



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

Q3 FY24 EPA Career Center Quarterly Performance Report

Date: April 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 Career Center Performance Report Q3FY24

Dear Mr. Gaines,

We are pleased to share the Q3FY24 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:

Q3FY24 Outcomes (January 1, 2023 through March 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 520 job readiness services, 367 supportive services, 148 skill upgrade services to 120 clients, leading to 31 individuals successfully securing new positions. Remarkably, these positions feature an average wage of \$28.80 per hour year-to-date. Examining the employment outcomes, 77.42% of the jobs obtained were full-time positions, 19.35% comprised 30-25 hours per week, and the remaining 3.23% constituted jobs with less than 20 hours per week.

Upon closer examination of client activities, a comprehensive breakdown of the "Job Readiness Services" provided reveals that we have delivered 520 services, with a significant focus on "Job Search," followed by "First Contact" and "Career Coaching." "First Contact" involves initial interactions with new clients, while "Career Coaching" entails guiding clients to develop or refine plans aligned with their employment goals. It's important to highlight that clients often utilize multiple services before initiating their job search.

Moreover, our clients are engaging in various additional services that were previously unaccounted for on our Dashboard but were nevertheless occurring. These include "Supportive Services," with 367 services rendered to 120 clients, and "Skill Upgrade Services," with 148 services provided to the same 120 clients. These services encompass GED, ESL 1,2, and Computer Literacy programs.

It's critical to recognize that clients frequently access multiple Job Readiness Services before commencing their job search. Among the 31 individuals who secured new employment, all were part of the group of 54 clients actively engaged in job search activities. This underscores the significance of our holistic approach in preparing clients for successful employment outcomes.

Viewing it through the lens of employers, it's important to highlight the significant contributions made by various organizations to their recruitment endeavors. Stanford University has recruited 4 individuals, while CS Bio Co. and JobTrain have each welcomed 2 new team members. Furthermore, the United Parcel Service, City & County of San Francisco, VA Palo Alto Health Care, USK Manufacturing, and several other entities have each added at least 1 new employee. This showcases the wide range of employment opportunities available to our job seekers.



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Furthermore, it is imperative to emphasize our dedication to catering to a diverse clientele, which has prompted us to introduce sustainability placements. These placements provide immediate financial assistance to our job seekers while we continue to support them in their pursuit of long-term employment and career opportunities. The sustainability placements have comprised 5 short-term work assignments thus far, with Harvest Properties Inc. hiring 3 individuals. This brings our total successful placements to an impressive count of 31, including 5 sustainability placements for the current quarter.

Client Comments and Stories

Client story:

During the one-year anniversary of the tragic shooting of 7 farmworkers, in Half Moon Bay we had a Roundtable with community leaders and elected officials. The roundtable included Congresswoman Anna Eshoo, Mayor Antonio Lopez from the city of East Palo Alto, County supervisors, community leaders, and farmworkers.

After the heartfelt gathering Larry Moody and I had the opportunity to check in with each other. The conversation around employment came up and Mr. Moody jumped into his Employment Specialist role and informed me about an employment opportunity with JobTrain that would be a great fit. I mention to Mr. Moody that I was interested in the opportunity and to forward me the link for the job description. I visited the link and became interested in applying for the position. I then became a client of the East Palo Alto Career Center, and I completed my intake and received some career counseling. I applied for the position; my application was approved. Later, I received an email from JobTrain to set up an interview.

After a second interview I was informed to expect an email from JobTrain. Later, I received the email with a contract from JobTrain. I got the job!!!

Thank you, Larry, and JobTrain staff for the opportunity to become part of the team.

Best regards,

Joaquin Jimenez

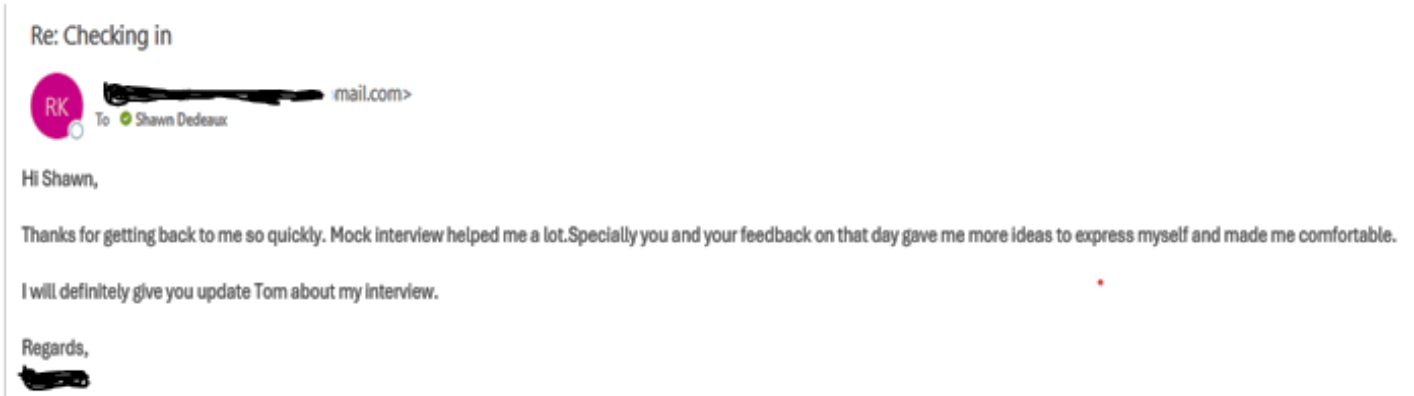
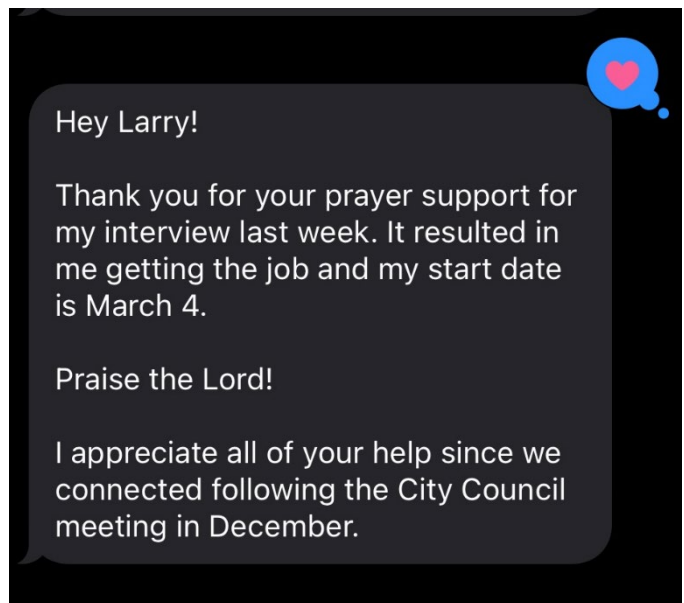
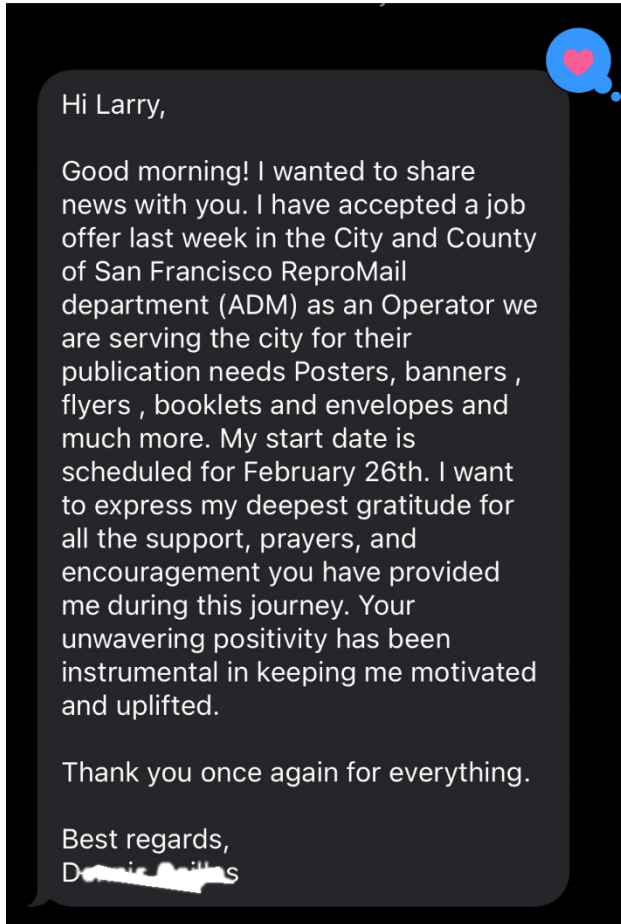
Regional Director – Half Moon Bay





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Client comments:





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Outreach and Engagement Events and Activities

**CAREER & TECHNICAL
EDUCATION FAIR**

Explore educational and training opportunities for a variety of jobs

Join us **March 7, 2024**
from **6:00 pm - 8:00 pm**
at **East Palo Alto Academy**
1050 Myrtle st. East Palo Alto

Open to the East Palo Alto Community



03/07/2024 – East Palo Alto Academy, Career & Technical Education Fair

Hosted a table with timely resources for the school students, family, and community during the event.



03/19/24 – New Creation Home Ministries, Golden Egg Awards

Esmeralda Cerrato, Regional Director of South San Mateo County Career Centers was invited to speak to the women of NCHM about her story in an event that honored local leaders, among other local community leaders.



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03/14/2024 – Employer & Community Advisory
Committee Appreciation Event

We had the opportunity to appreciate our committee members by hosting them at JobTrain HQ and providing our guests with a tour of our garden, training classes followed by a lunch prepared by our culinary students.





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Employer Engagement:

Our collaboration with our dedicated Employer Liaison, Terrie Crenshaw, remains robust as she plays a pivotal role in fostering partnerships with employers and creating pathways to quality employment. Ms. Crenshaw actively manages a stream of employment resources including our internal jobs and job search channels (Career Center Entry Level Jobs and Links to Job Search Resources), where she regularly shares current job listings and resources for our Employment Specialists to support their job seekers; populates our online recruitment events page; monitors our incoming jobseekers requests; and maintains an employer contact database accessible to all career center staff.

Moreover, Ms. Crenshaw coordinates Employer Spotlight Events, showcasing specific employers and providing Employment Specialists from our career centers with the opportunity to participate. These events not only strengthen our ties with employers but also empower us to effectively match job seekers with suitable positions.

Below are examples of the employer spotlight events held this quarter:



Employer Spotlight Event: Teledyne EMT Tuesday, January 9, 2024

ETM designs and builds high voltage and high-power electronic subsystems for the communications, radar/EW, test/measurement, medical, and security markets. Teledyne is a manufacturing employer with great entry level jobs and career paths.



Employer Spotlight Event: Tech Mahindra Wednesday, January 10, 2024

Tech Mahindra Ltd (TechM) provides information technology (IT) services and solutions. The company offers consulting, SAP, Oracle, digital supply chain services, infrastructure management services, integrated engineering solutions, BPO, platform solutions, network services, and testing services. If you have candidates looking for quick income and who come with barriers to employment, please a



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Employer Spotlight Event: Slingshot Staffing
Friday, January 19, 2024

SlingShot Connections provides contract staffing, direct hire placement, executive search recruitment, payroll services, and customized staffing solutions for numerous verticals, including accounting & finance, hospitality, human resources, and many more.



Employer Spotlight Event: Pacific Homecare Services
Friday, February 16, 2024

We are a Stockton-based agency that provides quality in-home care services to the elderly and individuals with long-term physical or cognitive/intellectual disabilities.



Employer Spotlight Event: FedEx
Tuesday, February 20, 2024

FDX Corporation, is an American multinational conglomerate holding company focused on transportation, e-commerce, and business services. Fedex continues to be an important hiring partner. We will cover their openings and hiring trends, the hiring process, what makes a good applicant, and more.



Employer Spotlight Event: Service By Medallion
Wednesday, February 21, 2024

Service by Medallion's mission is to provide our clients and employees with a clean, safe, and healthy environment through comprehensive and responsive building maintenance services. We will cover SBM's



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hiring process, what types of candidates do well, more insight into the background screening, and our candidate stats with SBM.

Employer Spotlight Event: Always Best Care Senior Services
Tuesday, February 27, 2024



Compassionate in-home care for seniors at Always Best Care. Personalized support for a comfortable and independent lifestyle. Will cover opportunity which enables candidates to receive a generous stipend while studying in a brief certificate program and transition to immediate employment.

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.

East Palo Alto Academy- We partnered and participated in a Career & Technical Education Fair. We will be presenting to students and families at future events.

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.



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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 have attended some of their parent meetings.

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 partnered in a Second Chance Event that the church is hosting by tabling.

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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Advisory Committee Status

The East Palo Alto Career Center expressed its gratitude towards its committee members by organizing an appreciation lunch to honor both the Community Advisory Committee and the Employer Advisory Committee members. The event included a tour of JobTrain's organic garden and career training classes, allowing attendees to engage with our instructors. Following the tour, a delightful lunch prepared by our culinary art students, utilizing vegetables and herbs from the garden, was served, accompanied by a perfectly baked loaf of bread. The lunch provided an opportunity for networking and informal discussions.

During the lunch, updates on career center progress and staffing changes were shared with the committee members. Looking ahead, plans are underway to reconvene soon to replenish our Community Advisory Committee. This involves filling two vacant spots left by Delia Perla (who resigned and will be replaced) and Julian Garcia (who is inactive and will be replaced). Our next meeting will be scheduled based on 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)
- 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)

Update



Shawn Dedeaux, our new Employment Specialist for the East Palo Alto Career Center joined us on February 26th, 2024.

Shawn, originally from Southern California, relocated to Northern California about a year ago and has thoroughly enjoyed the change. Growing up in a big city with his single mother, he witnessed firsthand the challenges she faced. Despite their hardships, his mother strove to create a loving and normal environment, although moments of deprivation were not uncommon.

From a young age, Shawn felt compelled to alleviate his mother's burdens, often assisting her with job searches and housing arrangements. Later in life, he seized an opportunity to work at a career center affiliated with a homeless shelter in Sacramento. Here, he found immense satisfaction in aiding clients with tasks like computer usage, resume building, and overcoming other barriers during their challenging journeys. Witnessing their successful placements



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brought him unparalleled joy, knowing he played a small yet meaningful role in their path to success.

Now, working with the community of East Palo Alto, Shawn considers each day a blessing as he helps individuals in their pursuit of career goals.



Larry Moody, has received a promotion as JobTrain’s new Government Affairs & Community Liaison under the Development and Marketing team. Congratulations, Larry, from the East Palo Alto Career Center!



Metrix Implementation – The EPA Career Center is implementing a new eLearning portal to help our jobseeker’s skill up and secure new and/or better jobs. Metrix Learning’s eLearning portal is designed to strengthen job prospects and to promote career pathways that drive economic prosperity. metrixlearning.com

Summary

At the heart of the East Palo Alto Career Center beats a relentless dedication to our mission: empowering the residents of East Palo Alto to unlock doors to meaningful employment, embrace new skills, and seize educational opportunities. We stand firm in our commitment to guiding individuals towards personalized career paths that resonate with their immediate and future aspirations.

Our team is fueled by a profound belief in the power of collaboration. We forge vital partnerships with community organizations, government bodies, and educational institutions, recognizing that collective effort yields transformative results. We understand that true progress is born from collective effort, and together, we champion positive change for our community.

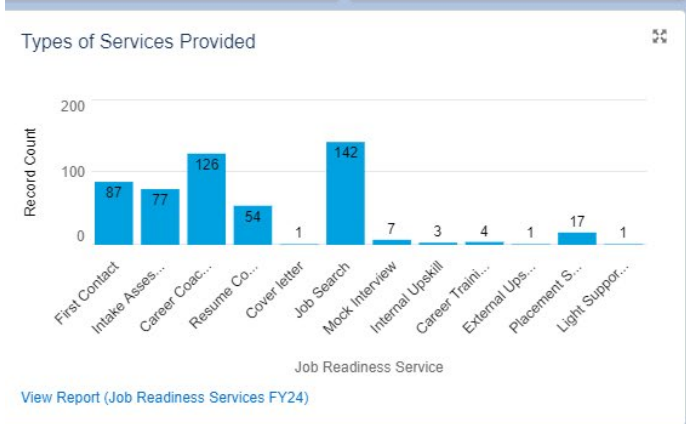


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Quarterly Performance Dashboard Snapshot

<p>Number of Clients</p> <h1>120</h1> <p>View Report (Job Readiness Services FY24)</p>	<p>New Active Clients</p> <h1>54</h1> <p>View Report (New Active Clients - EPA)</p>	<p>Number of Job Readiness Services Delivered</p> <h1>520</h1> <p>View Report (Job Readiness Services FY24)</p>	<p>EPA Career Center Placements</p> <h1>31</h1> <p>View Report (EPA Career Center Placements)</p>
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<p>EPA Supportive Services Delivered</p> <h1>367</h1> <p>View Report (EPA Supportive Services)</p>	<p>EPA Skills Upgrades Delivered</p> <h1>148</h1> <p>View Report (EPA Clients Enrolled in Skills ...)</p>	<p>Short Work Assignments</p> <h1>5</h1> <p>View Report (EPA Career Center Short Work...)</p>	<p>Average Wages</p> <h1>\$28.80</h1> <p>View Report (EPA Career Center Wages F...)</p>
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Employers

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 Titles

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 \(Job Titles for EPA FY24\)](#)



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