

New York Cares Community Partner Network



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"New York Cares has filled a void not only in our program and resources, but in the quality of our services. New York Cares provides the necessary resources for us to continue to offer support to the population that needs it."

— NOVARYN JOSEPH, HEARTSHARE

**New York
Cares**
THE WAY TO VOLUNTEER

New York Cares Introduction to Our Partnership



A Warm Welcome
and Summary of
Partner Benefits

Welcome to New York Cares. As a Community Partner in our network of more than 1,350 nonprofits, schools and government agencies, you have recognized the ability of caring New Yorkers, mobilized in volunteer service, to help meet some of the city's most pressing community needs. Together, we hope to create volunteer-led programs that will grow the capacity of your organization and provide critical services to those who need it most.

In addition to volunteer recruitment and program planning, there are many other opportunities for us to work together when it comes to volunteer management. We encourage you to learn more about the benefits available to Community Partners and take full advantage of the following resources.

Benefits of Partnership:

- **Partner Newsletters:** Receive information about events, trainings, grant opportunities and special initiatives across the city. To be added to our email list, contact community.partners@newyorkcares.org.
- **Free Monthly Trainings and Webinars:** Educate your staff on volunteer management best practices and attend workshops led by volunteer management experts. Find out more at www.newyorkcares.org/resources
- **Resources and Support:** Connect with our Volunteer and Community Partner Relations Team by emailing community.partners@newyorkcares.org.
- **Networking Events:** Engage with other nonprofit professionals at yearly recognition events and socials, like our Annual Community Partner Celebration.
- **Feedback and Evaluation:** Help improve programs at your site by submitting yearly evaluations and keeping open lines of communication with our staff.

NEW YORK CARES SNAPSHOT



**1,350 Nonprofits,
Schools, and Agencies**

benefit from a relationship with
New York Cares every year.



1,600+ Volunteer Projects

every month that engage caring
New Yorkers.



30+ Years of Experience

providing critical volunteer
support to New York City's
nonprofits and schools.

New York Cares Capacity-Building Volunteer Programs

An Overview of the
Many Ways Volunteers
Can Support
Your Agency

Whether you are looking to develop a new program or tailor an existing one, New York Cares can work with you to deliver a volunteer program that meets your needs and furthers your mission. Our programs are centered around three major goals: improving education, meeting immediate needs, and revitalizing public spaces, and are designed to cater to the New Yorkers you serve.

We encourage you to learn more about the year-round programs available to Community Partners and begin to envision how these projects could come to life for the community that you work with at your agency.

Children's Programs

From education to recreation, our children's projects broaden horizons and provide role models for the next generation of New Yorkers.

Program Offerings Include:

Education

Early Morning Reading
Math Games
Homework Help
Bedtime Stories

Young Authors
Lego Robotics
Team Green
Mad Scientists

Recreation

Art Explorers
Urban Adventures
Sports Explorers
Healthy Eating



Teen Programs

Through individual attention and academic assistance, volunteers give high school students the support they need to succeed.

Program Offerings Include:

College Access

SAT Prep
FAFSA
Sophomore Skills
College Prep

Education

Saturday Academy
Math Foundations
Homework Help
Nutrition Education

Adult and Seniors Programs

Through skill-building, financial education, and socialization opportunities, volunteers give adults and seniors the one-on-one attention they deserve.

Program Offerings Include:

Education

Citizenship
English Conversation
Tax Prep
Resume Prep
Computer Basics
TASC

Recreation

Karaoke Night
Afternoon Bingo
Beauty Spa
Fitness

Hunger

Food Pantry
Meal Service
Nutrition Education
Dinner Conversation



Public Spaces

By maintaining and revitalizing schools, parks and community gardens, volunteers make our city stronger, healthier and more vibrant every day of the year.

Program Offerings Include:

Environment

Recycling
Composting

Revitalization

Painting
Murals
Sorting & Organizing

Citywide Days of Service



Cares Day for Schools

Over 4,000 New Yorkers paint a brighter future for New York City students by revitalizing and painting public schools each October. Applications are accepted from April through May.



Cares Day Spring

Each April, 4,000 people across the city team up to clean and revitalize parks and gardens throughout the five boroughs. Applications are accepted from January through February.

Seasonal Programs



Winter Wishes

Caring individuals purchase holiday gifts to brighten up the holidays for low-income children, teens, and seniors. Applications for agencies and schools to participate are accepted from July through early August.



Coat Drive

New York Cares distributes coats to thousands of men, women, and children. Applications for agencies to receive donated coats are accepted in November and December and are fulfilled on a rolling basis.

To apply, visit www.newyorkcares.org/community-partners

New York Cares Laying a Strong Foundation



What to Expect from Your Partnership with New York Cares

We believe clear expectations and good communication are two of the most important pillars of a strong partnership. In fact, with over 1,600 volunteer projects planned each month, they are paramount to delivering high quality programs that meet your needs as an organization. The result is better served clients, a safer and more meaningful experience for volunteers, and an even greater impact on New York City. Take a moment to review a few important expectations of our partnership. For a full list, refer to your New York Cares Partnership Agreement.

YOU CAN COUNT ON NEW YORK CARES TO:

- Facilitate strategic conversations and provide guidance in identifying projects that build capacity at your agency.
- Provide a Program Manager with specialized expertise to work with you to coordinate project logistics and ensure a successful program.
- Provide a trained New York Cares volunteer Team Leader who will attend each project and ensure volunteers are ready for the day.
- Respond to your communication inquiries promptly and be available for questions.



WE COUNT ON OUR COMMUNITY PARTNERS TO:

- Designate a staff member to coordinate project logistics and collaborate with New York Cares staff to develop project goals and maintain program integrity.
- Assign a staff member to be on hand and supervise throughout the entirety of each New York Cares project.
- Recruit the appropriate number of clients or students to participate in programming with volunteers, if applicable.
- Communicate with New York Cares staff in a timely fashion regarding any changes to project timing or number of volunteers needed.



Your Volunteer Project from Start to Finish

Whether you're partnering with us for a single event or beginning a season of weekly programming, we provide you with support every step of the way. Browse our step-by-step guide below to learn what to expect from a typical project.

	BEFORE YOUR PROJECT	DURING YOUR PROJECT	AFTER YOUR PROJECT
<div>PARTNER CONTACT</div> <div></div> <div>Your organization or school's contact that plans and coordinates logistics with New York Cares.</div>	<ul style="list-style-type: none">■ Meet with your Program Manager to discuss dates and key logistics.■ Recruit clients to participate in the program.■ Contact your Program Manager with any cancellations or staff changes.	<ul style="list-style-type: none">■ Designate an onsite staff supervisor to ensure the safety of volunteers and clients throughout the duration of each project.■ Welcome volunteers to your agency and explain the impact of their work.	<ul style="list-style-type: none">■ Thank volunteers at the end of the project and remind them how they've impacted your agency.■ Notify your Program Manager of feedback regarding volunteers, Team Leaders, or the overall project.
<div>PROGRAM MANAGER</div> <div></div> <div>Your New York Cares representative charged with making sure your projects run smoothly.</div>	<ul style="list-style-type: none">■ Plans dates and logistics with you.■ Recruits a Team Leader for your project.■ Posts your project to the New York Cares website once the Team Leader has been set in order to recruit volunteers.■ Purchases program supplies.	<ul style="list-style-type: none">■ Available for volunteer management support and to work with you to ensure a positive and impactful experience for both volunteers and clients.	<ul style="list-style-type: none">■ Reviews post-project evaluations from volunteers and Team Leaders and shares pertinent feedback with you.■ Manages volunteer recruitment for upcoming projects.
<div>TEAM LEADER</div> <div></div> <div>Your volunteer leader who keeps volunteers organized and informed before, during, and after the project.</div>	<ul style="list-style-type: none">■ Confirms project specific details with you before each project date.■ Sends volunteers an email with details about the project and what to expect.	<ul style="list-style-type: none">■ Manages the volunteer project at your site by taking attendance, training volunteers for their specific task, and debriefing at the end of the day.	<ul style="list-style-type: none">■ Sends volunteers a thank you email telling them about the impact they made during the project.■ Shares information about upcoming volunteer projects at your site.

New York Cares

Making the Most of Your Partnership



How to Support
Your Volunteers and
Celebrate Their Work

Volunteers stay engaged when they know their time is well spent. When you communicate the immense and positive impact that volunteers have on your organization – the teens who got into college, the unemployed adults who found jobs, and the seniors who have a new outlook on life – you'll see more energetic volunteers return. Utilize some of the following volunteer management tactics to make the most out of your partnership:



Promote

Spread the word about volunteer opportunities at your agency and link to New York Cares on your website. Let visitors know that your agency accepts New York Cares volunteers. Display a Community Partner decal that we will send to you.



Welcome

Greet your volunteers with a friendly smile when they arrive on-site and join your Team Leader in welcoming everyone. Share important information with volunteers before they get started on the project. Volunteers like to learn about your mission, important stats, and about the community that you work to support.



Support

Be available to your Team Leader and the volunteers at your site. Sharing your expertise and being present throughout the project helps to ensure project goals are met.



Recognize

Communicate your appreciation at the end of a project. Highlight all-star volunteers by featuring them on your website, sharing their impact in your monthly newsletter, or honoring them at events. When volunteers feel recognized, they are more likely to return to your site and want to volunteer again.



Evaluate

Connect with your New York Cares representative about project feedback. Share the powerful stories happening at your agency by submitting them to your Program Manager.



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