



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

Q3 FY23 EPA Career Center Quarterly Performance Report

Date: April 17, 2023
To: Melvin Gaines, East Palo Alto City Manager
c.c. Karen Camacho, Esmeralda Cerrato, Art Taylor, Ruben Avelar
From: Barrie Hathaway
Subject: Quarterly Center Performance Report Q3FY23

Dear Mr. Gaines;

JobTrain is pleased to provide this Q3FY23 year-to-date performance and activity report for the East Palo Alto Career Center. As usual, this report opens with metrics reflecting performance to date, provides client and partner stories and feedback, and ends with a summary of our findings and plans.

Thank you for your support and partnership.

Sincerely,

Barrie Hathaway
CEO
JobTrain



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Overview of Client Activities and Outcomes:

Q3FY23 Outcomes (July 1, 2022 through March 31, 2023)

As illustrated in the high-level metrics snapshot **at the end of this report**, the East Palo Alto Career Center (EPACC) has delivered 497 services to 128, and 39 clients have secured new positions with average wages at \$23.28/hour YTD. 59% of these jobs were full time, 22% were 30 hours per week, and the remaining 19% were less than 30 hours per week.

As we look deeper at client activities, you will see from the breakdown of services delivered, 73 of the 128 clients engaged in Job Search activities. The remaining clients engaged in various services with the top services being “assessments” which is completed at the point of enrollment, and “information” which includes coaching to help the client assess and determine their best course of action. It is important to understand that a client is likely to engage in a number of services before they begin their job search. The 39 individuals who were placed in new jobs, were all from the 73 who engaged in job search activities.

From an employer perspective, it is worthy of note that Harvest Properties hired 3 clients, UPS hired 3, Ravenswood School District hired 2 and Tech Mahindra hired 2. All other employers hired 1 client.

Client Comments and Stories

Client story:

Client Hazel (not real name) has been working temporary jobs while being a full-time mom. She came into the career center to begin looking for work and to receive training. I was able to help her update her resume, prep her for interviews and to also job search. I was able to help her get a job at Costco, but she is looking for something that fits her skill set. She has applied to Stanford, and she had an interview just last week. She sent this to me *“Hello, I think I did good. The conversations were flowing, and I feel like I answered everything pretty much correctly. They said they will email me next week. It’s because of the practice I had with you, I felt very confident. Thank you so much for all your help.”*



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Client story:

I have a client named Mrs. Brown (not real name.) I am currently working with her to seek employment. She was let go from her last job and is struggling to find a new job. She has been insecure because she was let go and feels she will not be hired elsewhere. I reassured her with the right training she can answer interview questions successfully. She sent me this message after setting a plan of action.

Mrs. Bond:

“Wow!! That’s awesome!! Thank you so much!! You made me feel a lot better after we talked. I was getting very discouraged. But I am more optimistic now.”

Client story:

Client Spotlight- I have a client who continues to provide inspiration to me and the staff of the EPA Career Center, we will call him John.

John is a 25 year formerly incarcerated individual who came to the Career Center two years ago. Based on a referral from a local church ministry. In the first year of working with him: he humbly accepted the idea of taking a job as a first step, getting some training- go get a job. Then work towards getting a career. Every client has a different approach towards job search, and we often will allow the client to lead, and we will support with a variety of resources offered at the center. John was always open to the idea that it may take some time to get a respectable wage: and he was ok with the pathway recommended.

His first assignment brought him to an agency which Stanford University contracts to provide facilities maintenance support on campus. He was a welcome addition to the team. On time, quick learner- worked well with others. He was happy and honored that he spent his day at one of the leading Universities in the world. Stanford took notice of his work and began inquiring with the agency, about bringing him on board full-time, full benefits: Jack Pot!

Until Stanford required a full background check which immediately eliminated him from consideration. Stanford also required that the agency release John and bar him from the campus. (He was convicted on an assault charge back in 1995). Certainly, this was a low period for John. He was convinced that he would never be able to get on with his life:



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I remember a conversation two months ago when he was concerned about how we would survive financially. He was collecting unemployment, but that wasn't enough to take care of his bills, and this job was lucrative and tempting.

We listened and suggested he wait until the right offer comes along, we also recommended he work his network and friends letting them know that he was once again looking for work. Today we are happy to report that because a friend saw that John was actively searching, he introduced him to an employer <https://cbelow.com> Who offered him a union job paying him \$44.00 per hour. He is on his way...

Outreach and Engagement Events and Activities

EPA Community Outreach, Job Fairs/Recruitment Events

Spotlight Hiring Event
Evento de Empleo en Persona
Saturday, January 28, 2023

Featuring/Presentando:
MALABAR Tech Mahindra TOP

10:00AM - 2:00PM
KIPP Esperanza High School
Gymnasium
1039 Garden St, East Palo Alto

11:00 AM Guest Speaker: Father Larry Goode
Invitado especial: Padre Larry Goode

Full-Time, Part-Time & Seasonal Opportunities
Oportunidades de Tiempo Completo, Medio Tiempo y de Temporada

Does your resume need some work?
JobTrain's Employment Specialists are here to help you. Schedule an appointment at www.JobTrainWorks.org.

¿Tu currículum necesita algo de trabajo?
Los especialistas en empleo de JobTrain están aquí para ayudarlo. Agenda una cita visitando nuestro sitio web www.JobTrainWorks.org.

in partnership with:
KIPP Public Schools

JobTrain is a non-profit organization that has provided career training and employment services to the community since 1983. For more information visit www.jobtrain.org

Employer Spotlight Event 01/28/2023 from 10:00AM-2:00PM

KIPP Esperanza High School Gymnasium, featuring six employer's and Father Larry Goode and a guest speaker.



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Manufacturing Hiring Fair Feria de Trabajo de Manufactura Saturday, March 18, 2023

NO EXPERIENCE NECESSARY!
!NO SE NECESITA EXPERIENCIA!

Walk-Ins Welcomed /
Todos Bienvenidos
10:00 a.m. to 2:00 p.m.
City Hall
2415 University Avenue
East Palo Alto



Manufacturing companies from throughout the Bay Area will be onsite looking for new hires! Start your exciting career in Manufacturing! Entry level jobs start at \$22-\$34/hr.

¡Las empresas de fabricación de toda el Área de la Bahía estarán on el lugar buscando nuevas contrataciones! ¡Comience su nueva y emocionante carrera en Manufactura! Los salarios comienzan en \$22 a \$34

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- ¿Tu currículum necesita algo de trabajo?
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Manufacturing Hiring Fair 03/18/23 from 10:00AM-2:00PM

We held a focused hiring event in the community room in City Hall building.



Employer Spotlight Event 03/20/23 From 1:00PM-3:00PM

Abode Services was spotlighted in the East Palo Alto Career Center, to meet our clients and provide on sight interviews to pre selected jobseekers. Five of the three clients were extended a second interview to continue the process.

Upcoming Events:

CAREER FAIR

Don't miss your chance for seasonal and permanent openings at the Boys & Girls Clubs of the Peninsula. Openings available across San Mateo County!

WEDNESDAY, APRIL 19TH
09:00-11:00 AM
BGCP'S EAST PALO ALTO CLUBHOUSE
2031 PULGAS AVENUE
EAST PALO ALTO, CA 94303
<https://www.bgcp.org/careers>

Employer Spotlight Event 04/19/23 From 9:00AM-11:00AM

We will spotlight the Boys & Girls Clubs of the Peninsula. This event will take place in East Palo Alto.



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Cultivating Partnerships - Organizations and Employers

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 referred to 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.

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.



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Snapshots of our events:

Employer Spotlight Event 01/28/2023 KIPP Esperanza



Manufacturing Hiring Fair 03/18/2023 – Community Room City Hall





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Advisory Committee Status

The advisory committees of the East Palo Alto Career Center were scheduled to meet in early April 2023, since several committee members are busy and or not available to attend due to their busy calendars, we only have a tentative meeting date for The Community Advisory Committee to come together on April 27, 2023.

Meeting notes:

We will be discussing the departure of one of our Community Advisory Committee members, Delia Perla from Nuestra Casa. We will also be updating the committee with the departure of Ariana Tafoya -Family Ambassador of Recruitment from KIPP: Public Schools Norther California with the replacement of Carlos Velasco Arreola - Community Engagement and Partnerships Manager from KIPP: Public Schools Norther California.

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)



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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

As always, the East Palo Alto Career Center staff is dedicated to the service of helping East Palo Alto residents become gainfully employed and develop customized career pathways towards economic mobility that fits their employment long term goals. Staff will continue to work tirelessly towards building key partnerships with community organizations, government, and educational institutions to improve the quality of life of our community. No one entity can do it all, but collectively we can make a significant difference.



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Quarterly Performance Dashboard Snapshot

Dashboard
EPA Career Center for FY23

As of Apr 14, 2023 11:02 AM-Viewing as Kanchan Kartha

Refresh ▼

Number of Clients Served

128

[View Report \(Job Readiness Services FY23\)](#)

Number of Services Provided

497

[View Report \(Job Readiness Services FY23\)](#)

EPA Career Center Job Placem...

39

[View Report \(EPA Career Center Job Placem...\)](#)

Average Hourly Wage

\$23.28

[View Report \(EPA Career Center Job Placements FY23\)](#)

Types of services provided

[View Report \(Job Readiness Services FY23\)](#)

EPA Career Center Job Placements FY23

[View Report \(EPA Career Center Job Placements FY23\)](#)

Employers for EPA Job Placements FY23

Company Where Working	Record Count
Harvest Properties	2
United Parcel Service	2
Tech Mahindra	2
Wormsley Family	1
Urban Strategies of Oakland	1
UPS	1
UHaul	1

[View Report \(Employers for EPA Job Placements FY23\)](#)

Job Titles for EPA Job Placement FY23

Job Title	Record Count
Warehouse/Driver Helper	1
Utility Locator	1
survey participant	2
Stage Hand	3
Security Officer	1
Security	1
School Bus Operator	1

[View Report \(Job Titles for EPA Job Placement FY23\)](#)

Outreach Events

[View Report \(Outreach Activity for EPA FY23\)](#)

Outreach - Number of people reached

[View Report \(Outreach Activity for EPA FY23\)](#)

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