

HOTline FLASHES

#1 [JAN 1989]

Welcome to the Hotline Advisory Committee's bi-weekly newsletter. At our last HAC meeting our volunteers felt that there was a great deal of information about the Hotline which is not getting to the volunteers. We felt this newsletter might help. Every other week we will be supplying you with various tidbits of information concerning the Hotline, the Foundation, staff and volunteers. This will not be a medium for medical or scientific info or whats happening with AIDS. It will be about and for us! If you have a topic for this newsletter please let us know.

BETH MAERTEN RETURNS!!

We are happy to report that after 2+ months of recuperating from a severe accident Beth will be returning to the Hotline on February 1st. For the month of Feb. Beth will be working half-time and beginning on March 1st she will be back to fulltime status as our Hotline Coordinator. Welcome back Beth, we've missed you!!

WHO IS OUR HOTLINE STAFF?

It has come to our attention that some volunteers don't really know what each staff member is responsible for. The following is a list of all paid staff members on the Hotline, their positions and a bit about their duties.
Beth Maerten: Hotline Coordinator (she's the boss.)
Hector Carillo: Asst. Hotline Coordinator, Fulltime,
Coordinates the Spanish

Hotline as well as the encyclopedia and all aspects related to science.
Supervises the Spanish Operators and English Hotline shifts Sun., Mon., Tues. 12-9 and fills in as needed, for example, during Beth's absence. Deb Roy: Asst. Hotline Coordinator, Part-time. In charge of Volunteers: training, scheduling, attendance, recognition events, retention and motivation. Supervises Wed. 6-9, Thurs. 3-9, Fri. 6-9 and all day Sat. Michele Arnaudies, Luis Puyol and Victor Hinojosa: Spanish Hotline Operators, Part-time. Responsible for answering spanish language calls plus a lot of hotline clerical tasks. Scott Rubin: Part-time. Coordinator of a special Hotline for the National Seroprevalence Study. (No longer a Spanish Hotline Operator). See the memo about this in "This Month." Luis is also

working with Scott on this study. Horacio is no longer a Spanish Hotline Operator. He was recently promoted to the position of San Francisco Educational Assistant. He interfaces with over 20 organizations working with the education of gay men of color.

HOTLINE ADVISORY COMMITTEE

Who and what is your Hotline Advisory Committee? Last October at the request of the Hotline staff several volunteers agreed to meet regularly and discuss issues pertaining to the Hotline and its volunteers. Since that time we have been meeting every two weeks to discuss issues and make changes, some of which we hope you have noticed. This committee is open to all volunteers! If you have a topic for discussion or wish to help out please come to a meeting, speak to one of the committee or drop a note in the suggestion box. We know there is a lot of energy out there and we could certainly use it on the HAC. The current membership is: Che Caldwell, Cal Callahan, Lisa Heft, Keith Lowrey, Maureen Madsen, Barry Weiss, and the Hotline staff.

RAPE & AIDS

K. Kaufmann, a writer and researcher is compiling a report on sexual assault and AIDS. Are victims of rape calling the Hotline asking for info on AIDS? How long after the assault are they calling? What kind of concerns do they have? What kind of info are they looking for? If you have received any calls from rape victims please let Ms. Kaufmann know either by calling her at 826-9123 or jotting down the answers to the above questions and any other info you feel is pertinent and dropping it in the suggestion box. We will see that the information gets to her.

SUGGESTION BOX

Have you noticed our suggestion box? Do you have something gnawing at you that never seems to change? Do you have a brilliant idea to make life on the hotline better? Do you have a question or a general comment? Let us know, that's what we're here for. Every item taken out of the suggestion box is dealt with at our next meeting, passed on to the pertinent Dept. or to Hotline Staff. Since we meet only 2 times a month please do not include items that need immediate attention, these should be addressed directly to the Hotline Staff.

HAC MEETING NOTES

The Educational Materials Order Form has finally been updated to include all information requested by volunteers. If you notice any old forms lying about please toss them.

input. See you again in two weeks! HAC.

Hector reported that the Hotline will be undergoing a major restructuring during the next few months. New non-hotline volunteer positions will be established to help the staff with the myriad tasks that need to be done behind the scenes (eg. updating the encyclopedia, reading and interpreting journal articles, tabulating statistics, etc.). The other major aspect to the restructuring will be to, finally, better define the role of the shift leader system and give SLs more responsibility. One of the major reasons for this reorganization is to relieve the Hotline Staff of some of the clerical tasks involved in running the Hotline so they can spend more time supervising and answering our questions. The Foundation has no money to hire additional staff so it's up to us to step in and help out as best we can.

Well that's our first edition of HOTline FLASHES. Hope you found it useful and informative. Please let us know, we need your

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HOTLINE ADVISORY COMMITTEE NEWSLETTER: February 1989 Issue No.2

HOTLINE SURVEY TO BE DISTRIBUTED.

As part of the proposed restructuring of the Hotline, a Needs Assessment Survey will be sent to all hotline volunteers in the near future. This will be your opportunity to comment on the way the hotline is working and how you envision its future. The survey will cover everything from Training and Updates to How the Encyclopedia Works for You. Please take the time to fill out the questionnaire and return it to the hotline staff. It is you, the volunteers, that know best what is working and what isn't. The staff needs your input.

VOLUNTEER NEWSLETTER

There has been a plan in the works for some time to create a newsletter for all SFAF volunteers, similar to our own HotFlashes. Ken Jones, Director of Volunteers for the Foundation, has scheduled a meeting for all interested volunteers to participate in the planning and

implementation of this newsletter. The meeting will be on 3-15-89 at 7 pm, at 333 Valencia. If you have some special talent or if you just want to get involved please plan to attend. The meeting is open to all!!!

YEARBOOK TO BE PRODUCED

As you are undoubtedly aware the Volunteers Services Dept. is planning on producing an annual yearbook for all staff and volunteers. An initial mailing requesting information and a photo from each staff person and volunteer went out some weeks ago. Please try to return your form and photo by the deadline, 3-3-89. This will be the first such project planned by the Foundation and it can only be successful if we all participate. Once all info and photos have been returned the Yearbook Staff, all volunteers, will compile the books, send them to the printer and in mid-July everyone will receive their own copy absolutely free!

PARADE IDEAS NEEDED.

The annual Lesbian/Gay Freedom Day Parade and Celebration will be upon us before we know it. For the past two consecutive years the San Francisco AIDS Foundation has been awarded prizes for its outstanding entries in the parade. We want to repeat that feat again this year! The theme for this year's parade is Stonewall Remembered! A team of staff and volunteers is already meeting to work on our entry but they need your suggestions. If you have any ideas, please contact Ken Jones at 864-4376 soon.

UPCOMING TRAINING.

There has been a hotline training scheduled for March 10-12. This will be the first training we have had in some time so please plan to attend. Notices for the exact times will be posted on the hotline bulletin board. Please sign up soon.

BE A BUDDY.

As you know a new Buddy Program has been started by the Hotline staff. The program matches veteran hotline operators with newly trained volunteers. Buddies take the new operators through their first few shifts by answering questions and letting them listen in on

hotline calls. Newly trained volunteers no longer have to jump right in on calls but have the opportunity of easing in and feeling comfortable with their responses before taking calls. More Buddies are needed however, so if you can help please contact Beth, Hector or Deb at the Hotline and let them know you are interested. You'll need only attend one meeting every other month and you'll help new volunteers tremendously.

PWA SWITCHBOARD.

Are you aware of what the PWA Switchboard is all about? Have you noticed those other operators in the alcove off the Hotline? Have you referred callers to them?

The PWA/PWARC Switchboard is an arm of the Hotline, funded by the SFAF. The Coordinators, Etienne Hafs and Henry Chance, have a staff of 22 volunteers, all PWAs or PWARCs. These volunteers not only take calls on the Switchboard but also work on a number of special projects benefitting the Switchboard and the Hotline. Current projects in the works include a Diseases and Treatments Manual and a Directory Project. Volunteers are phoning all numbers in the Hotline Manual, verifying the information. The updated directory will be

organized alphabetically by organization/business and by category (eg. Hospitals, Dentists, etc.).

The PWA Switchboard @ 861-7309, is staffed Monday-Friday from 9-6 and Saturday from 11-5. The main objective of the Switchboard is to provide emotional support to PWAs and PWARCs, as well as information and referrals. More volunteers are needed, especially people of color and spanish speaking operators. If you are a PWA or PWARC, and would like to be a part of this worthwhile operation please call the Switchboard.

CORRECTION.

Last issue we inadvertently listed Michele Arnaudies and Scott Rubin as part-time employees of the Hotline. They are in fact full-time. That must be why we see them there so often. Sorry about that!

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HOTLINE ADVISORY COMMITTEE NEWSLETTER: March 1989 Issue No.3

RESTRUCTURING OF HOTLINE

We've been continuing discussions about the restructuring of the Hotline. Ideas include combining the Spanish Operator positions with more of a supervisory role, allowing Beth to move more into her role as coordinator. We also see implementing the concept of having teams of volunteers working in a self-directed way on a project-by project basis, to help staff with the workload and to get some things done we've always wanted to get done. We also see Shift Leaders as playing a major role; we see them more as Team Leaders or Facilitators; sort of the role of mid-level volunteer supervisors, and perhaps even as non-telephone-answering positions. **Stay tuned for your Needs Assessment Survey**, which will be coming to you by 2/27. Fill it out and turn it in; this is the way you can make a real impact on the future of the Hotline! **Due 3/12.**

MANDATORY SHIFT LEADER MEETINGS

Tuesday 2/28

Tuesday 3/14

WHY IS THE PHONE LOG THERE?

We got a suggestion in the ol' box asking about the categories on the tally sheet. We asked Beth to explain. She says the tally sheet is primarily for internal use by the Education Department, and that it mimics their targeted risk groups. The info we gather here helps them see who we're reaching. The county of origin and phone trunk info is data gathered for funding reasons. All of the data is tallied by hand, so many more categories would be overwhelming for operators and data gatherers alike. However, if you note a major trend that is not being recorded on the sheet, it would be great if you wrote up your idea on a Comments/Complaints form. Thanks.

NEWSLETTER MTG WEDNESDAY 3/15 at 7pm

OK, kids, here's your chance to give us your two cents and get some communication going here at the ol' Foundation. If you are interested in working on the new-and-improved SFAF volunteer newsletter, come to this meeting! Let's get something really good going and develop a way to stay in touch with what's going on at the Foundation and with other volunteers. The meeting is open to all! We'll be meeting here at 333 Valencia. See all you future Liz Smiths there!

HECTOR CARRILLO TO BEGIN LOA

Hector will be taking a working vacation from 3/1 through 6/25. He'll be working with Horacio on a paper for the National Gay and Lesbian Health Conference in SF in May. The subject is AIDS education for gay Latinos. Hector may also be doing AIDS trainings for the Mexican government. After all this productivity he'll go on vacation to South America. See the Encyclopedia for a message from Mr. Carrillo. We want to thank him for his input to the Advisory Committee and wish him the best on his travels!

*JERRY BURNS
4/3*

BIRTHDAYS!!!

Che Caldwell (Tue 12-3/Wed 9-12) 2/21

Keith Lowery (Sun 11-2/Fri 6-9) 3/3

If you know there's a birthday on your shift, send us a note via the suggestion box. We all love yet another opportunity to wallow in pizza and Just Desserts!

YEARBOOK

Thanks to those amazing yearbook kids for their brilliant idea for a way we can get to know and remember everyone in the SFAF. Now, if you haven't sent your photo in, **get it together!** And if you have any photos or skills you can add, call Don 731-8465, Maureen 481-0755, & Barry 648-1264. 