



Arizona Service Connections

Collaborating to end homelessness

Volunteer Services Manual

PROGRAM DESCRIPTION SPECIALIST

WHAT IS ARIZONA SERVICE CONNECTIONS?

AZ Service Connections (ASC) is a non-profit social services navigation project.

OUR MISSION

To prevent & end homelessness in Maricopa County by providing the best, most informed social service guidance to people in need, when they need it.

OUR VISION

To empower community members, industries, social workers, volunteers and organizations of all kinds to better assist those in need.

OUR APPROACH

- Outreach
- Social Service Navigation
- Helpline
- Case Management
- Resource Tools
- Community Collaboration
- Affordable Housing

ABOUT US

AZ Service Connections is a non-profit organization that's dedicated to preventing & ending homelessness in Maricopa County through ***informed social service guidance, case management, affordable housing & community collaboration.***

The services offered to our clients were designed to help them overcome their unique challenges ***with the least amount of trauma possible.***

On the other hand, we're also committed to assisting local non-profits. ***We do this by offering case management tools to organizations throughout the public sector.*** This aspect of our service model enables social workers & public servants to quickly respond to the needs of their clients, while simultaneously increasing collaboration throughout the county.

II. Service Description

Thank you for offering to help as a **Program Description Specialist**. This is one of the most important roles in our organization. Participating in this service will bring you a sense of empowerment and personal satisfaction.

What does a Program Description Specialist do?

As a **PDS**, you'll do some online research, and if needed make brief calls to local agencies to gather important social service information. Your notes will then be transferred to an online mapping system, so it can be shared with organizations throughout Maricopa County.

Who will give me my assignments?

A **Navigator** will explain the process and be available to answer your questions along the way. Assignments will come in the form of a list of agencies or programs that cover a specific service type, such as *Domestic Violence*.

How do I get the information?

The process is simple: **1)** Call the agency. **2)** Request information about their services. A good way to start the conversation is to say: *"Hello, this is _____ from Social Connections. I'm calling to get a **program description** about your **Domestic Violence programs**. Will you connect me to someone who can help?"* **3)** Ask specific questions regarding the program and take notes; *think about what you would want to know so you would be fully prepared to get started.*

Below are the most important data points:

- Eligibility Criteria** – *who qualifies for the program?*
- Intake** – *what's needed to apply or enroll in the program?*
- Hours of Operation** – *days & times that you're open?*
- Contact Information** – *address, phone number & website?*
- Flyers & Brochures** – *do you have any flyers in digital format that you can email me?*

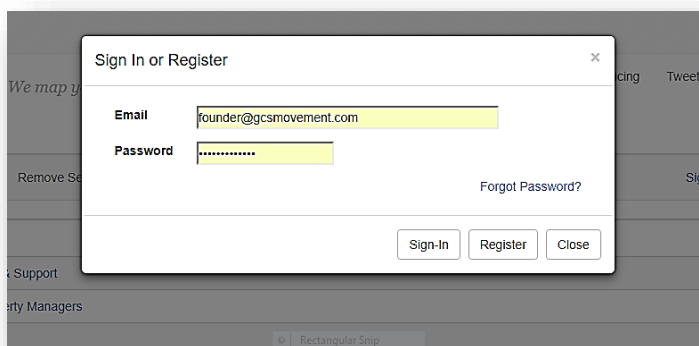
III. What You'll Need

- # Computer with Internet connection
- # Notepad
- # Cellphone
- # Access to Zeemaps.com
- # Google – website and logo search

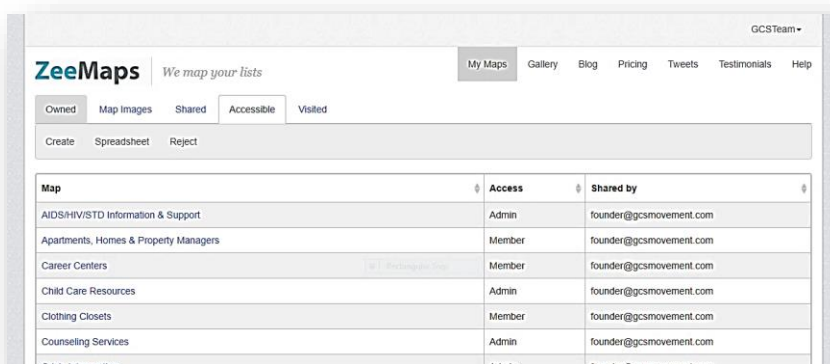


IV. Zeemaps Tutorial

- 1) A **Navigator** will send you a resource map via email.
- 2) Look for two emails from **Zeemaps in your inbox**. Check your spam folder. One has *instructions*, and the other contains your *username and password*.
- 3) Click the link and then login at **zeemaps.com** using the info they sent you. Copy + Paste the login password.



- 4) The password is randomly generated, so after you log in its best to go to your **Account** settings and immediately **change the password** to one you'll remember.
- 5) Now click on **My Maps** and go to the **Accessible** tab and find the map that corresponds with the service type that you researched, such as *Domestic Violence*. Click this and it will take you to the map.



| Map | Access | Shared by |
|---------------------------------------|--------|-------------------------|
| AIDS/HIV/STD Information & Support | Admin | founder@gcsmovement.com |
| Apartments, Homes & Property Managers | Member | founder@gcsmovement.com |
| Career Centers | Member | founder@gcsmovement.com |
| Child Care Resources | Admin | founder@gcsmovement.com |
| Clothing Closets | Member | founder@gcsmovement.com |
| Counseling Services | Admin | founder@gcsmovement.com |
| Crisis Intervention | Admin | founder@gcsmovement.com |

- 6) Now find the toolbar near the top left of the page and click **Additions >> Add Marker – Detailed**. This is where you'll transfer your notes. Start by filling in the **Location** page.

ZeeMaps
We map your lists

Domestic Violence
Domestic Violence persons for females throughout the valley

Map View **Additions** Bulk Edits Deletions Print or Share

Add Entry

Location Details Media Help

Entry Name

Location

OR, [Map Select a location](#)

OR, specify a Latitude, Longitude: ,

Marker

[Rectangular Snip](#)

[Preview](#) [Submit](#) [Reset](#) [Close](#)

- 7) Next click on the **Details** tab and fill it out to the best of your ability. **Description, Phone & Website** are all critical. *When filling in the **Description** section, please organize your notes by important sections, such as *Hours, Intake, Services, Notes & Eligibility*. Try to find a balance between simplicity, readability and useful information.

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Map View Additions Bulk Edits Deletions Print or Share

Add Entry

Location **Details** Media Help

Description:

Email:

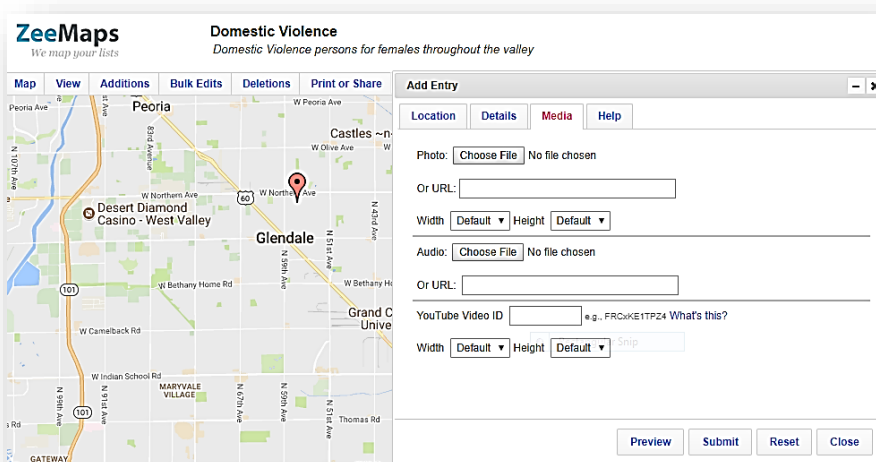
Phone:

Website:

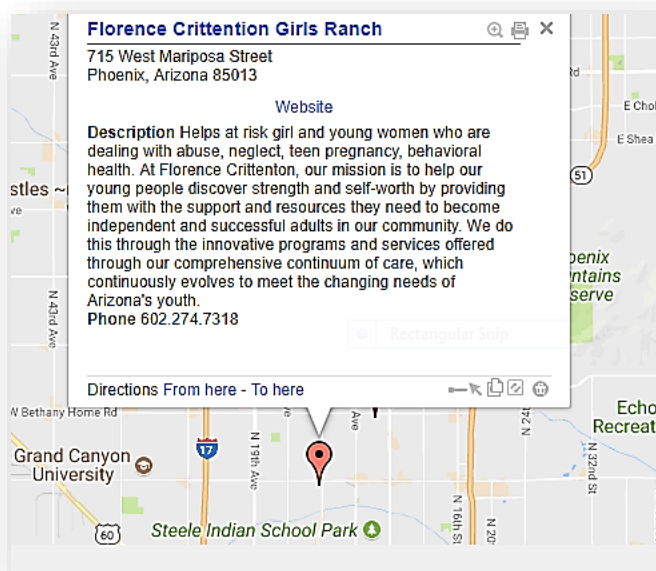
[Rectangular Snip](#)

[Preview](#) [Submit](#) [Reset](#) [Close](#)

- 8) Don't bother asking for the website during the call. Google it after and then add it to the **Details** tab. *When adding the website to the marker, please make sure the URL links to the **Services** page on their website.* That way, our clients will be taken directly to the page they're looking for.
- 9) Please do a Google image search for the [agency logo](#) at the same time your adding the website to the **Description** page. Once you have that saved, you can add it to the entry under the **Media** tab.



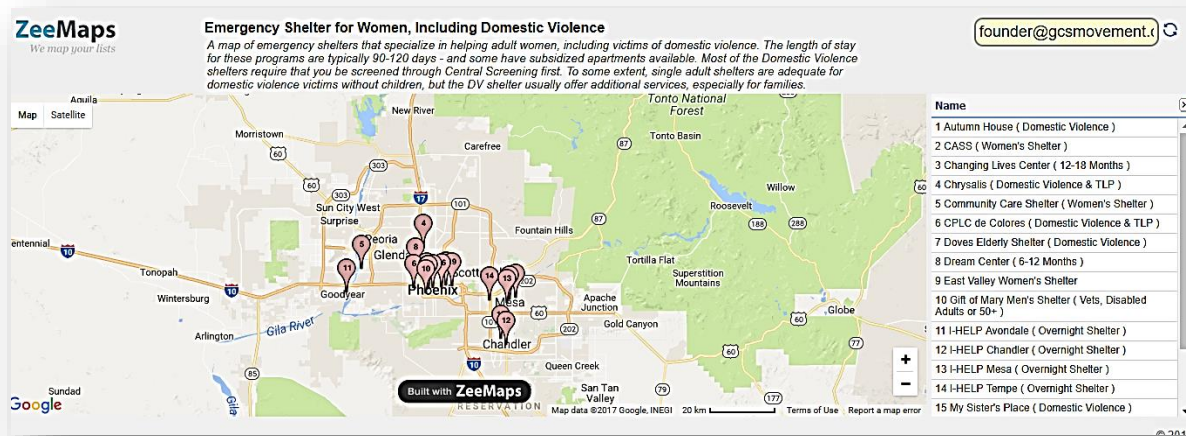
Now click **Submit** and you've successfully added resource data to the map! Keep plugging away until you get all the entries in there.



When the map is completed, we'll upload it to our **Services** page on our website. The underlined service types are the links to the maps that you helped to create.



When partners or visitors click on the **subsections**, this is what they'll see.



Thanks again for your help!



Serving Maricopa County

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GetHelp@azserviceconnections.org

www.azserviceconnections.org