

Managing Participants and Group Labor Agreement

Presenters

Michelle Pulliam and Melissa Wingfield

Four Elements To A Successful Self-Help Program

- Rural Development
- Group Coordinator
- Construction Supervisor
- Families



Duties and Responsibilities: Group Coordinator

- Outreach and recruiting
- Council Applicants
- Prepare 502 Loan Application
- Organize Groups
- Hold Pre-Construction Meetings
- Primary Liaison
- Assist with Construction Phase
- Maintain Records
- Loan Conversion

Duties and Responsibilities: Construction Supervisor

- Ensure that all homes are constructed according to plans and specifications
- Prepare accurate cost estimates and assist in budget creation
- Develop contracts for sub-contractors and suppliers
- Coordinate all family labor and sub-contractor work
- Maintain Construction Progress according to the developed schedule
- Weekly safety meetings
- Regular inspection and maintenance of all power tools to keep them in working condition
- **It is not the Construction Supervisor's job to build the homes**



Conducting Successful Pre-Construction Meetings

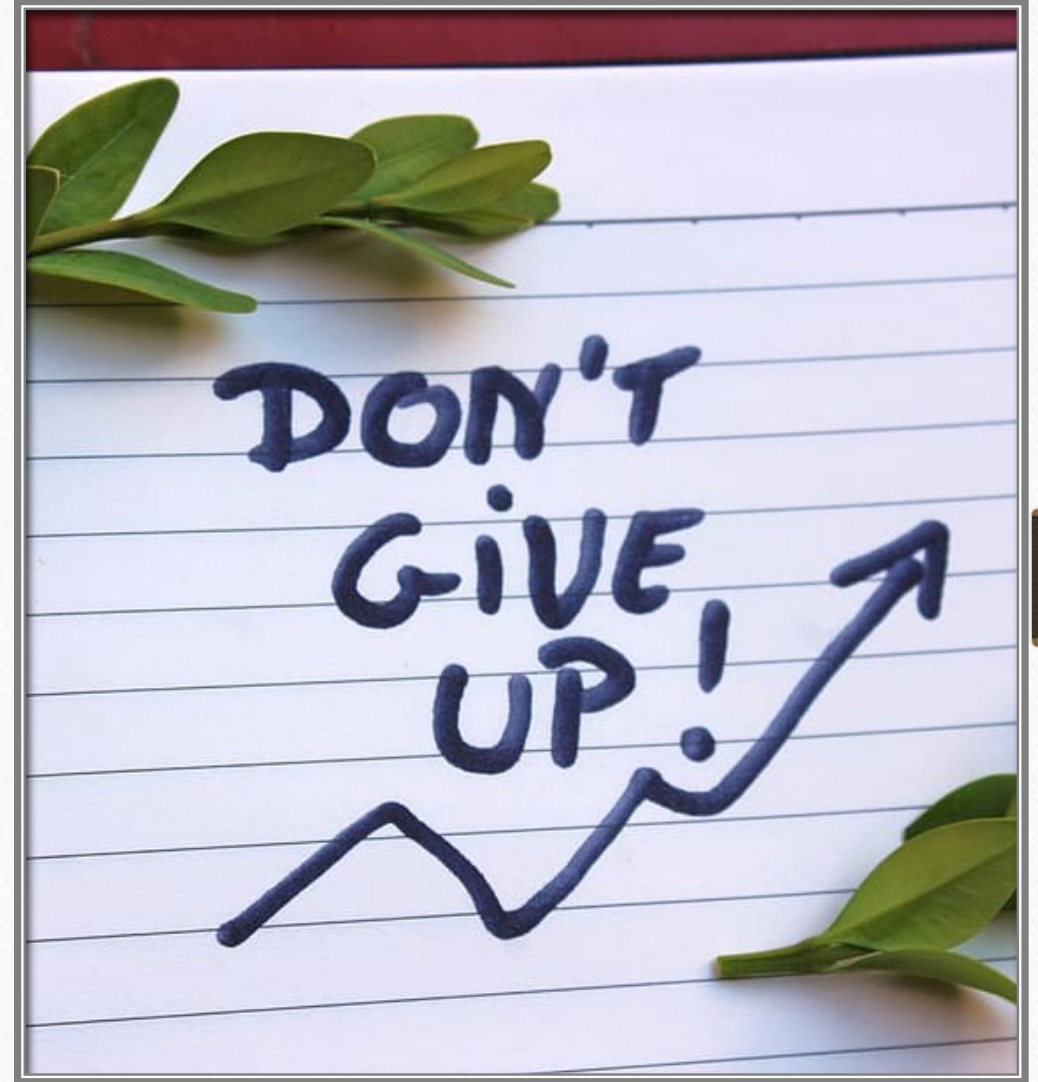
- Explanation of Self-Help Program
- Encourage Participant involvement
- Creative, Enthusiastic, Organized and repetitive delivery systems.
- Know the Needs of the families
- **Motivate, Motivate, Motivate!!!!**

Suggested Pre-Construction Meetings

- Introduction to Self-Help Housing & Partnering
- The 502 Loan Process
- Review of Lots, House Plans, Selections of Lots & Options
- Membership Agreement & Election of Officers
- Review Loan Packages & Sign Forms
- Property Taxes & Insurance
- The Basics of Banking & Family Budgeting
- Introduction to Construction Procedures, Demonstration & Final Preparation
- Home Ownership Responsibility & Maintenance
- Landscaping

Group Motivation: Three-Part Process

1. Educating
2. Developing
3. Counseling



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

The 6 C's of Communication

➤ Clear

➤ Concise

➤ Correct

➤ Coherent

➤ Complete

➤ Courteous

How to Avoid Conflict

- Keep all houses in each group at nearly the same construction stage
- Be fair and impartial
- Keeping good records
- Keep good communication with families

FAMILY WORK RECORD USDA-RD Self-Help Housing													
Family Name: _____				Group: _____									
For Month of _____, 20____				Cumulative Labor Hours: _____									
Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____	
Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____	
Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____	
Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____	
Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____	
Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____	
Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____		Activity: _____	
Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____		Hours Worked: _____	

Construction Supervisor: _____
Date: _____
Family Signature: _____
Date: _____

Best Practice

- **DO NOT** chastise a participant in front of the group.
- **DO NOT** let other people always put in hours for participants. (This does not include disabled participants)
- **DO NOT** allow drinking alcohol on job site.
- **DO NOT** allow participants to make changes to their home after approval
- **DO NOT** play favorites.

Group Labor Agreement

The purpose of the Group Labor Agreement is to help hold the organization accountable just like it will hold the participant accountable during the construction process

It will also aid in explaining the duties and responsibilities of all the parties involved.

This agreement is between your organization and the participants.

Participant Commitment

- Build with the organization's construction program, utilizing participant group labor and the same suppliers for contracted labor and materials. Attend all scheduled meetings.
- In a safe manner and following the **Construction Supervisor** instructions to work scheduled hours on all homes in the group. Use their best efforts to meet construction goals and purchase "Builders Risk" insurance.
- Follow pre-approved plans and cannot solicit bids and negotiate work.

- Review invoices and sign checks for payment.
- **Construction Supervisor has the authority to remove anyone he or she deems to be a disruptive influence. (*removal from site does not mean termination*)**
- All families move in at the same time and agree to loan conversations within 30 days of final inspection and to meet any other requirements in agreement.

Labor Exchange Commitment

- Each household is required to put in a minimum of ____ productive hours per week (*hours are set by organization*)
- Volunteer Hours- a volunteer who performs work at the site will work as scheduled by the construction supervisor. Volunteers will work on all houses in the group.
- Group members **must** contribute **65%** of the labor.

Participant Labor Hours



- Weekly work availability plan
- 15 hours behind in 3 weeks no more materials will be ordered.
- 20 hours behind all associated work will stop.
- 30 hours termination from the group may occur.
- Organization sets the number of hours that need to be made up for construction to continue.

Participant Labor Hours

- If head of household or spouse becomes disabled after construction begins the group agrees to continue construction on the home. Plan to complete construction will be approved by the organization and Rural Development.
- Construction invoices delinquent 14 (*suggested number of days*) work will stop, and no additional materials will be ordered.

Grievance Procedure: Construction Phase

Pre-Construction

- Elected Group Facilitator
- Group Coordinator
- Program Director
- Executive Director
- Board of Directors

Construction

- Construction Supervisor
- Program Director
- Executive Director
- Board of Directors

Grievance Procedure: Before Occupancy

If dispute is made it is subject to arbitration. Notices will be sent to parties involved and proceed in accordance with state law.

The cost of the arbitration will be shared equally between all parties in dispute.

Termination Procedure: Justification Steps

- Timesheet
- Meetings
- Workout Plan
- Notes/Memos

Termination Procedure: Participant Responsibilities

The decision to remove a participant from a group will fall to the **organization**.

The participant will have to reach out to USDA Rural development to figure out how they will finish their home. They will be responsible for:

- Completion of property
- Payment of subsidies received
- Sellers closing cost
- Another method of satisfying the property

Table Discussion

What are your main problems with participants?

Group Discuss--list your top 3 issues/problems

T&MA Contractors

- **Region I–Florida Non-Profit Housing, Inc.,**
www.fnph.org

Covering: Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee, Puerto Rico and Virgin Islands

- **Region II–LIFT CAA, www.liftca.org**

Covering: Arkansas, Kansas, Louisiana, Missouri, North Dakota, Nebraska, New Mexico, Oklahoma, South Dakota, Texas, Wyoming

- **Region III–NeighborGood Partners,**
www.neighborgoodpartners.org

Covering: Connecticut, Delaware, Iowa, Illinois, Indiana, Kentucky, Massachusetts, Maryland, Maine, Michigan, Minnesota, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Virginia, Vermont, Wisconsin, West Virginia

- **Region IV– Rural Community Assistance Corporation,**
www.rcac.org

Covering: Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington and the Western Pacific

Resources Handbooks

- Accounting For Individual Borrower 502 Loan Accounts
- Acquisition and Owner-Occupied Rehab
- Board of Directors Governance Guide
- Construction Supervisor Handbook
- Feasibility Handbook
- Financial Management Handbook for Federally Funded Organizations
- Group Coordinator Handbook
- Orientation Handbook
- Pre-Construction Meeting Handbook
- Rural Development Program Director Handbook
- Self-Help Automated Reporting and Evaluation System (SHARES)
- 1944-I
- 502 Loan Guidebook
- Guide to Basic Bookkeeping for Non-Profit

Thank You!

Melissa Wingfield and Michelle Pulliam

Please remember to complete the survey!

[illegible]

NOTES