

Find A Way Home, Inc.

Dear Mentor,

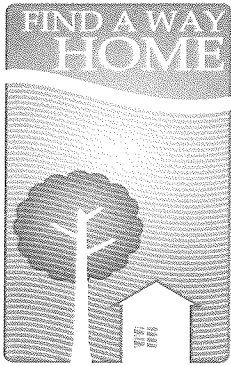
First and foremost, welcome to the Find A Way Home mentor program and **thank you** for volunteering to mentor a Find A Way Home family. Your contribution **will** make a difference in the life of a family here in our community as they work to pay down their debt, resolve financial obstacles, create and adhere to a family budget, and begin saving for a down payment on a home.

Your role as a mentor will be to help guide your assigned client family through this journey to financial freedom and homeownership, providing counsel, support and guidance along the way. Your primary goal will be to help them develop and stick to a household budget, develop strategies for paying down debt, and teach them how to begin saving. Even the smallest tips, tricks and bits of wisdom that you have to offer will add value to your family's experience and will help them as they form new life habits. For example, simple things like helping them compare prices on car insurance, teaching them how to set up auto-pay for their monthly bills, and passing along information about free family activities in the community will make a big difference.

We want you and your family to develop a relationship of mutual trust that enables you to be your family's main "point person" for their budget and financial goals. However, we are all on the same team, and as such, we are here to support and assist you in whatever way we can. Should you need anything, ***please do not hesitate to contact us***. We know how valuable your time is, and we thank you for spending it with one of our families. We know they will appreciate it, too!

Warmly,

The Find A Way Home Team



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MENTOR ROLES AND RESPONSIBILITIES

ROLE OF THE MENTOR:

1. To establish a relationship with the family that is supportive, informative, accepting, and promotes communication and free fun!
2. To offer opportunities for the family to feel valued and to experience commitment and interest from a respected individual.

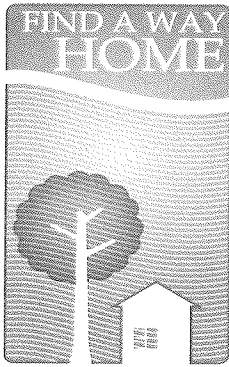
RESPONSIBILITIES:

1. The mentors should meet the family as soon as possible, ideally taking part in the sponsor interview.
2. Offering to take the family to the local parks so that they become familiar with their locations is a great way to begin building relationship with the family.
3. Mentoring is very personalized, and styles differ with each family, depending on their affinity for relationships. Being a good listener is usually welcomed by all, especially single parents who have no one to share their job and parenting experiences with. Passing judgment is a definite relationship stopper. Offering insight, when asked for, is fine after the relationship is established.
4. Let the family know that you would like to get together weekly, if possible. If this is not possible at times, please try to make phone contact. Refrain from dropping by unexpectedly, as the family's privacy should be respected. Lunch visits for those that work in the Roswell area are a good way to visit without interruptions from children. Bringing your favorite recipe and the ingredients to make it are a good bonding and learning activity, because cooking skills may be lacking.
5. Be careful not to overwhelm the family. There is no purpose served by spending large amounts of money or putting someone in a situation in which they are not comfortable or have no idea how to function. Lending money is definitely not advised. If you become aware of a need that the family has, please share this at the team meeting or call the team coordinator if it is a pressing need.
6. Utilize the team meetings to discuss your assessment and perception of the family's needs. Use this time to vent, if needed, and draw encouragement from your team members.
7. Keep a brief record of your contacts with the family. Use this log to record you interactions, activities, and impressions and to record your volunteer hours (optional).
8. Have fun and realize that your care and concern means a lot to families. Find out if the family celebrates birthdays and holidays (in some cases their beliefs prevent this) and plan appropriate

surprises and celebrations. In many cases, you may be the first person who has shown sincere interest in a long time. Celebrating debts payoffs, good report cards, promotions, graduations, etc., are great ways to share the family's joy and show them how to start enjoying life again!

Budget Mentors:

- **Work with the family to develop a personal budget.**
- **Advise on the anticipated progress of adherence to the budget.**
- **Meet on a weekly basis (approximately 1 hour) if possible for the first month, then move to every two weeks for the next 2 months**
- **Ultimately, meeting once a month after that should be sufficient, provided the family is comfortable with that level of assistance.**
- **Work directly with the family and mortgage loan officer once the family has accumulated savings and addressed their credit/debt issues.**
- **Address further corrective action to improve credit scores as outlined by the loan officer.**



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QUICK TIPS AND HINTS FOR MENTORS

As you begin the mentoring process and begin to develop a relationship with your assigned client family, here are some tips and hints that we hope you find helpful. Please let us know if there are any other resources you might need.

- The first meeting with your client family usually takes place with Find A Way Home staff present so that you can meet the family, hear their story, and learn about them, their goals and their challenges.
- The **first step** should be to work with the family to develop a budget. We've included several budgeting tools and resources, but feel free to use others that you like!
- At the end of each meeting, including the first meeting, we suggest giving your family "**homework**" (action items, no more than 2-3) to complete. These can be as simple as gathering expenses and writing them all down on an expense worksheet, or arranging for budget billing on their power bill, for example.
- It is against our organizational policy to meet with the family at their home and all meetings should take place in a neutral location. Good places to meet include **parks, playgrounds, Chick-Fil-A, McDonalds**, or really any place that kids can play while you chat.
- Please send us a brief e-mail report after each meeting with your family just so that we can stay in the loop with regard to their progress. This should include goals (set or achieved) and any "homework" (action items) that has been assigned or completed. As you progress, you may only have a sentence or two to report, which is fine.
- If you see any **red flags** or issues of concern with your client family, please let us know as soon as possible so that we can work to address them.
- Please let us know if there is anything you might need us to do or provide in order to facilitate your mentoring relationship with your family. We advocate a team approach to the mentoring process, and while you are the family's primary "go-to" person, we are here to fully support you.
- Most of all, **have fun!** Your client family and we at Find A Way Home appreciate you dedicating your time and effort to helping our families work towards achieving their goal of homeownership. Thank you for all that you do!

SAMPLE MENTOR REPORT

Generally, mentor reports contain an overview of: action items (“homework”) completed since the last meeting, general problems or issues discussed, goals set, and new action items assigned. Though the client names have been changed, this is an actual report that we received from a mentor after her first meeting with her client family. Of course, your reports will vary in length and content, but hopefully this will give you an idea of how the mentoring process works. As you progress, you may only have a sentence or two to report after your meetings, which is fine, since it means things are going well!

*From: Kari Albers
Date: Tue, Nov 17, 2009 at 10:56 PM
Subject: John and Jane Doe
To: canita allen <canitabuzz@gmail.com>*

Canita –

We had a very successful meeting tonight. John and Jane talked freely about their habits and I shared cost saving ideas and tips with them. They were amazed at their over-spending as I shared ways to save money with them. They are both ready and very willing to turn things around. You will see in my first email I gave them homework. They left excited and looking forward to the next meeting so we can put some of these things in motion. I learned they have some very good habits and intentions, but visit the ATM often; and really overspend at the grocery. They go several times per week.

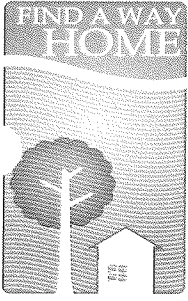
I am going to show them how to make a budget and plan, rather than spend on a whim. I am going to teach them how to comparison shop with their gas company. They were not aware that was an option and could switch providers. We are going to comparison shop John’s cell phone plan also. John also spends a lot of money (he estimates this to be their biggest expense) on gas for the car. He said it is a V-8 Lincoln that he pays \$360 per month on and still has 4 years left on the note. Once we get them in a good place spending their money wisely on the rest of their items, I would like to see what we can do about the car. That will come later. As it stands now, they spend more than half of their income on the car payment and groceries which does not include the gas for the car.

Jane also found a customer service type job she does online. It is for a company called Live Ops. She got her first check today for \$101.00.

John’s job pays more the months of October – January. He earns approximately \$80 more each week during those months.

I will keep you informed and hopefully we will be able to meet next Monday. I told them I would be out of town Tuesday – Saturday and would love to get some of these things in motion and not let another week go by for them. I know turning things around is critical for them since they are paid weekly.

*Blessings,
Kari*



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CLIENT CONTRACT

The mission of Find A Way Home is to provide quality, affordable housing to families facing financial difficulties. Find A Way Home is committed to home ownership because we believe that owning a home allows a family an opportunity to not only build equity but offers a path to financial stability and independence. We also value and highly respect the ability to maintain self-sufficient living at market rate.

The family and Find A Way Home will work toward the jointly held goals of financial stability and self-sufficient living and/or home ownership. The family's financial circumstances will be addressed, with specific attention to the reestablishment of credit. This team approach is designed to help the family develop the necessary skills required to succeed independently. Non-threatening accountability is provided at every step to give guidance, assistance and positive reinforcement. **The target goal will be to qualify for a home mortgage or maintain the ability to enter into a rental contract for market rate rent by the end of 18-24 months from the date of the execution of this document.**

By initialing in each space below, the client acknowledges and agrees as follows:

_____ I understand that my rent is calculated at 30% of the household adjusted gross income pursuant to HUD guidelines, and agree to provide proof of income periodically upon request by Find A Way Home.

_____ I agree to cooperate and work with a mentor to develop a budget, improve my credit score, pay down my debts and establish savings. I understand that I must be open and honest with FAWH and my mentor in sharing the details of my finances.

_____ I agree to inform FAWH and my mentor **immediately** if there is a substantial change in my income, earnings, expenses or other circumstances so that FAWH and my mentor will be able to help me assess my goals, budget and plans.

_____ I understand that my rent payment is due by the end of business (5:00 p.m.) on the first day of each month, and that a \$15.00 late fee applies for any payment received after the fifth day of the month.

_____ I agree to complete the thirteen-week Financial Peace University program, and understand that I am required to pay \$45.00 for program materials.

_____ I agree to remain drug and alcohol-free while participating in the Find A Way Home program, and understand that anyone in the household over the age of 18 may be required to submit to periodic, random drug and alcohol testing.

_____ I understand that I am required to obtain renter's insurance, and agree to provide proof of a paid renter's insurance policy within thirty (30) days of execution of this agreement.

_____ I understand that I am required to have utilities for the property connected in my name.

_____ I understand that my failure to cooperate with any of the above conditions is grounds for dismissal from the program.

_____ I understand that we will be monitored every 90 days for program compliance.

