

# Frequently Asked Questions Regarding Project Referrals



## Who operates Carolina Cross Connection?

CCC is ultimately operated by a Board of Directors and a full-time Administrative staff. We hire college-aged staff to run each of our four camp locations. These are the people with whom you will have the most direct contact.

## Who does the work?

A group of 8-10 volunteers will complete each project. These groups consist of 6-7 high school and college age students and 1-2 adults. Our volunteers are usually not professional carpenters. Our summer staff, who have been trained by a general contractor, strive to follow building codes as written by the state and local level. The staff will plan, oversee, and follow up with each project to ensure it is to the satisfaction of the person we work for.

## What are the requirements for CCC's services?

There are no formal requirements for people we will work for. We work for people of varying incomes, ages, genders, races, family situations, etc. We do, however, want to ensure that the homes we send our groups are safe environments, free of any evidence of drug/alcohol abuse, child abuse, etc. We also want to ensure that we work for folks who have real needs, whether those are financial, physical, emotional, spiritual, etc. Each home we work in must pass be free of anyone registered in the Sex Offender Registry (NC and National).

## How do you decide who to work for?

We try to work for a variety of people and work on a first-come, first-served basis; however, this is not always the case. There are various factors that play into our decision making, such as the duration and severity of a project, budgeting allowances, the interaction of a family (if we don't feel it is a safe and suitable environment for our campers we may choose to not work for them), etc.

## Who pays for the projects?

CCC offers its services free of charge to families and individuals who need assistance. Materials such as lumber and paint are provided through the generous giving of

businesses and individuals in each community we serve! We accept donations from the families we work for, but they are never obligated to pay for the materials. We also welcome donations from the contacts that refer families to us. Other funding for CCC comes from camper fees, private grants, foundations, and other donations.

### **Do I need to have permission from the client before referring them to CCC?**

We leave that between you and your clients, however, we would prefer that you let them know that you will be speaking to CCC before making a referral. This helps us build our credibility and protects families' privacy. We do accept direct phone calls from clients, and will often work for people who refer themselves. However, we prefer to know that a referral has come from a safe source.

### **Can I be guaranteed that a referral will be worked for?**

Due to the volume of referrals we receive from many agencies, it is impossible for us to work for everyone referred to us. In the unfortunate case that we are unable to work for someone, we will notify both you and them. In most cases, these folks will become a priority for us for next summer. In some cases, we will not be able to work for a family if the project is beyond our capabilities.

### **Do you only work at residences?**

Most of the time, yes, we work on residences. From time to time, we have also done repairs at a community center or a church. Our only request in such scenarios is that our volunteers will be able to have interaction with the people that these projects will benefit, all day long. We want our volunteers to not only have the opportunity to do the work, but have the chance to meet and form a relationship with the people in the communities we are serving.

If you have further questions, please email us at [referral@carolinacrossconnection.org](mailto:referral@carolinacrossconnection.org).