



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

Q2 FY24 EPA Career Center Quarterly Performance Report

Date: January 15, 2024
To: Melvin Gaines, East Palo Alto City Manager
c.c. Karen Camacho, Barrie Hathaway Esmeralda Cerrato, Ruben Avelar, Suzanne Markoe Haynes Ph.D.
From: Esmeralda Cerrato
Subject: Quarterly Center Performance Report Q2FY24

Dear Mr. Gaines,

We are pleased to share the Q2FY24 quarterly performance and activity report for the East Palo Alto Career Center. Following our standard format, it starts with an overview of current performance metrics, delves into client feedback, provides insights into employer engagement initiatives, and concludes with a summary of findings and future plans.

Thank you for your ongoing 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:

Q2FY24 Outcomes (October 1, 2023 through December 31, 2023)

As depicted in the high-level metrics snapshot presented *at the conclusion of this report*, the East Palo Alto Career Center (EPACC) has delivered a total of 190 services to 71 clients, leading to 24 individuals successfully securing new positions. Remarkably, these positions feature an average wage of \$27.40 per hour year-to-date. Examining the employment outcomes, 70.83% of the jobs obtained were full-time positions, 20.83% comprised 30-20 hours per week, and the remaining 4.14% constituted jobs with less than 20 hours per week.

Further examining client activities, a detailed breakdown of the services provided indicates that 31 out of the 71 clients are actively participating in job search activities. The remaining clients are engaging in various services, with notable emphasis on "First Contact," conducted during the initial interaction with new clients, and "Resumes" services, which involve coaching to help clients revise or create updated resumes aligned with their employment needs. It's crucial to note that clients often utilize multiple services before embarking on their job search. Among the 24 individuals who secured new employment, all of them were part of the group of 31 clients actively involved in job search activities.

Looking at it from an employer's perspective, it's noteworthy to mention that several organizations have made substantial contributions to their hiring efforts. CS Bio Co. and Stanford University have both expanded their teams with 2 new hires each. Additionally, the Community Development Corporation, VA Palo Alto Health Care, USK Manufacturing, and numerous other entities have each hired at least 1 new employee, illustrating the diverse array of job opportunities provided for our job seekers.

Moreover, it is crucial to underscore our commitment to serving a diverse clientele, which has led us to introduce sustainability placements. These placements offer swift financial support to our job seekers while we continue assisting them in their quest for long-term employment and careers. The sustainability placements have included 5 short work assignments year-to-end, with Harvest Properties Inc. hiring 3. This adds up to an impressive total of 24 successful placements, along with 5 sustainability placements for the current quarter.



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Client Comments and Stories

Client story:

Mr. K, our client, relocated to the Bay Area in 2019 to continue pursuing a relationship with the woman who later became his wife in 2020. Introduced to the EPA Career Center by his wife, a local resident, in 2021, Mr. K expressed a desire to reignite his career passion in the healthcare sector as a Sterilization Technician. However, due to a lack of local references, work history, and stable housing, hospitals were hesitant to provide him with the opportunity to work in his field, at a pay rate competitive for affordable housing in East Palo Alto.

Upon working with our Employment Specialist, a series of meetings were held to strategize the best approach to achieve Mr. K's goal of securing a technician job. Staff members assisted him by highlighting the advantages of being an internal hospital staff member rather than pursuing from the outside. He received support in crafting a cover letter and resume for the online application, along with mock interviewing assistance. Leveraging JobTrain's relationship with human resources, he secured an interview and subsequently accepted an offer to join the VA Hospital as a Janitor in the housekeeping division at a rate of \$21.00 per hour.

After three months on the job, showcasing excellent attendance and work performance while receiving praise from his supervisor and co-workers, Mr. K applied for an internal opening as a Sterilization Technician. Due to his internal candidate status, he swiftly met with and interviewed before the HR panel. A week after the interview, he was offered the opportunity to become a Sterilization Technician.

During the holiday season, we received a message from Mr. K's wife expressing gratitude: "Mr. K and I wanted to let you know he received an offer from the VA, offering him \$65,000 a year as a Sterilization Technician. Thank you for all your help in getting his foot in the door."



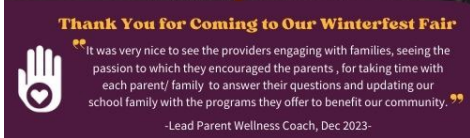
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Outreach and Engagement Events and Activities



12/1/2023 – Winter Fest, The Primary School

Hosted a table with timely resources for the school family during the event.



12/5/23 - Presented to the City Council Board of East Palo Alto

We had an opportunity to come in front of the board to present on behalf of the East Palo Alto Career Center outcomes and engagement.



12/17/2023 – Client memorial, Eastside College Preparatory School

We had a chance to remember and celebrate the life of one of our clients D'Andre Stamper in a special memorial hosted at his local high school by dedicating a bench in his honor in which we played an instrumental part in



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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, 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: Stangenes Manufacturing Thursday, October 5, 2023



Stangenes, a manufacturing company located in Palo Alto. Stangenes is urgently recruiting a few entry level positions. Stangenes is language-friendly, background-friendly, offers a streamlined hiring process and benefits. Let's get some of our candidates in for this appealing opportunity!



Employer Spotlight Event: CORA-How to Dress for Success Wednesday, October 8, 2023

Overview of CORA services and current job opening



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Employer Spotlight Event: CrossMark Thursday, November 16, 2023



CrossMark supplies workers in the merchandising space (retail work encompassing stocking, upkeep, inventory) to large retailers all over the country. They are recruiting for flexible positions in various locations in the Bay Area. Candidates would be employees of CrossMark and work at different locations based on the retailer's needs and their expertise.

Employer Spotlight Event: Cintas Thursday, November 30, 2023



Stephanie Ho from Cintas will present job opportunities and be available for a few questions – please attend if you can! Please see the jobs.com channel on teams for the job descriptions.

Employer Spotlight Event: AbilityPath Wednesday, December 20, 2023



AbilityPath is a supportive employer with numerous openings and hiring right now. Join us for a quick talk by their recruiter, Juan Escobar.



Employer Spotlight Event: YMCA Thursday, December 21, 2023

Meet Rebecca Duran, head of HR at YMCA's East Palo Alto branch. Not only a fellow community organization, the Y hires in many different entry level, midlevel, full time, and part time positions all over the Bay Area. Thanks to Rebecca for taking the time to share with us the recruiting needs and professional opportunities at the Y.



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Cultivating Partnerships - Organizations and Employers

The East Palo Alto Career Center maintains an ongoing effort to foster collaboration with our current partners through participation in meetings, joint initiatives, and consistent communication. Simultaneously, we actively seek new opportunities to broaden our impact and reach.

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.

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.



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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 initial Community Advisory Committee Meeting for the fiscal year 2023-2024 was conducted via Zoom in November. During the meeting, we provided committee members with updates on career center progress, exchanged ideas and strategies, and sought support for marketing and connections. Additionally, we engaged in an open discussion about potential candidates to invite to join the Community Advisory Committee, aiming to fill two open spots left by Delia Perla (resigned, to be replaced) and Julian Garcia (inactive, to be replaced). We will be having our next meeting in February pending everyone's availability.

Community Advisory Committee:

Members:

- Joan Carter (Councilmember Wallace-Jones)
- Robert Jones (Vice Mayor Gauthier)
- Stewart Hyland (Councilmember Romero)
- Elvira Macias (Mayor Abrica)
- Bernadine Posadas (LifeMoves)



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- 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)

Summary

The team at the East Palo Alto Career Center continues to unwaveringly uphold our commitment to the mission of aiding the residents of East Palo Alto in discovering meaningful employment, acquiring new skills, and accessing educational opportunities. Our goal is to help individuals establish personalized career paths aligned with their short and long-term employment objectives. This dedicated team will persistently foster crucial collaborations with community organizations, government entities, and educational institutions, all aimed at enhancing the overall well-being of our community. Acknowledging that no single entity can achieve 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>71</h1> View Report (Job Readiness Services FY24)	New Active Clients <h1>31</h1> View Report (New Active Clients - EPA)	Number of Services <h1>190</h1> View Report (Job Readiness Services FY24)	EPA Career Center Placements <h1>24</h1> View Report (EPA Career Center Placements FY24)
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Types of Services Provided View Report (Job Readiness Services FY24)	Career Center Wages View Report (EPA Career Center Wages FY24)	Average Wages <h1>\$27.40</h1> View Report (EPA Career Center Wages FY24) Short Work Assignments <h1>5</h1> View Report (EPA Career Center Short Work FY24)
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Employer	Unique Clients ↑
Securitas AB	1
Panda Express	1
CS Bio Co.	1
CS Bio Co.	1
Youth for Community Service	1
Dannon Project	1
Avenidas	1

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

Job Title	Unique Clients ↑
Campus Security	1
Restaurant Service and Kitchen Team	1
Medical Device Assembly	1
Warehouse Attendant	1
School Program Manager	1
Director of Re-Entry	1
Art Instructor	1

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

