The HPOG 2.0 Journey

Volunteers of America Michigan

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Building **Pathways** to a **Brighter** Future

HPOG
Health Profession Opportunity Grants
OFFICE OF FAMILY ASSISTANCE

U.S. Department of Health and Human Services
ADMINISTRATION FOR CHILDREN & FAMILIES
Office of Family Assistance

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Introduction to VOAMI HPOG

- VOAMI is a nonprofit organization which provides a variety of services including:
  - Low-income Senior Housing
  - Thrift Stores and Resale Car Lot
  - Services for homeless and at-risk Veterans
  - HPOG
- HPOG
  - Established to primarily support Detroit residents receiving TANF
    - Michigan TANF laws 48 months compared to Federal 60 month Program
  - We do not provide any trainings, we partner with 1 community college and over the span of the grant around 12 smaller or private training institutions
  - HPOG Advisory Council
    - Training partners, referral partners (TANF, MiWorks, etc) and clients
  - Year 1 and 2 HPOG established itself in the community, exceeded enrollments, and had a lot of traction on program start up

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The Problem (Intro continued)

- Year 3
  - Staff Turnover in Q2
  - Training provider turnover/changes
  - Client disengagement
- Year 4
  - Q1 more turnover
    - Staff leaving, PD leaving, 2 interim PDs in place
  - Q2 rebuilding
    - New staff, new roles

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Year 5

- Ready to win!
  - Nearly fully staffed
  - Fully trained
  - New Partnerships
  - Constant Contact
- Technical Assistance – Design Thinking
  - Provided clarity on opportunities
  - Allowed our team to imagine the best HPOG
  - Visit from OFA confirmed “right” path

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Pandemic

- Client
  - Wellness checks to keep clients engaged and provide support
  - Zoom Orientations
  - Transferred paper documents to digital
  - Constant Contact Communications
  - Really leaned out our HPOG partners, especially our training partners
    - Increased Communications between PD and training partners
    - Win-Win for both parties
- HPOG Team
  - Maintain weekly meetings
  - Individual Check-ins
  - Fun Topics
  - Honest/Open Discussions

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How did we bring it back?

- New staff
  - Putting the right people in the right roles
  - Utilize individual talents, connections, and skills
- Leveraging the existing connections
  - Using our training partners
  - Reaching out to other community partners
- Trial and error (and being okay with failure)
  - Cold calls
  - Participant flow – TA feedback

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From the team

- Quotes
  - Each member of the HPOG team has a defined role and knows how to contribute based on their talents . We work together to support a common goal of assisting the participants in getting in the program and ensuring their success.
  - We are successful because of the team that we have. We overcome various obstacles with our skills and techniques. We all bring something to the table and we are able to encourage one another to be the best when it comes to providing specific needs to the clients that we serve or work with (training providers/employers). Going to various meetings and workshops this past year, we were on top of everything. We had things in place that other program did not or were slow to gain. We should be proud of the all the accomplishments that we have made (during the pandemic, our numbers etc.).