

SCHEDULING

Goal for this section:

Develop a master calendar that meets the needs of your target audiences

There is a 2-part process to developing your center schedule:

1. Refer back to Needs Assessment, SparkPoint Guiding Principles, Target Audience, Staffing Sections. Using responses from the Needs Assessment determine what operating hours will work for your center.

Guiding Questions:

- Center Hours:
 - How will the hours mirror existing hours at the campus or supplement and increase them?

- What hours will meet the needs of your target audience to access services? (e.g. working adults may need evening hours vs. parents of school age youth may need mid-late morning hours)
- How can you select timing options that best support your center's vision for programming?
- Staffing:
 - What staff will be in place to provide services?
 - Can you avoid duplication of services to increase capacity? (e.g. schedule 2 benefits enrollment coaches on separate days of the week to have more coverage)

2. Create a draft schedule based on answers to these questions. Sample schedule below:

CENTER HOURS:

Monday, Tuesday, Thursday: 9am-4pm | Wednesday: 9am-8pm | Friday, Saturday, Sunday: Closed

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	Financial Coach 1 9am-1pm	Credit Coach 9am-4pm	Financial Coach 1 9am-1pm	Credit Coach 9am-4pm		
	Benefits Coach 1 9am-1pm	Financial Coach 2 1-4pm	Financial Coach 2 3-8pm	Financial Coach 1 9am-1pm		
	Food Pantry 9am-4pm		Benefits Coach 1 4-8pm	Benefits Coach 1 9am-4pm		Food Distribution 3rd Saturday of the Month 10am-2pm
			Food Pantry 12-8pm			

Guiding Questions:

- Does this schedule address the shifting needs and priorities of students? Do the hours allow for students to shift from day to night students and still access services?
- Does this schedule create a seamless experience for clients who are able to access multiple, coordinated services in one location?

APPOINTMENT CALENDAR

It is helpful to utilize a shared calendar system to coordinate appointments. Shared calendars organize staff schedules, improve communication and efficiency,

and make scheduling easier for both students and staff. This will allow your center to assess appointments and balance work among the different staff.

