

## Information for Referral Partners

A leader in employer-driven training, job placement, and advancement for New Yorkers living in poverty, The HOPE Program uses data on employers' changing needs and on clients' assets and demographics to assist nearly 3 in 4 of our graduates in permanent employment. Our goal, as outlined in our recently-finalized 2011-2016 Strategic Plan, is to achieve 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 high school equivalency). Students assess their interests and skills and do detailed career exploration to develop challenging, realistic short- and long-term career goals. 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 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. They also receive hands-on training in computers and reading, math, and writing (including GED preparation for those without high school equivalency). Students complete 80 hours of on-the-job training in a gourmet store, corporate cafeteria, social service agency, or restaurant.

HOPE provides services Monday and Wednesday, 8AM – 7PM, Tuesday and Thursday, 8AM – 6PM and Friday 8AM – 5PM. (Evening hours help working graduates to receive services and help students in need of extra time and support to access it.) 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 a 10 hour certification in occupational safety.

Once employed, students have access to retention and advancement services, which include alumni nights, career advancement planning, job 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 significant barriers to employment – include:

- Skills and interest **assessments** that includes psychological and literacy appraisals and evaluations of vocational, legal, 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**
- **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 career coaches skilled at job retention skills, knowledgeable of the NYC job market, and adept at matching students' interests and abilities with the right 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?

In 2012, HOPE will serve 250 students in its work readiness programs. Another 475 graduates will 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.

#### 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 work ID before they apply. We cannot accept students without these documents.
- Encourage clients to schedule appointments outside of training hours. Like employers, we value 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 participate fully in all activities, develop new skills, accept feedback, and have faith in themselves and HOPE's model.

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, willingness to change, and diversity of experience – together with HOPE's resources – create positive outcomes.

#### 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 8:45AM – 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 by 8:45AM 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 next page**) will be referred to more appropriate resources, or invited to join HOPE at a later date. **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 18 years old or older
- Be ready to work full-time after completing HOPE model
- Desire to grow with an employer
- Have a positive attitude and an open mind
- Be able to receive and act on constructive feedback
- Be able to participate in all parts of a 35-hour/week program
  - Full-day work readiness training (9am to 5pm)
  - 200 hour, unpaid work internship
  - 4-6 hours of computer classes per week
  - Workplace math and reading classes (or GED preparation classes)
  - Employer interviews and job search that starts when you graduate
- Have four months clean from all substances
- Be able to show identification that you can 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

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## 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
  - The Wall Street Journal
  - The New York Daily News
  - The New York Post
  - NBC New York Nightly News
- 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 – WEEK 6, HOPE *works*

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
9-10am	<b>Check-In</b> <i>(Classroom)</i>	<b>Check-In</b> <i>(Classroom)</i>	<b>Stress Management</b> <i>(Classroom)</i>	<b>Check-In</b> <i>(Classroom)</i>	<b>Check-In</b> <i>(Classroom)</i>
10-11am	Introduction - Interviewing With a Customer Service Mindset <i>(Classroom)</i>	Internship Overview Workshop <i>(Classroom)</i>	Practice interviews and 1:1 feedback with corporate partners	<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 (Classroom/5 <sup>th</sup> Floor)	Interviewing With a Customer Service Mindset <i>(Classroom)</i>	Practice interviews and 1:1 feedback with corporate partners	<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>	Communication Skills Workshop <i>(Classroom)</i>
5-7 pm	<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*