“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
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.
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
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.

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.

<table>
<thead>
<tr>
<th><strong>PARTNER CONTACT</strong></th>
<th><strong>PROGRAM MANAGER</strong></th>
<th><strong>TEAM LEADER</strong></th>
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</thead>
<tbody>
<tr>
<td>Meet with your Program Manager to discuss dates and key logistics.</td>
<td>Plans dates and logistics with you.</td>
<td>Confirms project specific details with you before each project date.</td>
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<td>Recruit clients to participate in the program.</td>
<td>Recruits a Team Leader for your project.</td>
<td>Sends volunteers an email with details about the project and what to expect.</td>
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<td>Contact your Program Manager with any cancellations or staff changes.</td>
<td>Posts your project to the New York Cares website once the Team Leader has been set in order to recruit volunteers.</td>
<td>Manages the volunteer project at your site by taking attendance, training volunteers for their specific task, and debriefing at the end of the day.</td>
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<td>Available for volunteer management support and to work with you to ensure a positive and impactful experience for both volunteers and clients.</td>
<td>Purchases program supplies.</td>
<td>Sends volunteers a thank you email telling them about the impact they made during the project.</td>
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<td>Reviews post-project evaluations from volunteers and Team Leaders and shares pertinent feedback with you.</td>
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<td>Shares information about upcoming volunteer projects at your site.</td>
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<td><strong>BEFORE YOUR PROJECT</strong></td>
<td><strong>DURING YOUR PROJECT</strong></td>
<td><strong>AFTER YOUR PROJECT</strong></td>
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<td>Thank volunteers at the end of the project and remind them how they've impacted your agency.</td>
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<td>Notify your Program Manager of feedback regarding volunteers, Team Leaders, or the overall project.</td>
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<td><strong>TEAM LEADER</strong></td>
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<td>Your organization or school's contact that plans and coordinates logistics with New York Cares.</td>
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<td>Your New York Cares representative charged with making sure your projects run smoothly.</td>
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<tr>
<td></td>
<td></td>
<td>Your volunteer leader who keeps volunteers organized and informed before, during, and after the project.</td>
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</tbody>
</table>
New York Cares
Making the Most of Your Partnership

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.