



EAST PALO ALTO
Career Center
Operated by **JOBTRAIN**

Q1 FY24 EPA Career Center Quarterly Performance Report

Date: October 16, 2023
To: Melvin Gaines, East Palo Alto City Manager
c.c. Karen Camacho, Barrie Hathaway Esmeralda Cerrato, Art Taylor, Ruben Avelar,
Suzanne Markoe Haynes Ph.D.
From: Esmeralda Cerrato
Subject: Quarterly Center Performance Report Q1FY24

Dear Mr. Gaines,

We are pleased to share our quarterly performance and activity report for the East Palo Alto Career Center in Q1FY24. This report follows our standard format, beginning with an overview of current performance metrics. It is followed by significant client feedback, offers insights into our employer engagement efforts, and closes with a summary of our findings and future plans.

We extend our gratitude for your support and partnership.

Sincerely,

Esmeralda Cerrato
Reginal Director of South San Mateo County Carrer Centers
JobTrain



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Overview of Client Activities and Outcomes:

Q1FY24 Outcomes (July 1, 2023 through September 30, 2023)

As depicted in the high-level metrics snapshot presented *at the conclusion of this report*, the East Palo Alto Career Center (EPACC) has provided a total of 110 services to 41 clients, resulting in 14 individuals successfully securing new positions. Notably, these positions boast an average wage of \$28.84 per hour year-to-date. Breaking down the employment outcomes, 57.14% of the jobs obtained were full-time positions, 34.71% comprised 30-20 hours per week, and the remaining 7.14% constituted jobs with less than 20 hours per week.

Delving further into client activities, a breakdown of the services provided reveals that 23 out of the 41 clients are actively engaged in Job Search activities. The remaining clients are involved in a range of services, with the most prominent ones being "First Contact," which is carried out when initially engaging with new clients, and "Resumes" services, which encompass coaching to assist clients in revising or creating up-to-date resumes that align with their employment requirements. It's essential to recognize that clients frequently utilize several services prior to commencing their job search. Among the 14 individuals who secured new employment, all of them were part of the group of 23 clients actively involved in job search activities.

From an employer's standpoint, it's worth highlighting that numerous organizations have made significant contributions to their hiring initiatives. Harvest Properties expanded their team with 2 new hires. Moreover, various other employers, such as Avenidas, City Auto Supply, Stanford University, and the Community Development Corporation, and many others have brought on at least 1 new employee, showcasing the diverse range of job opportunities provided for our jobseekers.

Furthermore, it's important to emphasize that our dedication to serving a diverse clientele has prompted us to offer sustainability placements. These placements quickly provide financial support to our jobseekers while we continue to support them in their pursuit of long-term employment and careers. These placements have encompassed 3 short work assignments, with Harvest Properties Inc. hiring 3 clients. (It's noteworthy that during the last quarter, they hired 3 of our clients as well.) This contributes to a remarkable total of 14 successful placements plus 3 sustainability placements for the current quarter.

It's important to highlight that the "Short Work Assignments" and "Active Clients" are now incorporated into the overall dashboard data collected.



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Client Comments and Stories

Client Commentary:

Hi Mr. Moody,

Thank you for the pep talk! I felt a lot better when I met with Ms. Oomen and the other members of the YCS. I passed the interview and I start work on Monday. I am so grateful you connected us.

I love how kind and passionate the members are about their work. I met with a student who was a part of the YCS summer program. We talked about how the program went and how we can improve. It was a great experience to learn how YCS operates and how I can help design events!

All the best,

P.F.

Client story:

Good Morning, Larry,

Thanks for the follow-up. After FOUR interviews, I received an offer letter from LifeMoves this morning for the Administrative Assistant I/II position. I intend to accept and sign this afternoon once I've had time to read it completely.

I will give you a call later this week, so I can stop by the center to tell you all the specifics. I'm so excited!

See you soon,

~ D. W.



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Client story:

Mr. Moody

Wow, what a difference in my resume. It looks as professional as I am.
I sincerely appreciate your help with my resume; seeing you after so long was fantastic.

Here is the link to my department for you to look at and see what is available to anyone who may wish to change careers or refresh their skills.

Please let me know when you may wish to visit us.

Mr. Moody, if Chuck gets back to you, please tell him that I want to shake his hand and invite him for lunch.

<https://www.deanza.edu/dmt/>

Outreach and Engagement Events and Activities

EPA Community Outreach, Job Fairs/Recruitment Events

- 9/7/2023 - Meet and Greet the SHSD Superintendent, Live in Peace
- 9/13/2023 - Pop Up community event-music games, food, Fellowship of Faith
- 9/14/2023 -Black Business Summit, Renaissance Entrepreneurship Center Mid-Peninsula
- 9/15/2023 – Job Fair, Hosted 25 Employers, over 150 in attendance, San Mateo Adult School
- 9/16/2023 - EPA Community Music Festival, Harvest Properties
- 9/22/2023 - Fall Festival, Tabeling, KIPP Excelencia Community Prep
- 9/27/2023 - Distributed Flyers, StarVista



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Snapshots of our event:

CAREER FAIR
JOBTRAIN & SM SAN MATEO ADULT & CAREER EDUCATION
FERIA DE EMPLEO

FREE*
Friday September 15th
1:00 PM - 3:00 PM

LOCATION:
 San Mateo Adult & Career Education,
 789 E Poplar Ave, San Mateo, CA 94401

JOBS, LEARNING, AND RESOURCES FOR YOUTH AND ADULTS
 EMPLEOS, APRENDIZAJE Y RECURSOS PARA JÓVENES Y ADULTOS

Learn about jobs, internships, apprenticeships, volunteer opportunities, community resources, and much more!
 ¡Aprenda sobre trabajos, prácticas, aprendizajes, oportunidades de voluntariado, recursos comunitarios y mucho más!

SCAN QR CODE TO REGISTER
EMPLOYER REGISTRATION
<https://forms.gle/rACyphvFEQ3mHQj9>

REGÍSTRATE EN ESTE ENLACE O UTILIZA EL CÓDIGO QR
CANDIDATE REGISTRATION
<https://forms.gle/r9yutFFq3GvcY336>

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Career Fair 09/15/23 From 1:00AM-3:00AM

We're excited to share that we collaborated with San Mateo Adult School to organize a Career Fair, bringing together 25 employers, and drawing more than 150 job seekers.





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Employer Engagement:

Our team relies on our Employment Liaison as an essential component, as they have a crucial role in building connections and partnerships with employers to establish pathways to quality employment. The process of nurturing these relationships is an ongoing effort, and Terrie Crenshaw, our dedicated Employment Liaison, excels in this responsibility. She works closely with our Employment Specialists to actively collect feedback from both employers and job seekers by staying connected, thereby improving the overall experience.

Additionally, Terrie organizes Employer Spotlight Events, where a particular employer is showcased, and all our Employment Specialists attend. This not only strengthens our relationships with employers but also enhances our ability to place job seekers in suitable positions.

Below you will find examples of the employer spotlight events held this quarter:



Employer Spotlight Event: Citizen M, Hospitality Ambassador
Career Openings
Thursday, September 14, 2023

Citizen M is opening a new hotel right here in Menlo Park! Their staffing strategy is innovative and offers a great chance to cross-train for various roles in a tech-forward hotel model. The application process starts with an online application and Holly- employer representative will provide an explanation and Q&A.



Employer Spotlight Event: SFMTA Mechanic Apprenticeship
Application
Tuesday, September 19, 2023

Brett Berning, a recruiter from SFMTA, will be bringing us another amazing opportunity for our candidates. As before, we'll be on Zoom for about 15-20 minutes to hear the details of the Automotive Mechanic Pre-Apprenticeship program which is open for applications now. There are also several other positions which offer substantial wages, training opportunities, and excellent benefits. Many are entry level.



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Employer Spotlight Event: North Bay Industries
Thursday, September 28, 2023



North Bay Industries is a nonprofit offering a wide variety of services to improve the employability of individuals with disabilities. Services range from general and tailored vocational training, supported paid training, supported employment group or individual placement, job development, and veterans' services. Please join us for valuable information on resources and opportunities for our candidates with disabilities.

Cultivating Partnerships - Organizations and Employers

San Mateo Adult School- We have partnered and had a successful event and we look forward to collaborating more in the future.

Veterans Affairs- They currently have hundreds of job openings. We are creating a partnership to funnel our clients to employment opportunities.

New Sweet Home Church- Engaging with the congregation to provide services as needed.

CLSEPA – Our partnership continues to grow strong. This quarter we have used our direct referral process for our clients. Individuals with background issues are being directly referred.

CLSEPA for legal assistance, live scans to expungements, legal advice, immigration, employment law and housing.

The City of East Palo Alto's Website and Newsletter – Information on the East Palo Alto Career Center is posted on the City's Friday's newsletter and website regularly.

KIPP Schools – We meet with KIPP staff monthly and share information and flyers on JobTrain's programs and services and have successfully conducted online and in person informational presentations to their parents. KIPP schools have made referrals to East Palo Alto Career Center, training programs, ESL, and Digital Literacy classes. We are also planning to host an Employer spotlight event in the new year.



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Ravenswood School District- We are partnering with the district to help them with their “Why Ravenswood Recruitment Initiative” we are also working together to help place our clients and help them with their recruitment efforts of hiring teachers and staff.

Glad Tidings International Church- We have started a partnership with them in efforts to help some of their local members with employment services. We are working on partnering in a Second Chance Event that the church is hosting.

Boys & Girls Club of the Peninsula – We are working together as they have several positions available and are in our community.

Talent Inquisition Stanford University – Created a new partnership and we will be working together to channel our clients into a variety of different positions.

New Creation Home Ministries – Provided a presentation to inform the single mothers who live in our community about the different resources available to them and extended career center services as well.

Abode Services- Created a partnership to help place our clients directly with career opportunities.

Tech Mahindra – A new partnership that offers our job seekers the opportunity to put some rapid income in their pocket while searching for work.

Advisory Committee Status

Our final Community Advisory Committee Meeting for the 2022-23 fiscal year took place on July 20 at noon over Zoom. This time slot enabled us to introduce the committee members to the staff for the three local career centers. In addition to the staff usually present were Larry Moody, Wendy Vargas, Angela Hernandez, and Gaby German. This gave us a window into the daily work with clients and allowed committee members to pose questions and field ideas. Feedback from the committee was their appreciation of the complexities of working effectively with our population, and the strategies that are being used to meet client needs. We will be having our next meeting in November pending everyone’s availability.



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Community Advisory Committee:

Members:

- Joan Carter (Councilmember Wallace-Jones)
- Julian Garcia (Councilmember Lopez)
- Robert Jones (Vice Mayor Gauthier)
- Stewart Hyland (Councilmember Romero)
- Elvira Macias (Mayor Abrica)
- Bernadine Posadas (LifeMoves)
- Laura Ramirez (County of San Mateo – Adult Probation)
- Heather Starnes-Logwood (Live in Peace)
- Carlos Velasco Arreola (KIPP: Public Schools Norther California)
- Karen Camacho (Housing & Economic Development Manager-City of East Palo Alto)

Employer Advisory Committee:

Members:

- Annette Chu (Milestone Technologies)
- George Colon (SF Made)
- Melissa Dunn (Target)
- Michelle Goudeaux (Columbia Property Trust)
- Robert Matthews (Carpenters Training Committee for Northern CA)
- Mark Reyes (CSBio)
- Flo Sinogui (Teamsters 665)
- Karen Camacho (Housing & Economic Development Manager-City of East Palo Alto)



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Summary

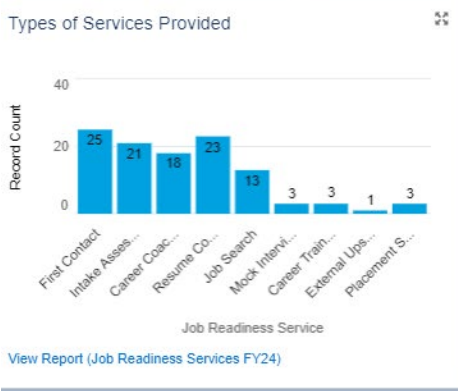
As always, the staff at the East Palo Alto Career Center remains steadfast in their commitment to our mission of assisting the residents of East Palo Alto in finding meaningful employment, acquiring new skills, and accessing educational opportunities to establish individualized career paths aligned with their short and long-term employment objectives. This dedicated team will persistently cultivate vital collaborations with community organizations, government entities, and educational institutions, all with the aim of enhancing the overall well-being of our community. Recognizing that no single entity can accomplish everything in isolation, we firmly believe that by working together, we can bring about significant and positive change.



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Quarterly Performance Dashboard Snapshot

Number of Clients <h1>41</h1> View Report (Job Readiness Services FY24)	New Active Clients <h1>23</h1> View Report (New Active Clients - EPA)	Number of Services <h1>110</h1> View Report (Job Readiness Services FY24)	EPA Career Center Placements <h1>14</h1> View Report (EPA Career Center Placements FY24)
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Average Wages

\$28.84

[View Report \(EPA Career Center Wages\)](#)

Employers

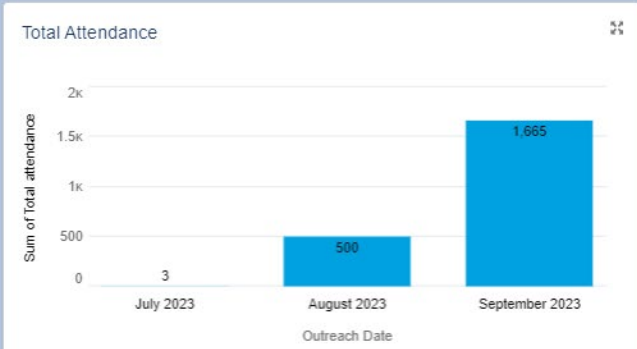
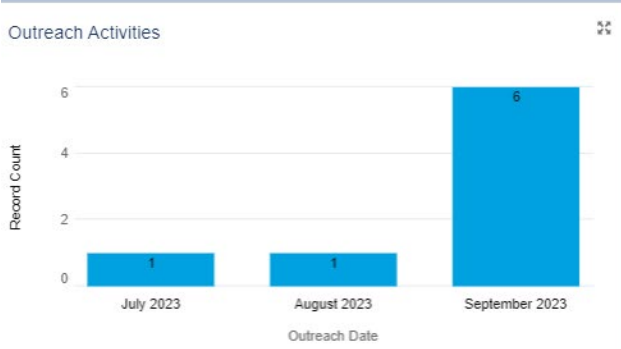
Employer	Unique Clients ↑
UFC	1
Harvest Properties	1
Harvest Properties	1
Securitas AB	1
Avenidas	1
Nordstrom Corporation	1
DG Floor Covering	1

[View Report \(Employers for EPA FY24\)](#)

Job Titles

Job Title	Unique Clients ↑
Membership Agent	1
Material Handler	1
Material Handler	1
Campus Security	1
Art Instructor	1
Store Ambassador/ Security	1
Floor Installation Specialist	1

[View Report \(Job Titles for EPA FY24\)](#)





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Short Work Assignments

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[View Report \(EPA Career Center Short Work FY24\)](#)