



Serving Oregon, Washington & California



HUNGERFORSUCCESS®
www.help4s.org



Participant's Guide

NOURISHING MINDS OF OUT POVERTY™

We are glad you are here!

Greetings and salutations, I am excited to welcome you to our program! Over 100 individuals, just like you, have completed our program by finding meaningful family-wage careers they are engaged in and are able to keep for a long time.

We're Listening...

We begin our program by listening to you, your story, and your goals. While our approach is evidenced-based and proven to be successful, it cannot work unless it is customized to your goals and personal experiences. This is why we have met in person and taken notes, so as to custom-tailor a plan that works for you.

We then have you take a personality test known as the Strengthsfinders Test. Gallup used its research of over 133 million people in 113 countries to develop a test to measure an individual's strengths so as to best determine what fields of employment they would be most successful in. What they discovered is that the more engaged an employee is, the better chance they have at being successful and happy leading to long-term

employment. We use this evidenced-based research and approach to help you find the perfect career for you and your situation.

Finally, once we learn more about your strengths, we will use that information to create a functional resume, keyword job searches, and help you prepare for interviews with a positive, engaging, and less stressful process than more traditional/conventional programs. Your top five strengths will also help us to customize a plan that is uniquely you, which will help us to mentor you in a positive and motivational manner.

We're here to help...

As a participant, you can ask for any assistance or accommodation you require to be successful and we will do our best to provide it. Our job is to custom-tailor our approach to your unique experiences, goals, and strengths in order to help you find and keep a career you will love for a long time. We offer our services and support for as long as you need, want, or require them by supporting you through the application process, interview process, and with any assistance or support you require while in your career. Our non-profit is a program for you, tailored to you, and

extended to provide you support for as long as you like, be that weeks, months, or even years. We are excited to start this journey with you!



Our Mission

Through community partnerships, donors, and the effort of staff and volunteers, to promote access to a college education, professional development, and job placement assistance for members of the community with low income and nourishing minds out of poverty.



Strength Based Organization

What is a strength based organization? We follow over 20 years of research by the Gallup Organization. This study determined that each individual, regardless of culture, socio-economic factors, or education, has 34 strengths. When you become a participant, the first thing you will do is take The *Strengthsfinder Test*. This test will determine your **top five strengths**. Why is this important? **Hunger For Success** will use your **top five strengths** to build your resume, job search strategy, and interview strategy to ensure you find the career (job) that is the best fit for you.

Scope of Services

The scope of services provided to our participants will be include but not be limited to the following:

- Community citizenship
- Mentoring for higher self-reliance
- Mentoring for higher self-esteem
- Mentoring for increased independence (personally and financially)
- Training and resources to find and keep a family wage job

Integrity

Hunger For Success is internationally accredited by CARF International. **Hunger For Success** is recognized by GuidStar.com for platinum transparency.

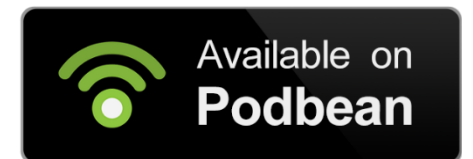


Participant's Rights

- ✓ Confidentiality of information
- ✓ Privacy
- ✓ Freedom from:
 - Abuse
 - Harassment
 - Financial or other exploitation
 - Retaliation
 - Humiliation
 - Neglect
- ✓ Access to:
 - Information pertinent to the participant's success and allowed sufficient time to facilitate their decision making process
 - Participant's records
- ✓ Informed consent or refusal or expression of choice regarding:
 - Service delivery
 - Release of information
 - Concurrent services
 - Composition of the service delivery team
 - Involvement in research project(s) if applicable
- ✓ Access or referral to:
 - Legal entities for appropriate representation
 - Self-help support services.
 - Advocacy support services.
- ✓ Adherence to research guidelines and ethics when participants are involved.
- ✓ Investigation and resolution of alleged infringement of rights.
- ✓ Other legal rights that apply.



Access our **FREE** podcast on any of these platforms:



Also join in with us on social media on these platforms **@helpH4S**



www.helpH4S.org



Working with your mentor

Each participant will receive the following documents:

- ✓ Program Brochure
- ✓ A Hunger For Success business card with contact information
- ✓ Participant Guide
- ✓ Acceptance/Signature page to agree to the Participant Guide
- ✓ Access to online training
- ✓ Instructional emails and videos for each program milestone
- ✓ In person meetings to assist with any aspect of our program

We expect each of our participants to be engaged and expect to participate to become independent. 80% of the efforts come from our participants. 20% comes from your mentor, guiding you through the processes that make you successful.

Communication and collaboration with your mentor is critical to your success in our program. We expect all of our participants to communicate regularly using email, your telephone, or regularly scheduled meetings. During these connections, it's important for the participant to clearly communicate your needs, career goals, and overall assistance with the various aspects of our program including but not limited to your resume, key word job search, and interview strategies.

For each program milestone, the participant is evaluated for their ability and access to services that will enable them to complete the milestone successfully.

In order to ensure our participants are being served with the highest quality and best outcomes, we conduct regular one on one meeting either electronically or in person to determine the following:

- Any issues or barriers with the program

- Document and relate any participant expectations that are not being met and ensure there is written understanding of the steps necessary to meet the expectations of the program
- Any and all recommendations will be customized to the participant's specific needs

Any release of participant information must be requested in writing by the participant. A form will be provided to the participant.

Complaint Procedure

All clients are urged to bring any concerns that they may have in regard to their treatment, services, and/or conditions over which Hunger For Success may have control to their primary counselor or other available staff if the primary counselor is not available.

The procedure for resolving difficulties is as follows:

1. Please fill out a formal complaint form.
2. Discuss the situation with counselor/staff member.
3. Complaints should be submitted within 7 days of the incident; a response will be made within 3 days of receipt of the complaint.
4. You will not be retaliated against for filing such a complaint.
5. If you are not satisfied with the outcome, ask the counselor to arrange for you to discuss the matter with the President and Chair.

6. If a satisfactory solution is not reached at this level, you may request that this matter be brought to the attention of the President and Chair for review and final solution.
7. Participants can access external advice or representation. A list of State agencies that advocates for consumers can be provided.

Please submit completed form to the President and Chair Brad Lebowsky, MBA.

Within 3 days you will have a response to your complaint from the President and Chair.

Our Expected Outcomes

Overall project goals, expected impact and specific, measurable objectives;

- Participants will apply for 10 full time family wage jobs a day, five days a week consistently
- Participants will interview five times a month consistently
- Participants will be responsive to communication within three days of contact via email or phone
- Participants will complete each program milestone prior to applying for full time family wage jobs
- Participant will use Indeed.com to search and track the number of applications and interviews they accomplish each month
- Participants will provide Hunger For Success monthly input on the quality and quantity of job searches emailed by Indeed.com so modifications can be made timely



PREP FOR COLLEGE OR TRAINING



We work with High School students starting at 15 years of age to prepare for College and build a 21st Century resume for College and beyond. We also offer mentoring during College to ensure you graduate with a family wage job.



Unique Nationwide

Our program is unique because we follow your entire journey from High School to College to professional life. In addition, we are a **FREE** for life program that provides professional development mentoring every step of the way.



Studies show only 30% of college students work on their resume during college. We help college students of all ages prep for a professional career and navigate through the difficult coursework college can provide.



Measuring Your Engagement

Gallup's Q12 is an effective tool to measure your engagement. Here are the twelve questions:

Yes No

I know what is expected of me?

• *Each participant understands the outcomes they are responsible.*

I have the materials and equipment I need to do my work right?

• *You will be provided emails, brochures, online training, and one on one mentoring. If you need more resources, please let us know.*

I have the opportunity to do what I do best every day?

• *This is why Hunger For Success has you focus on your top five strengths.*

In the last seven days, I have received recognition or praise for doing good work?

• *You will receive positive reinforcement from Hunger For Success on your progress.*

My mentor, or someone, seems to care about me as a person?

• *By understanding what is important to each participant and work towards achieving their goals is one-way Hunger For Success cares.*

There is someone that encourages my development?

• *Hunger For Success is the only nonprofit that provides personal and professional development as an integral part of our program.*

Yes No

My opinions seem to count?

• *We ask all participants to provide us feedback so we can improve our service delivery.*

The mission or purpose of Hunger For Success makes me feel I am important?

• *Does the participant feel as if they are contributing to the achievement of our mission?*

My mentor is committed to doing quality work?

• *Is Hunger For Success setting a good example?*

I have a best friend?

• *Is there someone close to you that will help you when needed?*

In the last six months, someone has talked to me about my progress?

• *Hunger For Success will provide monthly progress reports to each participant.*

This last year, I have had opportunities to learn and grow?

• *The participant should have many opportunities to learn and grow throughout program.*

