HOPE VI Community and Supportive Services Sustainability

Developing Partnerships for Internships, Title V Work Programs, Volunteers and a Strong Coalition of Service Providers
City of Phoenix CSS Program

**Paid Staff**
- 1 Coordinator
- 4 Caseworkers
- 1 Part-time caseworker
- 1 Part-time secretary
- 1 Part-time lab facilitator
Internships/Work Study/Work Programs

Non-Paid Staff/or paid from other resource:
- 7 Arizona State University Social Work Interns
- 1 Urban Study Student Intern
- 2 Work Study Students (High School Program)
- 3 Title V Older Worker Childcare staff
- 3 Work Study reception/secretarial staff from Phoenix Job Corp
- 2 Work Study Security Guards from Phoenix Job Corp
- Summer Youth Employment Program
- Volunteer Staff
Development of Partnerships

- Decide on programming needs
  - Casework Services
  - Secretarial/Reception Needs
  - Computer Lab
  - Childcare needs
  - Security Needs
  - One-Stop Employment Needs
  - Classes
Community Resources

- Evaluate Community Resources
  - School of Social Work
  - Work Study Programs
  - Job Corp Programs
  - Community Volunteer Programming
  - Other Community College or University internship Programs
  - Other social service, work and educational programs
  - Be creative in your choices
Development of Volunteer Program

- Survey community interest
- Work with Management Team for residents who need volunteer hours
- Provide a framework complete with policies and procedures
Strengths of Study/Work Placement Programs

- Increases staff and programming capacity
- Provides a learning opportunity and completion of degree requirements
- Provides volunteers and students with on the job “work experience”
- Provides “letters of recommendation” for future employment
- Students/workers bring different “experiences” and “ideas”
- Students/workers are able to evaluate the existing program from an “outside" perspective
- Creates diversity
Limitations

- Non-paid staff will sometimes call in absent
- Volunteers/students don’t often treat placement as an employment reference
- Commitment/initiative is sometimes not there as students/workers often have many other “demands” and internship/work study comes last
- Students/workers are often tired after another job and or school
- Hours are limited
- Need to provide supervision
Tips for Success

- Develop orientation for new workers, volunteers, interns
- Provide scheduled supervision time
- Remind staff that this is a “job reference”
- Share the success stories of prior workers, volunteers, interns
- Reward your workers/volunteers
Partnership with Community Agencies/Coalition of Service Providers

- Identify community needs
- Develop strong partnerships with existing community agencies
- Develop a strong Coalition of Service Providers
- Limit meetings (we meet quarterly)
- Develop a good email network
Partnership with Community Agencies/Coalition of Service Providers - Cont.

- Continue to examine social service needs via focus groups and surveys
- Seek and write grants together with Coalition providers
- Provide space at your center for partners
- Attain future commitments to serve the HOPE VI Community
- Host joint community fairs, job fairs etc. with partners
Questions

Thank you all for your attendance

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