

## Information for Referral Partners

A leader in employer-driven training, job placement, and advancement for New Yorkers living in poverty, HOPE is an evidenced-based program. We use data on employers' changing needs and on clients' assets and demographics to maximize our job placement and advancement outcomes. HOPE aims to assure the continuous development of its practice and that of the field by engaging with the broader community of stakeholders. Our goal, as stated in our recently-finalized 2011-2016 Strategic Plan, is to work toward one-year job retention and wage increases for all of our graduates.

Two programs help students find, keep, and advance in jobs. They are **free of cost** to students.

- **HOPE works** is a 35 hour/week, 12-week work-readiness training program. Students improve time management, communication, interpersonal, problem-solving, and other work readiness skills. They receive hands-on training in computers and reading, math, and writing (including GED preparation for those without a degree). Students do comprehensive career assessment and exploration to develop a challenging, realistic short- and long-term career goal. They complete a 200-hour internship to gain work experience, build references, and practice new skills.
- **GROCERY works** is a 35 hour/week, 8-week training program for grocery store and other food retail careers. Through role plays, research, store visits, guest speakers, and on-the-job training, students develop customer service skills, and learn decision-making, cashiering, stocking, product recognition, and food safety skills. Students complete 60 hours of on-the-job training in a store, restaurant, or cafeteria.

HOPE provides services Monday through Thursday, 8AM – 7:30PM and Friday 8AM – 5PM. (Evening hours enable working graduates to receive services.) Services include mental health counseling, breakfast and lunch, and access to computers, phones, and fax machines for job search. Students have an opportunity to get a Food Handler's License and to complete OSHA 10 General training.

Once employed, students have access to retention and advancement services, which include alumni nights, career advancement planning, job mentoring and coaching from our professional staff, and modest incentives.

### How do we assist students?

Services – many of which are specifically designed to meet the needs of students with criminal and/or substance abuse backgrounds – include:

- Comprehensive **assessment** that includes psychological and literacy testing and an evaluation of prospective students' legal, vocational, literacy, and case management needs
- Classes in self-presentation, workplace etiquette, and other **skills to get and keep a job**
- Individualized support in creating **resumes, cover letters, and employment applications** that will stand out from the rest
- **Interview preparation** and practice – specifically geared to help students anticipate and answer questions about convictions, periods of incarceration, and gaps in work history
- Assistance in requesting, understanding, and repairing NY State and Federal **RAP sheets and consumer reports**
- Workshops and coaching on communicating job readiness progress to supervising officers, demonstrating your rehabilitation, and confronting other issues related to employment and convictions

- **Work internships** that provide students with recent work experience, references, and a chance to practice what they learn in the classroom.
- **GED preparation and practice** and GED test scheduling for those who need it
- Ongoing relationships with employment staff skilled at job coaching and matching students' interests and abilities with specific employers
- **Interview opportunities with employers** who understand the benefits of hiring individuals from diverse backgrounds
- Post-placement support and incentives to encourage **job retention and advancement**
- Referrals to partners providing parenting classes, drug and alcohol treatment, health services, housing placement assistance, benefits screening, and more.
- Supportive services (mental health counseling, meals, transportation for those who qualify, assistance, etc.) to reduce many of the traditional barriers to getting and keeping work

### Who do we serve?

HOPE serves 225 students in its work readiness program each year. Another 475 graduates take part in GED, computer, and retention and advancement services. Some students are recently dislocated workers, and others are formerly incarcerated. Some are grandparents, and others are high-school aged. Roughly

half have GED's or high school diplomas. More than half have substance abuse histories, and half have criminal backgrounds. 60% percent do not have their own homes. 20% have never worked. **All** students want to change their lives through work. Students' motivation and HOPE's resources mean positive change.

#### Help us help your clients. Please:

- Use the checklist below to refer only qualified candidates – we dislike having to turn applicants away.
- FAX or email a **referral form** for each client before they attend info session, so we know who to contact to share information.
- Ensure clients have a TB test and ID to show they can work in the US before they apply. We cannot accept students without these documents.
- Encourage clients to schedule appointments outside of training hours. Like employers, we value greatly timeliness and attendance.
- Contact HOPE staff in advance if a client will be unable to attend HOPE for any reason on any day, or if she will be late.
- Remind your clients that HOPE requires all students to attend all classes, participate fully in all activities, and develop new skills.

#### How can I refer clients?

Our referral form is located on the HOPE website under the Training Program tab. **Please complete a referral for each client you**

**direct to an information session (Tuesdays/Thursdays at 8:45am) so that we can communicate with you about enrollment and job placement outcomes.**

### What happens after I make a referral?

- 1) **Information sessions** - Happen at HOPE on Tuesdays and Thursdays at 9 AM -no appointment is necessary. Applicants tour HOPE, meet staff, learn about the program and curriculum, complete an application and a reading and math assessment, participate in group activities, and meet other prospective students. Information sessions last 4-5 hours. **Please send us a referral form for each person you refer. Students must have ID to show that they are able to work before they apply and must arrive before 9 AM to be able to attend.**
- 2) **Individual interviews** – After information session, students return for an individual interview with a HOPE staff member. Applicants must be on time to be interviewed.
- 3) **Letters** – HOPE admits students on a rolling basis. When send us a referral form, we will tell you if we accept clients who you refer. Students who do not meet requirements (**see page 1**) will be referred to another resource. **Once they receive their letter, accepted students must call HOPE to confirm their seat in the class. Students without a recent TB test will be put on our waitlist.**

### Where do activities take place?

All activities take place at HOPE (1 Smith Street, between Fulton and Livingston Streets) in downtown Brooklyn. We are easily accessible by most major subway lines. We serve students from all five boroughs, Long Island, and New Jersey.

### Who should I refer?

HOPE assesses applicants individually before accepting them. Potential students must:

- Be ready to work full-time when the opportunity comes
- Be ready to do all parts of a full-time 35-hour/week program
  - Full-day work readiness training
  - An unpaid work internship
  - Twice weekly computer classes
  - Workplace math and reading classes (or GED preparation)
  - Intensive, full-time job search that begins when training ends
- Have stable housing and child care solutions in place before class starts
- Have at least four months of clean time from all substances
- Be able to read and write in English at a 5<sup>th</sup> grade level (6<sup>th</sup> grade for *GROCERY works*)
- Be 18 years or older
- Have proof of a PPD test within the past six months
- Have identification to show ability to work in the US
- In addition, *GROCERY works* applicants must be able to work flexible hours (including nights and weekends) and be available to work part-time hours to start.

### With questions:

Elizabeth Conde | Intake and Recruitment Coordinator

P: 718-852-9307 x22 | E: [econde@thehopeprogram.org](mailto:econde@thehopeprogram.org)

### THE HOPE Program – Awards and Accolades

- Selected as one of 25 organizations nationwide for the Aspen Institute's competitive Sector Skills Academy, based on innovative approach to food retail training.
- Featured in
  - New York City Council Speaker Christine Quinn Press Room
  - NY1 "Top Stories"
  - AOL's Patch.com
  - Brooklyn Independent Television
- Robin Hood Foundation's Hero Award
- "Best in America" Seal of Approval from the Local Independent Charities of America
- Charity Navigator 4-star rating in 2008, 2009, 2010 and 2011
- Meets all standards of the Better Business Bureau



## Job Readiness Checklist (HOPE works)

\* HOPE staff will use this checklist to monitor your progress while you are at HOPE \*

\* Please look at it regularly to measure your own progress \*

<b>Skill</b> <i>(check off as you complete each one)</i>	<b>Week Completed</b>
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### ***Attendance and Punctuality Skills***

<input type="checkbox"/> Review and sign HOPE's Student ("Employee") Handbook	
<input type="checkbox"/> Arrive on time for all classes and activities	

### ***Communication Skills***

<input type="checkbox"/> Use active listening skills	
<input type="checkbox"/> Give and accept feedback from peers and supervisors	
<input type="checkbox"/> Work in teams making sure that everyone participates	
<input type="checkbox"/> Make relevant and concise comments in class discussions	
<input type="checkbox"/> Demonstrate customer service through body language and greetings, questioning, active listening, and summarizing	
<input type="checkbox"/> Explain the supervisor's role & how to work with different management styles	

### ***Technical Skills***

<input type="checkbox"/> Take notes during classes to remember main ideas and "to do's"	
<input type="checkbox"/> Use a decision-making model to solve problems	
<input type="checkbox"/> Complete two Performance Assessments with your teacher	
<input type="checkbox"/> Complete post TABE testing	

### ***Interview Skills***

<input type="checkbox"/> Answer common interview questions using three-step method	
<input type="checkbox"/> Answer the "conviction question" effectively (if applicable)	
<input type="checkbox"/> Participate successfully in an Interview Project	
<input type="checkbox"/> Participate in a panel interview	
<input type="checkbox"/> Participate in a group interview	
<input type="checkbox"/> Participate in an internship interview with an HOPE Partner	

### ***Portfolio Skills***

<input type="checkbox"/> Finalize a HOPE approved resume	
<input type="checkbox"/> Finalize a thank you letter (email and paper)	
<input type="checkbox"/> Finalize a cover letter in response to a specific job	
<input type="checkbox"/> Create a list of employment references, and prepare them to represent you	

### ***Job Search Skills***

<input type="checkbox"/> Identify a short term and a long term career interest	
<input type="checkbox"/> Describe your unique transferable skills	
<input type="checkbox"/> Demonstrate how to leave a professional voicemail	
<input type="checkbox"/> Demonstrate how to leave professional outgoing voicemails	
<input type="checkbox"/> Complete a HOPE internship application	
<input type="checkbox"/> Dress in interview attire on Wednesdays	
<input type="checkbox"/> "Pound the pavement" (i.e. apply to at least two jobs online or in person)	
<input type="checkbox"/> Complete a telephone interview/pre-screening	
<input type="checkbox"/> Make a professional phone call to an employer/internship provider	
<input type="checkbox"/> Demonstrate how to "meet the manager"/ask for an application in person	
<input type="checkbox"/> Request RAP sheet	
<input type="checkbox"/> Explain several ways to get and follow up on job leads	
<input type="checkbox"/> Create a job search/professional development action plan & SMART goals	

## WEEKLY CLASS SCHEDULE

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
9-10am	<b>Check-In</b> Quote of the Day <i>(Classroom)</i>	<b>Check-In</b> Quote of the Day <i>(Classroom)</i>	<b>Stress Management</b> <i>(Classroom)</i>	<b>Check-In</b> Quote of the Day <i>(Classroom)</i>	<b>Check-In</b> Quote of the Day <i>(Classroom)</i>
10-11am	Introduction - Interviewing With a Customer Service Mindset <i>(Classroom)</i>	Internship Overview Workshop <i>(Classroom)</i>	<b>Group B Humanities</b> <i>(5<sup>th</sup> Floor)</i> <b>Group A Math</b> <i>(Classroom)</i>	<b>Guest Speaker:</b> Interview Non Verbal Skills (workshop with classes 144-146)	<b>Financial Workshop:</b> Checking Your Credit Report
11-12 Noon	Men's and Women's Groups <b>Mental Health</b> <i>(Classroom/5<sup>th</sup> Floor)</i>	Interviewing With a Customer Service Mindset <i>(Classroom)</i>	<b>Group B Humanities</b> <i>(5<sup>th</sup> Floor)</i> <b>Group A Math</b> <i>(Classroom)</i>	<b>Guest Speaker:</b> Interview Non Verbal Skills (workshop with classes 144-146)	<b>Financial Workshop:</b> Checking Your Credit Report
12-1pm	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>
1-2pm	<b>Group A Humanities</b> <i>(5<sup>th</sup> Floor)</i> <b>Group B Math</b> <i>(Classroom)</i>	<b>Computer Class</b> – Introduction to Excel <i>(Computer Lab)</i>	<b>HOPE Portfolio Review</b> • Cover Letter • Reference Page • Thank You Letter	<b>Computer Class</b> – Excel, Data Entry <i>(Computer Lab)</i>	<b>Job Search Online Workshop</b> – Finding Job Opportunities <i>(Computer Lab)</i>
2-3pm	<b>Group A Humanities</b> <i>(5<sup>th</sup> Floor)</i> <b>Group B Math</b> <i>(Classroom)</i>	<b>Computer Class</b> – Introduction to Excel <i>(Computer Lab)</i>	<b>HOPE Portfolio Review</b>	<b>Computer Class</b> – Excel, Data Entry <i>(Computer Lab)</i>	Working & Writing on HOPE Portfolio • Cover Letter • Reference Page • Thank You Letter
3-4 pm	Job Security Get Cultured – Role Plays <i>(Classroom)</i>	<i>Voices of HOPE Interview Preparation (videotaped sessions and feedback)</i>	On the Internship – Case Studies and Scenarios	<b>Group A Humanities</b> <i>(5<sup>th</sup> Floor)</i> <b>Group B Math</b> <i>(Classroom)</i>	Working & Writing on HOPE Portfolio • Cover Letter • Reference Page • Thank You Letter
4-5 pm	Job Security Get Cultured – Role Plays <i>(Classroom)</i>	<i>Voices of HOPE Interview Preparation (videotaped sessions and feedback)</i>	Filling out Internship Timesheets	<b>Group A Humanities</b> <i>(5<sup>th</sup> Floor)</i> <b>Group B Math</b> <i>(Classroom)</i>	Anger Management Workshop <i>(Classroom)</i>
<b>5pm-7:30pm</b>	<b>OPTIONAL: Evening Computer Hours</b> <b>OPTIONAL: GED Preparation and Practice with staff and HOPE volunteers</b> <b>Remember! See the Computer Instructor to find out about how HOPE can help you prepare to pass the Food Handler's Licensing Exam.</b>				

*"HOPE is a home for me. Every one is warm and they teach you a lot... time frame, discipline." – HOPE student*

*"My parents, my brothers, my sister... see **how much I've changed and grown**... now I'm focused and can go to a job interview and take care of myself." – HOPE student*