

Yale University

President's Public Service Fellowship

Proposal for Fellowship Placement Summer 2024

Organization information

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| <i>Name of organization</i> | New Haven Works |
| <i>Full street address</i> | 205 Whitney Avenue, Suite 106, New Haven, CT 06511 |
| <i>Website or link to social media page</i> | www.newhavenworkspipeline.org ; www.instagram.com/newhavenworks |

PPSF Fellow's direct supervisor

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| <i>Name</i> | Jon-Anthony Avila |
| <i>Title</i> | Operations Manager |
| <i>Cell phone number</i> | (929) 678-2163 |
| <i>E-mail address</i> | jonanthony@newhavenworkspipeline.org |

What is the best way for prospective student applicants to contact you with questions about your proposal?

- Send an e-mail to set up a 15-meeting phone call to discuss

Placement dates (8-11 weeks between Tuesday, May 28, 2024 through Friday, August 9, 2024)

Tuesday, May 28 to Friday, August 9, 2024

Are placement dates flexible? Are there any dates on which your Fellow must work?

Yes, the dates are flexible. No, there are no particular dates that we foresee.

Proposed work schedule (*work week should equal (and not exceed) 37.5 hours per week*)

Usually Monday through Friday, 9 am – 5 pm (37.5 hours). In order to help with outreach at some community events on Saturdays and Sundays, we may ask the Fellow to work on approximately two Saturdays or Sundays for 2-4 hours each. Their hours on weekdays will be reduced when they work Saturday/Sunday, in order to flex their time to be no more than 37.5 hours for that week.

If a hybrid schedule is offered at your site, please describe:

The Fellow may have the option to work remotely on Fridays, at the discretion of their supervisor.

Organization description

New Haven Works is a partnership between government, community, labor and the private sector to strengthen the middle class in New Haven. In 2013, major employers, unions, and elected city officials collaborated to create New Haven Works, a city-wide partnership to ensure that regional employers and businesses have access to a local talent pool and that qualified city residents have access to good jobs. New Haven Works seeks to: build a talent pool for regional businesses by recruiting, preparing, and screening city of New Haven residents for available jobs in growth occupations; collaborate on career pathways in construction, healthcare and educational services to meet employer demand for a skilled workforce; create access to regional jobs for city residents by collaborating with employers to ensure that local residents successfully navigate pathways to employment. We work with New Haven adults(at least 18 years old) who have at least a high school diploma.

Write a 1-2 sentence summary of the work that the Fellow would be conducting.

The Fellow will provide program support to New Haven Works' community engagement and recruitment, communications, and member services. Key deliverables will be recruitment of residents with interest in high-demand occupations, an informational event/career fair, a collection of member testimonials for social media/communications use, and engagement with NHW members to confirm their retention of jobs.

Write a more complete description of the specific project you propose and list the duties/outcomes expected of the Fellow.

New Haven Works' primary program is to place New Haven residents into jobs with regional employers. Our doors are open to anyone who is 18 or over, has a high school diploma or GED, and can prove local residency and work eligibility.

By partnering with major employers and small businesses in South Central Connecticut, New Haven Works identifies job openings for its members, follows a mutually designed process of referring candidates to employers and ensures that regional employers have access to qualified, pre-screened, and referred local applicants. New Haven Works utilizes Job Coaches who support candidates while they are on the job by ensuring that workers have transportation options, arranging for mentor support, and communicating with and receiving feedback from supervisors – all of which increases the likelihood of retention.

Since 2020, New Haven Works has partnered with the BioPath Initiative at Southern Connecticut State University (<https://www.southernct.edu/stem/biopath>) to facilitate career pathways for more New Haven residents into the STEM jobs with bioscience companies in the New Haven area. One of New Haven Works' goals is to expand the number of enrolled members with backgrounds and career interests in STEM, and then help to ultimately place these members in bioscience jobs.

The Fellow will serve as a program assistant to the Operations Manager, and directly support services provided by the operations team and job coaching team, including:

- Community Engagement and Recruitment: help to coordinate an in-person recruitment event, such as a career fair; support the recruitment of New Haven residents for in-demand occupations with New Haven Works' partner employers, which may include bioscience and laboratory technical assistance, building maintenance, construction, healthcare support, hospitality and food service, and security services.
- Communications: facilitate meetings with and interview New Haven Works members that have secured permanent jobs and are willing to share testimonials of their positive experience in the program; in collaboration with the New Haven Works operations team, develop creative messaging for social media posts.
- Member Services and Case Management: assist with database management, including review of closed member cases and updates to staff user permissions;

- Assist with retention services, including engagement by phone and/or email with members who have been placed in a regular job to verify retention of the job and offer additional support from the NHW staff; as needed and able, may provide technical assistance to members as they apply to job postings, research jobs, and undertake other job searching activities in the NHW computer lab.

List any specific skills/experience required for the project

- Interest in economic development strategies and/or social services;
- Strong communication and collaborative skills;
- Detail oriented and reliable;
- Work independently and demonstrate initiative;
- Intermediate proficiency with Google Sheets or Microsoft Excel;
- Customer service and/or community engagement experience;
- Experience in the creation of an organization's social media content and posts is preferred;
- Bilingual proficiency is preferred, particularly Spanish.

Additional requirements

No car is required. A background check must be completed by June 11, 2023 before a Fellow can access our database and members' information.

Briefly describe any work that Yale PPSF Fellows and/or Yale students have done with your organization.

In 2020, Kimberly Cruz assisted the organization with the reformulation of the member survey tool and delivery to improve customer service. Two key projects also included:

- Partner Employer Analysis – Evaluated trends, strengths, and areas of opportunity with current partner and participating employers; this included developing an employer survey tool to be implemented by the end of the summer;
- Local employer analysis – Supported our employer outreach strategy by conducting research on local and regional employers who did not yet participate with New Haven Works.

In 2016, Shancia Jarrett was assigned to New Haven Works. She was a tremendous asset as we launched our pilot season of our Construction Careers Pipeline. She also provided additional data support for the Yale University jobs pipeline.

Our Staff and Program Manager, Elias Estabrook, is a Yale College graduate and participated as a PPSF Fellow in 2014 with the Boys & Girls Club of New Haven.