

Yale University

President's Public Service Fellowship

Proposal for Fellowship Placement Summer 2025

Organization information

<i>Name of organization</i>	New Reach, Inc.
<i>Provide the primary physical address where the Fellow will be working during their placement</i>	269 Peck Street
<i>Organization's mailing address (if different)</i>	PO Box 8608 New Haven, CT 06531
<i>Website or link to social media page</i>	www.newreach.org

PPSF Fellow's Direct Supervisor

<i>Name</i>	Terri Hagans
<i>Title</i>	Human Resources Director
<i>Cell phone number</i>	203-492-4866
<i>E-mail address</i>	thagans@newreach.org

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

- Send an e-mail with questions
- Schedule a phone call or virtual meeting.

Placement dates (8-11 weeks between Tuesday, May 27, 2025 through Friday, August 8, 2025)

5/27/25-8/8/25, Office is open M-F from 9:00 AM to 4:00 PM

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

Yes

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

M-F, 9:00-4:00 (we operate at 35 hours per week), plus two and a half hours remote work to equals 37.5 hours per week.

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

Yes. In addition to the 35 hours per week onsite there are two and a half hours of remote work.

Organization description (*mission statement, population served. 1,000 characters or less*)

Since 1990, New Reach has grown from a single ten-bed shelter for women to an established organization of housing interventions and supports delivered by a team of around 90 employees. Our best practice model, commitment to long-term impact, focused strategic planning, and talented leadership are the pillars of our agency that allow us to help thousands of vulnerable households and families throughout Fairfield and New Haven counties each year. Our dedicated staff and leadership team are committed to our mission to inspire lasting independence for all people affected by homelessness, food insecurity, and poverty through a continuum of housing and support using the most innovative, progressive, equitable, and inclusive methods. Our vision is that all children, families, and individuals have a safe, secure, affordable home with the services and supports necessary to achieve a fulfilling and self-reliant life.

Write a 1-2 sentence summary of the work that the Fellow would be conducting (500 characters or less).

The fellow would work within our Human Resources department to help improve employee engagement processes including onboarding, offboarding, and the new hire orientation experience. They would also focus on making recommendations for increasing efficiency including maximizing technology and ensuring a compliant hard and electronic file storage system is in place.

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

Employee Engagement & Experience

- Analyze current onboarding and orientation procedures for new hires, identifying potential improvements
 - Enhance orientation experience for new hires based on analysis of current procedure by coordinating with relevant departments (e.g., IT, Facilities, Hiring Managers) to streamline the first-day experience
 - Use feedback mechanisms to capture improvements in new hire experiences
- Offboarding Process Refinement
- Evaluate current offboarding practices, identifying any gaps in documentation or feedback collection and make recommendations
 - Analyze data on exit interviews to gauge departing employees' reasons for leaving and their overall experience and present to the organization's senior leadership team

Employee Engagement Initiatives

- Research best practices for improving/expanding the organization's engagement committee
- Plan and implement events or resources for employee engagement based on department needs
- Work with cross-functional teams to introduce new engagement tools, technologies, or communication channels that foster inclusivity and transparency

Process Efficiency & Technology Integration

- Develop a plan for maximizing the use of HR technology, exploring automation or AI-powered solutions to streamline repetitive tasks
- Conduct an assessment of the current hard and electronic file storage practices, focusing on regulatory compliance
- Enhance existing electronic filing system to ensure files have proper restricted access controls, are organized, and are archived appropriately

List any specific skills/experience required for the project

- Careful approach to tasks involving compliance, documentation, and reporting to avoid errors and ensure accuracy

- Ability to analyze data from employee feedback, engagement surveys, and process assessments to make data-driven recommendations
- Skilled in process mapping and optimization
- Familiarity with tools used for employee engagement, such as survey software (e.g., SurveyMonkey), communication platforms (e.g., Microsoft Teams), and onboarding platforms.
- Skilled in organizing, prioritizing, and executing projects, particularly those involving multiple departments or stakeholders
- Strong ability to manage time and meet deadlines across different projects and initiatives.
- Experience in collaborating with cross-functional teams, such as IT, facilities, and department managers, to streamline processes and implement new initiatives
- Clear, professional communication skills for developing training materials, presenting findings, and reporting progress
- Willingness to adapt to changing priorities, especially in dynamic environments where process needs may shift

Additional requirements (e.g. a car, weekend working hours, a background check). If a car is required, include information regarding parking arrangements and mileage reimbursement. If a background check is required, share how far in advance this must start before arriving to work at your site. Please note that your organization is responsible for any costs associated with the background check process.

- Criminal background check required 2 weeks before starting

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

We have not had any fellows in the last few years