



**Program:**

Application #: 240887

02/07/2019 8:58 AM

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**Application / Project Name:**

Hope and Opportunity: HopeWorks Work Readiness Training Program - 240887

**Application Party ID:**

239852

**Organization ID#:**

14930

**Please complete the fields below for your organization. If your program is sponsored by a fiscal agent, please complete the information for the sponsor organization.**

**Organization Legal Name:**

HopeWorks, Inc.

**WHEREtoGIVEmidSouth.org Profile URL:**

<https://wheretogivemidSouth.org/guidestar.org/NonprofitProfile.aspx?OrgId=1145760>

**Organization Address:**

P. O. Box 22999, Memphis, TN 38122

**Organization Phone Number:**

901-272-3700

**If your program is sponsored by a fiscal agent, please list the name of your program.**

**Grant Admin Name:**

Carter, Felicia

**Grant Admin Title:**

Grant Admin

**Grant Admin Email:**

[fcarter@whyhopeworks.org](mailto:fcarter@whyhopeworks.org)



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**Grant Admin Phone:**

901-272-3700

**Total Project Budget:**

\$191,869.00

**Grant Amount Requested:**

\$10,000.00

**As stated in the application guidelines, an eligibility requirement for this application is a published, reviewed WHEREtoGIVEmidsouth.org profile for the applying organization. To meet eligibility: if the applying organization needs to submit a new WHEREtoGIVEmidsouth.org profile OR updates and edits to an existing profile, it must be submitted for review by January 24, 2019.**

**I understand this requirement.**

Yes

**As stated in the application guidelines, a representative from each organization chosen as a finalist must give a 3-5 minute presentation at the GiVE 365 Finals event on a weekday evening in early April. (Time and location to be announced soon.)**

**I understand this requirement.**

Yes

**Has your organization ever received a GiVE 365 grant?**

Yes

**Please provide a brief 2-3 sentence summary of your project for use in communications with GiVE 365 members and for The Finals event printed program, should your application be chosen. (The description may be edited by staff. A Finals event program example can be found on the GiVE 365 webpage.)**

HopeWorks provides job training and assistance with job placement to improve the lives of vulnerable and incarcerated Memphians. During almost 30 years of service, more than 1,300 men and



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women have graduated from HopeWorks' Personal and Career Development program. The program teaches life skills, workforce readiness, computer basics, and money management; assists with job searches; arranges internships; and provides personalized case management for each participant.

**Please describe the project or program for which you are seeking funding and how it addresses the grant theme, Pathways to Success: programs that provide workforce training and career development.**

For over 30 years, HopeWorks has provided Memphians in need with adult education, personal development, and career training opportunities. HopeWorks' Personal and Career Development (PCD) program provides work readiness training classes to students at its Summer Avenue location and at the Shelby County Division of Corrections (SCDC). In 2018, the program served 214 people and had 163 graduates.

The Personal and Career Development program teaches students social and occupational skills and provides them the support needed to find and keep employment. Classroom instruction covers a wide range of topics. Work readiness instruction includes conducting a job search, writing a resume, completing an application, and having a job interview. Life skills instruction addresses communicating effectively with bosses and co-workers, handling criticism, and financial literacy. Summer Avenue students also take computer skills classes and those who do not have a high school diploma or are English learners can attend adult education classes for 6 hours per week in addition to their other training.

Over the course of the program, class instructors assist students with career research and job searches. Most Summer Avenue students complete an 80-hour internship with an employer in the community. This opportunity gives the student job performance feedback, work experience, and a reference for future job applications. HopeWorks provides graduates with follow-up services which can include new job leads, assistance updating resumes, and referrals to community resources that assist with housing, transportation, and addiction treatment.

All students receive support tailored to fit their needs during and after the program. Individual and group counseling sessions allow students to explore and address personal issues related to work readiness. Community volunteers serve as mentors and offer advice and encouragement to students as they move through the program and onto work. Each student is assigned a case manager who will discuss the student's career goals, track their progress, and remain in contact to answer questions and link graduates to local services as needed. We understand the importance ongoing support plays in each individual's long-term success.



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HopeWorks also provides workshops for employers. Sessions include effective communication with employees, team building activities, and how to stabilize their workforce.

**What is the target population(s) addressed by your program or project?**

Our target population is adults who experience chronic unemployment as the result of a variety of social and economic barriers or incarceration.

**How does your program specifically address the needs of this target population? Do you partner with any other organizations to further address these needs?**

The majority of PCD participants live in poverty and have barriers to stable employment that include lack of a high school diploma; limited access to transportation, stable housing, or childcare; and previous incarceration. We help students find success by addressing these and other issues.

For at least one year after program graduation, HopeWorks case managers provide guidance to graduates as they transition from training to work and direct them to community resources to address personal needs. The case manager receives weekly progress reports from both the graduate and employer. Students also communicate with their mentor and HopeWorks provides ongoing counseling. For incarcerated participants, HopeWorks utilizes intensive case management to help individuals prepare for release and help reduce recidivism.

Local nonprofits and social service agencies provide students with supplies and services. Our partners include Case Management, Inc., Dress for Success, Forgiveness House, Memphis Union Mission, MIFA, Moriah House, and Women Ablaze. These organizations offer health care, provide clothing for job interviews, connect students to affordable housing, provide substance use and mental health services, and serve free meals. HopeWorks volunteers donate health and hygiene supplies, work as mentors, and serve at special events. Local businesses provide internships for students and employers work with HopeWorks' job placement staff to help improve job retention rates of graduates.

**During the grant period, approximately how many community members will be served by this project or program?**

160



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**The grant period extends from May 2019 to April 2020. Please provide a timeline or important dates for the proposal within this date range.**

The Personal and Career Development program is an established program and will not require time for planning or implementation. HopeWorks' Summer Avenue location offers seven classes per year, four for male students and three for men and women. At SCDC, HopeWorks offers three men's and two women's classes. Maximum enrollment is 25 students per class. New classes start approximately every six weeks. Individuals interested in enrolling are scheduled for an interview with a program instructor followed by an interview with a counselor. New students are placed in an upcoming class as appropriate. Students attend classes five days per week for nine weeks. Over the course of 12 months, we expect to enroll between 180 and 200 students in the PCD program. Our average dropout rate is 33%. Instructors monitor student attendance and follow up with students who stop attending classes to determine the reasons they have stopped attending and whether a different class would be more suitable for their needs.

A graduation ceremony is held at the conclusion of the nine-week program. Students then go on to internships which typically last two weeks, with students working 40 hours per week. Some students receive job offers following the internship. Others return to HopeWorks to meet with their case manager or the job placement specialist to review employment opportunities, consider a specialized job training course, or continue their education in order to improve employment options.

**Please detail the staff members and/or volunteers who will run this project or program during the grant period.**

The Personal and Career Development program is managed by a program supervisor who oversees staff and program operations. The program has three classroom instructors, two trained counselors, a case management supervisor, two case managers, and a job placement specialist. The program has 50 volunteers who mentor students and provide lunches. Instructors, counselors, and case managers work at both program locations.

**How and when will you evaluate your program or project?**

HopeWorks uses a database to store student information and track progress. For each student we collect contact information, educational attainment, career goals, and barriers to steady employment. This data helps us determine student needs and assist them during and after the program. Case managers track student progress from enrollment through graduation, their internship, employment, and beyond. We generate reports on the number of individuals served, number of graduates, contact with partner organizations, students employed or continuing their education, and offender recidivism rates. Program evaluation is done annually as part of planning for the upcoming year.



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In the classroom, program instructors measure and evaluate student success and record case notes. Students are given intake surveys which detail knowledge and interests and exit surveys asking for feedback on program impact. These records are used to determine successes within the classroom and areas in need of improvement.

**Define success for your project by the end of the grant period. What goals do you have to measure effects or outcomes for participants?**

Between May 2019 and April 2020, HopeWorks will provide at least 180 people work readiness training through the Personal and Career Development program. (Participants who enroll in February 2020 or later in the grant period will not graduate prior to April 2020.) We expect 70% of those graduating from the work readiness training class will obtain employment or go on to post-secondary education or specialized job training. HopeWorks will provide ongoing support services to all graduates of the program, whether that be through further job searches, assistance with resumes, adult education classes, or case management and counseling.

Students are interviewed prior to beginning the program and share personal needs, career interests, and barriers to maintaining steady employment. Case managers and the job placement specialist review this information to ensure that we have helped the student address specific needs or linked the student to organizations that can provide assistance. We maintain details on student education and employment and will track and measure class attendance, graduation rates, successful employment, retention of employment and advancement within jobs, further education, linkages to local service providers, and when appropriate, recidivism. This data provides an overview of student outcomes, program success, and areas in which we can better serve program participants.

**Define long-term success for your project. What do you expect the long-term effects or outcomes to be for participants?**

The Personal and Career Development program has been in operation since 1988. During that time, 1,300 men and women have graduated from the program. Our goal is to provide students with the skills to find and keep jobs and to advance in their workplaces. We aim to have 70% of students employed by program completion and to see 50% of those graduates employed one year later. Long-term success would see program graduates improve their self-confidence and decision making; achieve stability in their lives (whether that relate to personal safety, housing, food security, or employment); move out of generational poverty; and take responsibility for their future success. For previously incarcerated graduates, we hope that the linkage to service agencies, creation of a support network, and a stable routine will result in reduced recidivism. HopeWorks is always open to



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graduates should they wish to return for continued education, counseling, or assistance with career development.

**In order to keep GiVE 365 members informed of the grant's progress, grantees are required to provide brief updates that can be shared with members three times in the twelve-month grant period. Will you be able to provide updates on the project that can be shared with GiVE 365 members through some or all of the following methods: social media, photos/videos, site visits, etc.? Creativity is highly encouraged. Please explain how you plan to share about the project.**

HopeWorks maintains a Facebook page through which current and former students post stories about their experiences as students and the effect that participating in the PCD program has had on their lives.

HopeWorks would be happy to provide video of classroom instruction or interviews with students and graduates. We welcome site visits and can introduce instructors and students and provide a tour of the Summer Avenue facility and program resources. GiVE 365 members are also welcome to attend a graduation ceremony.

**Please remember to provide a project budget by uploading it in the Application Uploads table once you have saved this form.**

**Full Name of Executive Director or Authorized Signer:**

Ron Wade

**Date:**

2/7/2019

HopeWorks, Inc.

# Budget for HopeWorks

## Budget Narrative:

Direct program costs for the work readiness training program at Summer Ave and SCDC include salary for three full-time instructors and 2 part-time licensed counselors. The counselor's responsibilities include facilitating group and individual counseling sessions. HopeWorks is requesting funding to cover 25% of a counselor salary for the Summer Ave classes.

General operating costs for the program include bus passes, internship stipends, and lunches for participants, as well as office supplies, drug testing kits, and graduation supplies. HopeWorks is requesting funding for 700 daily bus passes (\$3.50/day), which will provide transportation for 15 students for the entire 9-week PCD class and drug tests for 100 students (\$25/test), which are a program requirement for the Summer Ave classes.

Program administrative costs include shared expenses such as utilities, internet access, telephones, printing, postage, and repairs/maintenance.

<b>GiVE365 Budget</b>					
	Expenses		Revenue		Total
			GiVE 365	Other Support	
<b>Direct Program Costs:</b>	\$146,801.00		\$5,000.00	\$141,801.00	\$146,801.00
<b>General Operating Costs:</b>	\$24,511.00		\$5,000.00	\$19,511.00	\$24,511.00
<b>Program Administrative</b>	\$20,557.00			\$20,557.00	\$20,557.00
<b>Total</b>	<b>\$191,869.00</b>				<b>\$191,869.00</b>