team will be deployed 30 minutes prior to the board up team’s arrival to clear brush and overgrowth surrounding the home. This will enable the board up crew to safely navigate around the home when working.

### *Materials*

- 7-8 full sheets of plywood, 1/2 inch – 5/8 inch per home



- 2x4 boards where needed (Rotted windows / Metal frames). 10 boards per team per day used on average
- Exterior 3.5 inch x 10 deck screws (Star), “No Nails”

### *Equipment (Per Team)*

- Heavy Duty Circular Saw, replacement framing blades
- Battery Powered Impact Drivers (Extra Battery w/ Charger)
- 2” T25 Power Drill Bits - Star (Dewalt)
- (2) Saw horses
- 6-Foot Ladder
- (2) Extension Cords: (1) Circular Saw, (1) Drill Battery Charger
- Portable Generator: (1500W Running, 3000W Surge)
- 5-Gallon Gas Can – 2 Cycle Oil
- Hammer, Screw Driver, Pry bar
- Chalk Line with Replacement chalk
- (2) Tape Measures
- (2) Pencils
- Gloves (Life Remodeled to Provide)
- Safety Glasses (Life Remodeled to Provide)
- Bug Spray (Bee/Wasp) (Life Remodeled to Provide)

### *Board Up Instructions*

1) Measure door/window openings (Horizontal & Vertical) and write down on piece of paper.

NOTE: “Measure twice and Cut once” It is not necessary to board up second story windows.

NOTE: Measure openings from inside to inside of openings as opposed to outside frames. This will make it more difficult for someone to pry the board off after installation.



### *Measuring & Cutting of Plywood*

1) Place plywood board on saw horses making sure the horse(s) is out of the way of the blade when cutting.

2) Measure and mark the board with a pencil on both ends of the boards and snap a chalk line from dimensions supplied from measuring team members. Same hint for the cutting team members: “Measure Twice, Cut Once”

A) Write down dimensions measured and supply to the cutting team.

B) Measure team moves onto next opening to be boarded up while the cutting team cuts the plywood.

NOTE: Measure openings from inside to inside of openings as opposed to outside frames. This will make it more difficult for someone to pry the board off after installation.

NOTE: All cutters MUST wear safety glasses when cutting plywood

After measuring and marking the plywood with pencil, Snap chalk line from end to end of plywood as shown.

One cutter assists by the holding the plywood, while the other cuts the board.

### *Hanging / Attaching Boards to Openings*

IMPORTANT: The debris around the home can make the ladder unstable at times. ALWAYS hold ladder for hanger during this step. Safety is the number one priority!



Drive screws (4-5) per side into the plywood around the opening of the frame behind as shown. More for door openings.

**TIP: SAVE YOUR SCRAP WOOD.** It is important to save your scrap wood from home to home.

To conserve plywood supplies, save scrap pieces large enough to “Double up” on window openings. Try to keep “Double up” board ups to the back of the house.

### *Clean-Up Instructions*

Make sure to leave the property free of left over construction supplies and debris.



## Appendix V: Red Shirt Leader Training

### *Welcome Letter*

Dear Life Remodeled Red Shirt Leaders,

Life Remodeled Red Shirt Leaders are LEADERS, during Life Remodeled's project week. They lead a team of volunteers who will mow overgrown grass and weeds, cut down thick brush, and pick up every single piece of trash.

Thank you for being a Life Remodeled Red Shirt Leader! You keep volunteers safe! You make it a fun and productive experience! You encourage volunteers to bust as much blight as possible!

**From Registration to the Command Center:** After you or your group is checked-in, please take a shuttle from registration to the Command Center. There is more than one Command Center (A and B). If you are volunteering with a group, make sure you all get on the same shuttle and/or go to the same Command Center. Large groups are assigned to specific Command Centers. The shuttles run throughout the day. Yes, volunteers may come late or leave early. If you have someone joining you late, ask them to call you for details. Tell them to take the shuttle from registration to your Command Center.

**At the Command Center:** Help your team gather equipment at the Command Center. The following list is appropriate for a team of 10 people: 2 Lawn Mowers, 3 Weed Whips, 1 Shovel, 2 Rakes, 2 Push Brooms, 4 Loppers, 1 Roll of Garbage Bags, 10 Pairs of Work Gloves, 1 Wheel Barrow (Per team; regardless of team size). As Needed: Ear plugs; Glasses; Sun Block; Water

**Assignment:** Your team will receive an assignment sheet which will include phone numbers of critical contacts and a map of your assigned streets. Your team will work together to remove blight and beautify designated lots. Remove Garbage. Cut Back Hedges. Clear Brush and Weeds. Mow Grass.



**BEFORE YOU GET TO WORK:** Introduce yourself. Thank your team for volunteering. Explain the assignment. Stick together. No one goes anywhere alone. Stay in the assigned area. Do not enter houses or vehicles. Use equipment that you know how to operate. Keep track of tools. Use common sense. At the end of the day, bring all tools to the Command Center. Put away tools as instructed. There will be a lunch break. Lunch is served at the Command Center. Drink plenty of water! Debris goes on the curb in three separate piles: Yard Waste; Tires; Garbage.

**Security:** In the unlikely event that you find yourself in an unsafe situation... Remain calm and Non-confrontational. Be proactive, not reactive. Call 911, Security, and your Area Lead.

**Call Your Area Lead for the following issues:** Broken Equipment, Need More Equipment, Need an Additional Assignment, Need First Aid or Safety Team, Need Food, Need Water.

**End of the Day:** Return to the Command Center with your team. Make sure your team brings all tools back to the Command Center. Put away tools as instructed. Thank your team for all their hard work. RED SHIRT LEADERS will assist with breakdown of the Command Center. Take shuttle back to Volunteer Services.

### ***Red Shirt Training Elements***

#### *What to Wear and Bring:*

- Life Remodeled T-shirt (Will be provided)
- Work Pants
- Closed Toe Shoes
- Sunglasses or Other Protective Eyewear
- Work Gloves (Provided if you forget them)
- Bug Spray
- Sunscreen
- Cell Phone (Red Shirt Leaders)



### *Check in Each Day at Registration:*

- Please pre-register (online) if you can
- Walk-in registration is available
- Volunteers must be at least 14 years old
- You will receive a Life Remodeled t-shirt
- Pre-registered Groups:
  - Please meet your group (company, faith community, or team) in the designated area. Turn in your waivers to your designated point person. Send one person to the Group Registration table to check-in.

### *Shuttle from Registration to Command Center:*

- There is more than one Command Center. If you are volunteering with a group, make sure you all get on the same shuttle and/or go to the same Command Center
- Large groups are assigned to specific Command Centers
- The shuttles run throughout the day. Yes, you may come late or leave early
- If you have someone joining you late, ask them to call you for details. Tell them to take the shuttle from registration to your Command Center
- Please meet your group (company, faith community, or team) in the designated area. Turn in your waivers to your designated point person. Send one person to the Group Registration table to check-in.

### *Your Team:*

When people arrive at the Command Center they will be assigned to a team of volunteers and a RED SHIRT LEADER. As a RED SHIRT LEADER, you are the team's captain. You and your team will be doing blight removal in the neighborhood.

- If you are a RED SHIRT LEADER bringing your own team, notify the command center leader that you and your team are ready.



- If you are a RED SHIRT LEADER and do not have a team, notify the Command Center.

### *Equipment:*

Help your team gather equipment at the Command Center. The following list is appropriate for a team of 10 people:

- 2 Lawn Mowers
- 3 Weed Whips
- 1 Shovel
- 2 Rakes
- 2 Push Brooms
- 3 Loppers
- 1 Roll of Garbage Bags
- 10 Pairs of Work Gloves
- 1 Wheel Barrow (Per team; regardless of team size)
- As Needed: Ear plugs; Glasses; Sun Block; Water

### *Assignment:*

Your team will receive an assignment sheet which will include phone numbers of critical contacts and a map of your assigned streets. Your team will work together to remove blight and beautify designated lots.

- Remove Garbage
- Cut Back Hedges
- Clear Brush and Weeds
- Mow Grass

### *Team Pep Talk*

Before you get to work:

- RED SHIRT LEADER: Introduce yourself; Thank them for volunteering; Explain assignment



- Stick together. No one goes anywhere alone.
- Stay in the assigned area. Do not enter houses or vehicles.
- Use equipment that you know how to operate. Keep track of tools. Use common sense.
- At the end of the day, bring all tools to the Command Center. Put away tools as instructed.
- There will be a lunch break.
- Drink plenty of water!
- Debris goes on the curb in three separate piles:  
Yard Waste; Tires; Garbage

*Use Common Sense:*

- Don't mow over pebbles
- Don't weed whip next to someone's leg
- Don't stick your foot in the lawn mower
- Everyone should wear safety glasses or sunglasses
- Walk on the sidewalks, not in the street
- Watch where you are going
- Watch for traffic. Be aware of speeding cars
- Don't look at your cell phone while you are walking
- Prep yard, check your space before you mow
- Beware of heavy equipment
- Don't swat at bees
- Lift with your legs

*Three Piles of Debris:*

Create three separate (NOT MIXED) piles along the curbs. Debris is ONLY to be placed in front of the curbs of vacant properties.

Yard Waste	Tires	Garbage
------------	-------	---------



Yard Waste	Tires	Garbage
		
<p>Tree Branches, large weeds, and other large pieces of wood.</p>	<p>Tires only</p>	<p>All loose trash, including glass that can be put into bags. Stack furniture and other large items.</p>

*Safety*

We are a team. Stick together!	Stay Safe. Use common sense.
There is safety in numbers.	Know your limits.
Stay with you team in assigned area	Don't look at your cell phone while you are walking
Only use equipment you know how to operate	Prep yard, check your space before you mow
Don't stick your foot in the lawn mower	Beware of heavy equipment
Everyone should wear safety glasses or sunglasses	Don't swat at bees
Walk on the sidewalks, not in the street	Lift with your legs
Watch where you are going	Notify your AREA LEADS of unsafe conditions
Watch for traffic. Be aware of speeding cars	Be aware of your surroundings



## *Security*

In the unlikely event that you find yourself in an unsafe situation...

- Remain calm and Non-confrontational
- Be proactive, not reactive
- Call 911, Security, and Area Lead

Detroit is not a “danger zone.” Like most big cities and urban environments, Detroit is a pretty safe place. However, when you are not familiar with a new city or environment, there are a few measures to take to help you navigate through your time serving in Detroit. Treat every citizen you meet with love, respect and dignity. Eye contact and a smile goes a long way. Don’t wander off from your team. Don’t go into any houses or vehicles. In the unlikely event that you find yourself in an unsafe situation: remain calm and non-confrontational, be proactive and not reactive, call 911, security, area leads, and your AREA Leads.

## *Questions? Need Help?*

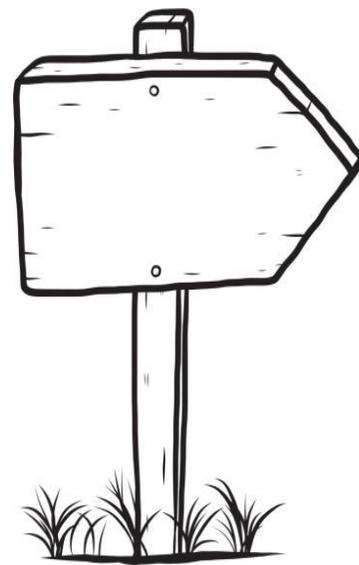
RED SHIRT LEADERS, you are responsible for your team, but you are not alone—there are Area Leads and other critical contacts!

Call your Area Leads and other critical contacts on the contact sheet that you were provided regarding a situation you don’t know how to handle.

Typical questions:

- Broken Equipment?
- Need More Equipment?
- Need an Additional Assignment?
- Need First Aid or Safety Team?
- Need Food?
- Need Water?

## *End of the Day*





- Return to the Command Center with your team
- Make sure your team brings all tools back to the Command Center. Put away tools as instructed.
- Thank your team for all their hard work
- RED SHIRT LEADERS will assist with breakdown of the Command Center
- Take shuttle back to Headquarters

**No Man,  
Woman, or Tool  
Left Behind!**

### *Thank You!*

Teamwork and having a servant's heart is what makes Life Remodeled successful.

You are coming into this neighborhood not as a superhero to save the day, but as a servant to love people and the community, and to build on and add to the foundation and value that is already in the neighborhood. Detroit is not a blank canvas!

Thank you again for being a valuable volunteer with Life Remodeled and going through this training. Your support and hard work is what makes Life Remodeled effective at investing in Detroit neighborhoods. If you have any questions, please reach out to the Life Remodeled staff. See you during Project Week!



## Appendix X: Life Remodeled 6-Day Project FAQ

The 2017 6-Day Project is July 31st – August 5th, 2017 Central Neighborhood.

Volunteers may serve all week, one day, or part of a day. The full work day begins at 9am and ends at 5pm. The morning shift is 9am-1pm. The afternoon shift is 1pm-5pm.

### Parking

- Durfee 2470 Collingwood St. Detroit, MI 48206
- For GPS Purposes use: 10000 Linwood St, Detroit, Michigan 48206
- Please park only in the designated Life Remodeled parking areas surrounding Central High School and Durfee.

### **Check In Each Day at Registration**

- Registration Tent will be in front of Durfee.
- Please pre-register (online) if you can
- Walk-in registration is available
- Volunteers must be at least 14 years old
- You will receive a Life Remodeled t-shirt
- Pre-registered Groups: Please meet your group (company, faith community, or team) in the designated area. Turn in your waivers to your designated point person. Send one person to the Group Registration table to check-in.
- **Yes we can sign off on your community service hours at the registration tent.**

### **You will take a shuttle from Registration to the Command Center.**

- There is more than one Command Center. If you are volunteering with a group, make sure you all get on the same shuttle and/or go to the same Command Center.
- The shuttles run throughout the day. Yes, you may come late or leave early.
- If you have someone joining you late, ask them to call you for details.



- At the Command Center, you will be assigned to a team of volunteers, a RED SHIRT LEADER (your team's captain), and equipment.

### **What to Wear and Bring**

- Life Remodeled T-shirt (Will be provided)
- Work Pants
- Closed Toe Shoes
- Sunglasses or Other Protective Eyewear
- Work Gloves (Provided if you forget them)
- Bug Spray
- Sunscreen
- Cell Phone (Red Shirt Leaders)
- **Equipment, lunch, and water are provided. Yes we can sign off on your community service hours at the registration tent.**



## Appendix Y: 6-Day Project Orientation Video Transcript

Hi, I'm Chris Lambert, Life Remodeled founder and CEO. Today, you are part of more than [NUMBER] of volunteers who are removing blight on [NUMBER] of city blocks in six days.

So, after this video, you're going to go out, catch a bus, you're gonna get a ticket on your way out of this door, and you're gonna go to a command center where you'll join a team, select a tool, and someone wearing a red Life Remodeled t-shirt will show you where to go and what to do.

Your work today is part of a larger \$5 million Life Remodeled project. Right now, our construction partners are completing critical repairs for 50 homeowners. Also, you're standing in the [COMMUNITY ASSET]. [DESCRIBE THE VISION FOR THE COMMUNITY ASSEST]

Here's a list of what we're not doing today. We're not here to save [CITY]. We're not criticizing anyone or anything. We're not mowing over pebbles or rocks. Don't weed whip next to someone's leg. Don't enter into houses or garages. Don't look at your phone while you're walking, and make sure you please don't swat at any bees.

Now, here are several things that we will do today. Be positive and say positive things. Meet new people. Work and travel in groups. Put debris on the curb in front of vacant lots, and make sure to organize that debris into three separate piles, one for yard waste, one pile for tires, and one pile for garbage. Please keep all dirt out of those three piles. For eye protection, wear your sunglasses if you have them or borrow some of our safety glasses. Walk on the sidewalk, not in the streets, and watch for traffic. Watch out for heavy machinery, and lift heavy objects with your legs and not your back. Work hard, and earn the free delicious lunch that you'll be served at a command center. Also, drink plenty of water. It's also free. And if you have any questions, just look for someone wearing a red Life Remodeled t-shirt. Check out our new mobile app, and look for the signs that explain how to save this web-based app to your home screen on your phone. Also, I'll be checking social



media to see what you're experiencing today, but don't forget to hashtag Life Remodeled, so you can actually get a chance to win great prizes on your posts.

Also, I'm asking you to please take a survey today. We spend a ton of time planning our projects so that they not only impact you and the community and the physical spaces where you will serve. We want to know: are we hitting the mark? So, if you do take a survey today and put your name and phone number on it, you'll be entered into a drawing where you could win this new [PRIZE 1] or this new [PRIZE 2]. You get to choose which one you want.

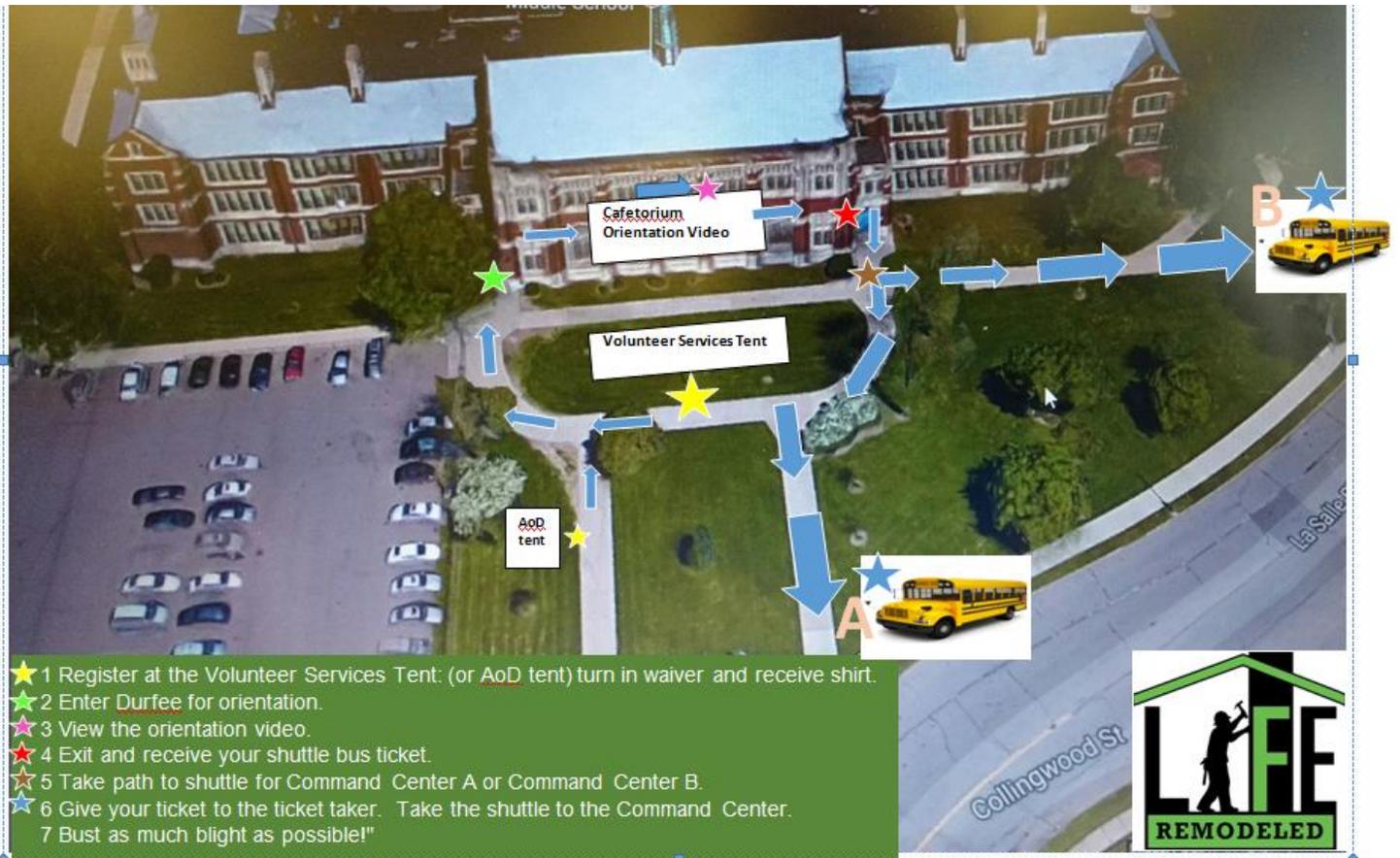
Lastly, I hope you've heard about our 10,000 Name Campaign, but if you haven't, here's the deal. If you give \$10, we're going to [INSERT INCENTIVE]. So, I am asking you to consider giving right now or sometime today. You can use our app, our website, or you can go to [LifeRemodeled.com/Ten](http://LifeRemodeled.com/Ten), or you can give by cash, check, or credit card right here outside at the registration tent.

Remember to get your bus ticket on your way out, and if you have any questions, find someone wearing a red Life Remodeled t-shirt, and finally, know that you're doing a lot more today than remodeling physical structures and spaces. You are remodeling lives, including your own.



## Appendix Z: Sample Registration Flow

The picture below contains a recently used flow from registration to orientation to boarding the shuttles to Command Centers A and B.





## Appendix AA: Sample Shuttle Route

The picture below contains a sample shuttle route that cycles between Registration and Command Center A. As a reminder:

- Shuttles are used to transfer volunteers from registration to the command centers
- School buses are currently used
- Continuously run 8-10 buses at all times
- Avoid telling volunteers where the site is in order to avoid people parking at the command centers
- Pick clean, circular routes that are easy for the shuttles to navigate

### Shuttle Routes – Day 1 Command Center A





## Appendix BB: Command Center Typical Day & Checklist

The table below presents the typical daily schedule at each Command Center. Site set-up tasks include: Up Mow the grass, Tent, Tables, Chairs, Water, Coolers, Food, Tools, Porta Potties, First Aid Kit, Signs, Registration Materials, and Shirts.

Time	Activities
6:30am	Meet Truck Driver at Headquarters, Tents are needed at each command center. Tent crews need to be on site, on time every morning. Tents are mainly used for lunch. The tents are a nice area to pull people off in the shade to give the welcome briefing and assignments.
6:45-7:00am	Trailer at Command Center. We need a crew of 6 people at each command center at 7:00 dedicated to getting everything off the trucks by 8:00. We should NEVER keep volunteers waiting to work on blight removal. Someone should be here by 7am to monitor the site. Two trailers are necessary at each command center. Block the area off in front of the trailer with cones as a no parking area.
7:00-7:30am	Planning time before volunteers arrive for Area Leads and Key Leads to plan the day, scout streets, prioritize, and plan assignments, etc. Don't change the plan without consulting the leads. Communicate, communicate, communicate.
7:30-8:30am	Unload trailer before volunteers arrive at 8am. Set up command center. Plan the day with the other leaders.
8:30-10am	Volunteers arrive, greet, brief, give assignments, deploy. Need multiple leaders greeting and briefing them. Manage chaos, but look organized.
9:00-11:00am	Resolve equipment shortages. Get missing supplies to teams. Send assistants out to assess progress and coach teams.



Time	Activities
11:30-1:00pm	Get teams in for lunch in an orderly manner. Realize that many teams do not go back out to work after lunch.
1:00-2:00pm	Small number of second shift workers show up
1:30pm	Assess progress. Adjust plan to finish day at logical stopping point.
2:00pm	Losing more people... recruit people leaving to help load excess equipment on trailer before they go. Send first trailer back.
3:00-5:00pm	Load second trailer as tools come back. Send in when last team comes in off street.
5:00pm	Meet at dock, set trailer plan for next day
5:00pm	Debrief Meeting

#### *Start-of-Day Command Center Checklist*

1. Get maps for daily coverage area, command center locations, etc.
2. Sign-in all driver/operators via daily sign-in sheet (including name, equipment, cell phone, work hours)
3. Sign-in all driver/operators via daily sign-in sheet (including name, equipment, cell phone, work hours)
4. Conduct early morning pre-work review with drivers including coverage for the day, operator assignments, things learned from the previous day, instructions for the day, etc.
5. Chainsaws: People using chainsaws will work in no longer than 4 hour shifts to minimize fatigue that can lead to accidents. ONLY authorized people are to use chainsaws.

#### *End-of-Day Command Center Checklist*

1. Get update from each driver on coverage, issues, events, etc.
2. Verify equipment returned, check condition, note damage or repairs needed for the next day.
3. Refuel the equipment (if fuel is available), either at the end of the day or early morning.



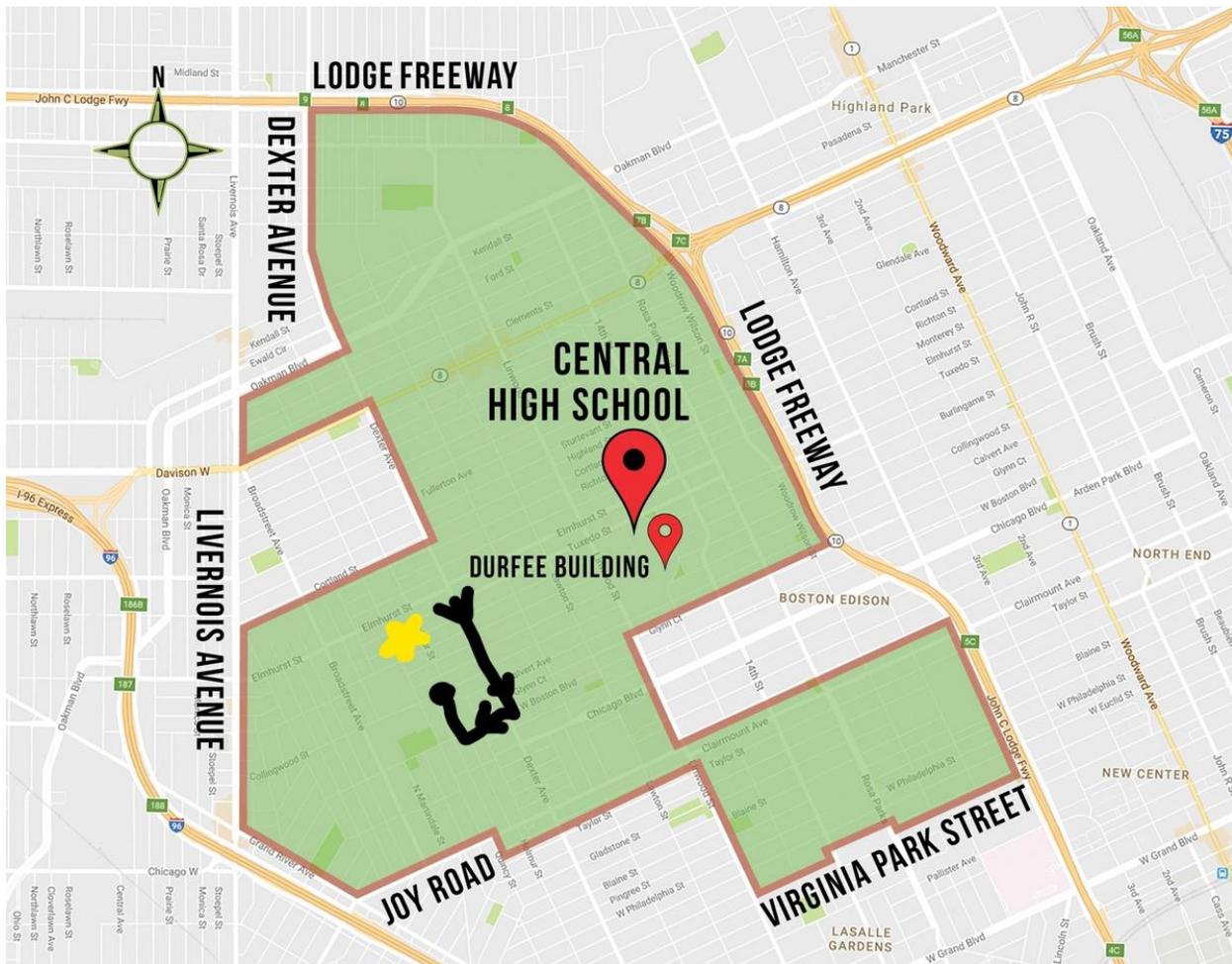
4. Contact the equipment supplier to report damage and/or need for repairs.
5. Schedule the equipment repairs (tire shop, supplier field tech, etc.).



## Appendix CC: Red Shirt Leader Assignment Map (Front Page)

The picture below contains a sample assignment map. The map should include:

1. Title, The specific Command Center and the team number
2. List of designated streets and lots
3. Emergency contact information for Area Leads and other critical contacts
4. Safety reminders





## Appendix DD: Red Shirt Leader Information Sheet (Back Page)

<p><b>Gather the Following Equipment for Your 10 Person Team</b></p> <ul style="list-style-type: none"> <li>• 2 Lawn Mowers</li> <li>• 3 Weed Whips</li> <li>• 1 Shovel</li> <li>• 2 Rakes</li> <li>• 2 Push Brooms</li> <li>• 3 Loppers</li> <li>• 1 Roll of Garbage Bags</li> <li>• 10 Pairs of Work Gloves</li> <li>• 1 Wheel Barrow (Per team; regardless of team size)</li> <li>• As Needed: Ear plugs; Glasses; Sun Block; Water)</li> </ul>	<p><b>Important Things to Remember</b></p> <ul style="list-style-type: none"> <li>• <b>RED SHIRT LEADER:</b> Introduce yourself; Thank your team for volunteering; Explain assignment</li> <li>• Stick together. No one goes anywhere alone.</li> <li>• Stay in the assigned area. Do not enter houses or vehicles.</li> <li>• Use equipment that you know how to operate. Keep track of tools. Use common sense.</li> <li>• Watch for large equipment and vehicle traffic.</li> <li>• There will be a lunch break.</li> <li>• People over projects...it's okay to take a break and talk to residents, just don't go into a home.</li> <li>• At the end of the day, bring all tools to the Command Center. Put away tools as instructed.</li> <li>• If you don't know...ask your Area Leader.</li> <li>• Unless instructed otherwise, no backyards (except for corner lots).</li> </ul>	<p><b>Remove Blight and Beautify</b></p> <ul style="list-style-type: none"> <li>• Remove Garbage - Debris goes on the curb in three separate piles:</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p><u>Yard Waste</u></p>  </div> <div style="text-align: center;"> <p><u>Tires</u></p>  </div> <div style="text-align: center;"> <p><u>Garbage</u></p>  </div> </div> <ul style="list-style-type: none"> <li>• Cut Back Hedges</li> <li>• Clear Brush and Weeds</li> <li>• Mow Grass</li> <li>• Do NOT bag dirt - only trash goes in plastic bags.</li> </ul> <p>Call Your Equipment Manager for the following needs: Broken Equipment, Additional Equipment, First Aid, Water, and Hornet Spray.</p>
<p><b>Contacts:</b></p> <p>Equipment Manager Command Center A:      Name      Mobile: 248-444-0301</p> <p>Equipment Manager Command Center B:      Name      Mobile: 734-262-0739</p> <p>Emergencies: 911</p>		



## Appendix EE: Accident Report Form

Date of incident: \_\_\_\_\_ Time: \_\_\_\_\_ AM/PM

Name of injured person: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

Date of birth: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_ Male \_\_\_\_\_ Female \_\_\_\_\_

Who was injured person? (circle one)      Volunteer      Resident      Staff

Type of injury: \_\_\_\_\_

Details of incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Injury requires physician/hospital visit?      Yes \_\_\_      No \_\_\_\_\_

Name of physician/hospital: \_\_\_\_\_

Address: \_\_\_\_\_

Physician/hospital phone number: \_\_\_\_\_

Signature of injured party

\_\_\_\_\_

Date

\*No medical attention was desired and/or required.

Signature of injured party

Date

Name of witness: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_



Return this form to Life Remodeled Staff Member within 24 hours of incident.

## Appendix FF: Trailer Loading Process for Small Equipment/Tools

### *Schedule of Tasks*

Time	Task
6:45am	Trailers at Command Center
7:00am	10-person team at each Command Center to unload trailers
2:00pm	Begin loading excess equipment on trailer engaging volunteers who are wrapping up their day. Send first trailer back.
3:00-5:00pm	Load additional trailers as tools come back.
5:00pm	Last trailer loaded

### *Loading the Trailers*

- Load 2 trailers for each Command Center fully with mowers
- Load 1 trailer for each Command Center with 50 mowers and fill balance with weed whips
- Load 2 trailers for each Command Center with wheelbarrow and hand tools. Load an equal amount of various tool types for each Command Center.



## Appendix GG: Last Day of Project Equipment Checklists

### *Inventory & Clean Up*

Step	Activity
1	Designate teams for final clean up and sweeping.
2	Confirm all equipment against supplier drop-off lists
3	Confirm time/date of equipment pickup by Supplier, also get pickup time and driver information
4	Check-off equipment pickup with supplier during pickup
5	Clean up and close down work area
6	Provide instruction for security company (Equip list and pick up schedule)

### *Lawn Mower Hibernation Protocol*

Step	Activity
1	Get lawnmower, remove blade*, check wheels and arm.
2	Remove air filter and install new one.
3	Turn on side, remove oil plug and drain oil and then gas.
4	Install new blade.
5	Fill with oil.
6	Put away lawnmower and DO NOT stack lawn mowers.

\*Supplies for lawnmower blade removal include the following:

- Torque Wrench - 450 to 600 in-lbs or 37.5 to 50 ft-lbs Check torque Specs.
- Impact Guns
- 5/8" Impact Socket
- Lawnmower blade sharpener



*General Supplies for Winterizing Equipment*

#	Supplies
1	Industrial fans if indoors
2	Fire extinguisher
3	Large flat pieces of cardboard for to work over
4	Oil clean up granules
5	15-5 gallon buckets with tops
6	Bags of rags
7	Gloves
8	Extension cords
9	Air compressor
10	Hand cleaner
11	Paper towel
12	Long screwdriver

*Last Day Equipment Checklist: Weed Whips*

Step	Activity
1	Last fill up of fuel should include gas stabilizer and run for 30 seconds. Hopefully done in the field.
2	Check and refill line.
3	Check and tighten shaft and line cover.
4	Pour out fuel from tank.
5	NO NEED to run dry.
6	Order 100 spool rebuild kits (spool, spring, nut).

*Last Day Equipment Checklist: Wheelbarrows*

Step	Activity
1	Tighten nuts with impact wrench.
2	Install lock washers on as many as possible.



*All Teams Wrap-Up: (Last day of project equipment inventory)*

Step	Activity
1	Clean signs with Clorox wipes and gather them in one spot.
2	Last day of project: Empty equipment
3	Last day of project: Teams should prepare for storage in the afternoon
4	Evaluate inventory
5	Hand over equipment sign-off lists to LR finance guru
6	Hand over daily lists and documents to LR team lead
7	Drive through the neighborhood to see what still needs to be picked up. Where do these belong?
8	Make sure all dumpsters and porta potties are picked up
9	Drive through the neighborhood to see what still needs to be picked up by the city.
10	Debris pick up at work sites
11	Pick up remaining boards
12	Pick up remaining paint for board ups
13	Pallet Pick Up
14	Attend debrief meeting



## Appendix HH: 6-Day Project Volunteer Survey

**Directions:** Please complete the survey questions below based on your participation in Life Remodeled's 6-Day Project thus far.

**Purpose:** The results of this survey will be used by Life Remodeled in order to improve the experience for future participants. Your opinions are extremely valuable to us so that we can continue our community efforts in a positive manner.

### Demographic Information

1. Do you consider yourself to be a resident of the city of Detroit?  
 Yes  
 No
2. What is the zip code you currently reside in?  
\_\_\_\_\_
3. What is your racial identity or background?  
 African American/Black  
 Asian/Pacific Islander  
 Caucasian/White  
 Hispanic/Latino  
 Native American  
 Prefer not to answer  
 Other (please write in below)
4. What is your age?  
 14-18 years old  
 19-27 years old  
 28-36 years old  
 37-45 years old  
 46-54 years old  
 55-63 years old  
 Over 64 years old  
 Prefer not to answer
5. What is your religious affiliation?  
 Christian  
 Jewish  
 Muslim  
 None  
 Prefer not to answer  
 Other (please write in below)

Please rate the following statements from 1-5 (strongly agree-strongly disagree).

6. My knowledge of the city of Detroit has increased as a result of my participation in Life Remodeled 6-Day Project.

1	2	3	4	5
Strongly agree	Agree	Neutral	Disagree	Strongly disagree

7. My perspective of the city of Detroit has changed in a positive manner as a result of my participation in Life Remodeled's 6-Day Project.

1	2	3	4	5
Strongly agree	Agree	Neutral	Disagree	Strongly disagree

8. I am more comfortable engaging with individuals whose race/ethnicity differs from mine as a result of my participation in Life Remodeled's 6-Day Project.

1	2	3	4	5
Strongly agree	Agree	Neutral	Disagree	Strongly disagree

9. I am more comfortable engaging with individuals whose residency differs from mine as a result of my participation in Life Remodeled's 6-Day Project.

1	2	3	4	5
Strongly agree	Agree	Neutral	Disagree	Strongly disagree

10. I plan to engage in future volunteer opportunities (whether that be with Life Remodeled or not) as a result of my participation in Life Remodeled's 6-Day Project.

1	2	3	4	5
Strongly agree	Agree	Neutral	Disagree	Strongly disagree

11. I plan to engage in future volunteer opportunities within the city of Detroit (whether that be with Life Remodeled or not) as a result of my participation in Life Remodeled’s Six- Day Project.

1	2	3	4	5
Strongly agree	Agree	Neutral	Disagree	Strongly disagree

Please answer the following questions using the 1-5 rating (Very hopeful-Not hopeful at all)

12. How hopeful are you that Life Remodeled’s 6-Day Project will make a long-lasting impact (reduction in crime, bight, etc.) or the neighborhood you just completed world in?

1	2	3	4	5
Very hopeful	Hopeful	Neither hopeful or not hopeful	Somewhat	Not hopeful at all

13. How hopeful are you that Life Remodeled’s 6-Day Project will improve relations between city and suburban residents?

1	2	3	4	5
Very hopeful	Hopeful	Neither hopeful or not hopeful	Somewhat	Not hopeful at all

14. How hopeful are you that Life Remodeled’s 6-Day Project will improve relations between individuals who belong to different racial groups?

1	2	3	4	5
Very hopeful	Hopeful	Neither hopeful or not hopeful	Somewhat	Not hopeful at all

15. How hopeful are you that Life Remodeled’s 6-Day Project will improve relations between individuals who are affiliated with different religious groups?

1	2	3	4	5
Very hopeful	Hopeful	Neither hopeful or not hopeful	Somewhat	Not hopeful at all

16. Please use the space below to mite any additional comments you may have about Life

Remodeled's 6-Day Project.

Thank you for taking the time to complete this survey questionnaire. We appreciate your' participation in helping us learn about the ways in which we can improve our operations in the community.

## Appendix II: 6-Day Project Volunteer Survey Results (2016)

Estimated number of participants - 10,700

Number of questionnaires returned - 913 (approximately 8.5% of total participants)

### Demographics

- Live inside Detroit City Limits (number answering) - 757 (83.0% of questionnaires)
  - Yes - 109 (14.4% of responses)
  - No - 648 (85.6% of responses)
- Age (number of answering) - 776 (85.1% of questionnaires)
  - 14-19 - 176 (22.7% of responses)
  - 20-34 - 199 (25.6% of responses)
  - 35-44 - 174 (22.4% of responses)
  - 45-54 - 79 (10.2% of responses)
  - 55-55 - 120 (15.5% of responses)
  - Over 65 - 28 (3.6% of responses)

### Questions

- Using a Likert Scale with the following scores
  - Strongly Disagree = 1
  - Disagree = 2
  - Neutral = 3
  - Agree = 4
  - Strongly Agree = 5

**1) By serving with Life Remodeled I believe I made a real difference (number answering) - 911 (99.8% of questionnaires)**

- Distribution - number (% of responses)
  - Strongly Disagree - 8 (0.9%)
  - Disagree - 0 (0.0%)

- Neutral -53 (5.8%)
- Agree - 362 (39.7%)
- Strongly Agree - 488 (53.6%)
- The average response to the question on the Likert Scale = 4.45

**2) Three years from now, I believe this neighborhood will become even better than it already is (number answering) - 908 (% of questionnaires)**

- Distribution - number (% of responses)
  - Strongly Disagree - 17 (1.9%)
  - Disagree - 42 (4.6%)
  - Neutral - 209 (23.0%)
  - Agree - 383 (42.2%)
  - Strongly Agree - 257 (28.3%)
- The average response to the question on the Likert Scale = 3.90

**3) My volunteer experience was well-organized (number answering) - 904 (99.0% of questionnaires)**

- Distribution - number (% of responses)
  - Strongly Disagree - 23 (2.5%)
  - Disagree - 41 (4.5%)
  - Neutral - 123 (13.6%)
  - Agree - 406 (44.9%)
  - Strongly Agree - 311 (34.3%)
- The average response to the question on the Likert Scale = 4.04

**4) I am likely to recommend Life Remodeled to at least one friend (number answering) - 902 (% of questionnaires)**

- Distribution - number (% of responses)
  - Strongly Disagree - 10 (1.1%)
  - Disagree - 18 (2.0%)
  - Neutral - 70 (7.8%)

- Agree - 343 (38.0%)
- Strongly Agree - 461 (51.1%)
- The average response to the question on the Likert Scale = 4.36

**5) After participating in this project I have more hope for Detroit (number answering) - 908 (99.5% of questionnaires)**

- Distribution - number (% of responses)
  - Strongly Disagree - 9 (1.0%)
  - Disagree - 15 (1.6%)
  - Neutral - 133 (14.6%)
  - Agree - 383 (42.2%)
  - Strongly Agree - 368 (40.5%)
- The average response to the question on the Likert Scale = 4.20

**6) I already had a positive view about Detroit and suburban volunteers working together (number answering) - 906 (99.2% of questionnaires)**

- Distribution - number (% of responses)
  - Strongly Disagree - 9 (1.0%)
  - Disagree - 49 (5.4%)
  - Neutral - 165 (18.2%)
  - Agree - 378 (41.7%)
  - Strongly Agree - 305 (33.7%)
- The average response to the question on the Likert Scale = 4.02

**7) Now I have a more positive view about Detroit and suburban volunteers working together (number answering) - 898 (98.4% of questionnaires)**

- Distribution - number (% of responses)
  - Strongly Disagree - 9 (1.0%)
  - Disagree - 4 (0.4%)
  - Neutral - 129 (14.4%)
  - Agree - 380 (42.3%)

- Strongly Agree - 376 (41.9%)
- The average response to the question on the Likert Scale = 4.24

**8) My experience today has helped me become a better person (number answering) - 902 (98.8% of questionnaires)**

- Distribution - number (% of responses)
  - Strongly Disagree - 15 (1.7%)
  - Disagree - 16 (1.8%)
  - Neutral - 192 (21.3%)
  - Agree - 352 (39.0%)
  - Strongly Agree - 327 (36.3%)
- The average response to the question on the Likert Scale = 4.06

## Appendix JJ: Youth Engagement Strategy

### Objectives

1. To provide youth with a safe, healthy outlet to be themselves and participate in real-world educational opportunities, job opportunities, and mentoring experiences
2. To engage youth in the development and implementation of Life Remodeled projects (i.e. more youth volunteers) via a Youth Advisory Council

### Youth Outreach

Youth outreach with Life Remodeled can be customized according to the specific neighborhood and city Life Remodeled is working in, but must stay true to the following:

1. Provide youth with opportunities to have a safe space to have fun, be themselves as well as have opportunities to be mentored (i.e. after school hangouts at the Life Remodeled Community Innovation Center that where volunteers provide tutoring to kids, different games/recreational activities are available to kids)
2. Provide real-world educational opportunities (connecting youth to LR partners who offer youth-friendly programming) (i.e. connecting students in the Central neighborhood to STEM classes provided by Detroit based program Code Key)
3. Providing youth to job opportunities/resources (i.e. LR partners hires youth interns in the neighborhood for Detroit's summer youth job program),