



## SERVICES

### Goals for this section:

- Determine the resources available (or possible) through local organizations and institutions
- Find out what issues are impacting the community
- Identify gaps that need to be addressed
- Develop an ongoing process to solicit student feedback and input
- Review services to be offered

The services offered at your SparkPoint center should be based on the information you gathered during the Needs

Assessment stage. This is an opportune time to review existing partnerships and resources, and what you still need to build out the services that students and families can count on for their financial and educational success.

### Guiding Questions:

- What services can your organization provide at the SparkPoint center that will help members of the target population move toward the key outcomes?
- What resources are required to provide these services?

### SERVICES PROCESS



**1 Revisit:** Using information gathered in your needs assessment, determine what services interest your target audience. In the Asset Map, add one column for each service you identify in the Interpreting Survey Results worksheet from the needs assessment. Add a row for each of the on-campus and off-campus service identified on the worksheet.

**Materials you will need:** Completed Interpreting Survey Results worksheet, [Asset Map](#)

**2 Resources:** Fill out the Services and Needs Questionnaire.

**Materials you will need:** [Services and Needs Questionnaire](#)

**3 Asset Mapping:** Using the information you provided in the Services and Needs Questionnaire, fill in the SparkPoint Asset Map.

**Materials you will need:** Completed Services and Needs Questionnaire, [Asset Map](#)

The SparkPoint Asset Map is a tool to use with partners to map the inventory of the financial stability support services currently offered in your region to address the needs of your target population. Additionally, this tool will support integrating financial capability services into existing programs (e.g., housing, workforce development, family services) that institutions already have. The Asset Map can be used to identify:

1. Current services available.
2. Potential partners in the design and pilot implementation of a SparkPoint center.
3. Gaps and/or possible redundancy of services and/or initiatives.

**Process:**

- Step 1: Before the meeting, prepare an enlarged SparkPoint Financial Stability Asset Map (grid only) for discussion.
- Step 2: Distribute a copy of the Asset Map grid to each participant.
- Step 3: Complete the participation page (keep updated).
- Step 4: Review the components of the Asset Map and fill in the grid.
- a. Organization: all organizations, agencies, departments, and programs that provide at least one of the services in the Asset Map.
  - b. Financial
    - i. Financial Education & Budget (coaching)
    - ii. Credit counseling
    - iii. Debt Management
  - c. Career & Education
    - i. Workforce Development & Placement
    - ii. Education Counseling
  - d. Basic Needs
    - i. Benefits screening, enrollment & advocacy
    - ii. Food Bank

**Guiding Questions:**

- In which service area(s) do students have the greatest number of challenges?
  - What common themes do you see across the topics in the Services and Needs Questionnaire?
  - What are students' most important aspirations for their financial lives?
  - What are the greatest impediments to students' success and their long-term financial security?
  - What resources are available through local internal and external organizations and institutions (e.g., housing, food banks, credit unions, daycare services, adult school, EDD)?
  - What are the important issues impacting the community? How can SparkPoint services address these needs (e.g., banking, homelessness, rental assistance)?
  - What basic needs services are available to students on-campus (e.g., food pantry, health center, public benefits signup, CalFresh enrollment or Fresh Success)?
  - What basic needs services are available off-campus (e.g., housing supports, mental health, health-care, food security, homeless prevention)?
  - What gaps exist?
- Do students need to meet any eligibility criteria to access services?
  - When does it make sense logistically to incorporate referrals?
  - What are the considerations for the following: timing (such as providing VITA services during tax-time; students' availability when school is out); funding streams and financial constraints; staffing availability (such as capacity issues when demand is high in the winter months); duration of the program (such as in a summer youth employment program); and location.

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- 4 Gaps:** Based on your Asset Map, what gaps in services need to be addressed? (e.g., Community awareness about college programs and services, stigma reduction, referral process)?

**Materials you will need:** Completed Asset Map

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- 5 Ongoing:** Develop a framework for continuous updates and communications for feedback and input. After completing the SparkPoint Asset Map, you will have general agreement among partners on the financial stability activities that are offered across the county to address the SparkPoint goals, as well as where there might be gaps in services available to persons in need.

