

# 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



# HOPE VI CSS Sustainability

 Questions

 Thank you all for your attendance

City of Phoenix HOPE VI

Community and Supportive Services Program

1150 South 7<sup>th</sup> Ave

Phoenix, AZ 852007

602-534-2043

[zona.pacheco@phoenix.gov](mailto:zona.pacheco@phoenix.gov)

