



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

## Q4 FY23 EPA Career Center Quarterly Performance Report

Date: July 12, 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 Q4FY23

Dear Mr. Gaines;

JobTrain is delighted to present the year-to-date performance and activity report for the East Palo Alto Career Center for Q4FY23. As customary, this report commences with an overview of performance metrics thus far, followed by compelling client and partner stories and feedback. Finally, it concludes 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:

#### Q4FY23 Outcomes (July 1, 2022 through June 30, 2023)

As illustrated in the high-level metrics snapshot ***at the end of this report***, the East Palo Alto Career Center (EPACC) has provided a total of 585 services to 153 clients, resulting in 43 individuals successfully securing new positions. Notably, these positions boast an average wage of \$26.67 per hour year-to-date. Breaking down the employment outcomes, 54.9% of the jobs obtained were full-time positions, 25.58% comprised 30-20 hours per week, and the remaining 9.3% constituted jobs with less than 20 hours per week.

As we look deeper at client activities, you will see from the breakdown of services delivered, 87 of the 153 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 43 individuals who were placed in new jobs, were all from the 87 who engaged in job search activities.

From an employer perspective, it is notable that several organizations have made substantial hiring contributions. UPS, Ravenswood School District, Sutter Health, United Parcel Service, and Home Depot have each hired multiple clients, with UPS employing 3 individuals, Ravenswood School District and Sutter Health each hiring 2, and United Parcel Service and Home Depot both bringing on board 2 employees. Additionally, numerous other employers have hired at least 1 client each, underscoring the diverse range of opportunities created for our jobseekers.

Additionally, it is worth highlighting that our commitment to serving a diverse clientele has led us to facilitate sustainability placements that swiftly provide financial support to our jobseekers while we continue to assist them in securing long-term employment or careers. These placements have included 8 mini placements, with Tech Mahindra hiring 5 clients and Harvest Properties hiring 3 clients, resulting in a remarkable total of 51 successful placements for the fiscal year. (It is important to note that the mini placements are not included in the overall dashboard data collected.)



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### Client Comments and Stories

#### **Client story:**

Cesar called me requesting support for employment. He was experiencing homelessness along with several other barriers. He was kicked out of his previous room because he lost his job at Walmart. Walmart was unfair and let him go due to medical reasons, thankfully he was able to stay at a shelter while he looked for a job. I met with Cesar every day virtually for a week, and I was able to help him land a job at Panda Express. He stated, "Thank you for all your help! Now that I have a job, I have a chance to move back into my old room."

#### **Client story:**

Hello Larry,

Thanks for reaching out. I tried your work number, but it was disconnected, and I forgot I had your cell. I gave you a quick call to see how you were doing.

I got connected with West Valley, who hired me as a marketing staff member for TIBCO Software and then converted me to permanent. I am looking for a new role if you have any insights into any Product Marketing or Marketing Manager opportunities. Here is my LinkedIn profile: [Link](#). It would be great if you have any available opportunities. Looking forward to catching up.

I always appreciated you leveraging your connections to help your client base.

Best,

William



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### Client story:

Nico is a client that came to the Career Center for job search support after being laid off from a company he has been at for 7 years. The client was anxious about not being able to pay off his bills that were quickly approaching. I was able to get him started with his job search and referred him to supportive services. During his time here at the Career Center he was able to pay off some debt. Moreover, he decided to retire and with my help I was able to help him get employment part time at Home Depot. With all the support from the Career Center, client expressed his gratitude and said, "Thank you so much for all your help and patience, I appreciate all that you have done to help me find a job."

### Outreach and Engagement Events and Activities

#### EPA Community Outreach, Job Fairs/Recruitment Events



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

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



Tabling event to promote services 04/30/23 from 9:00AM-12:00PM

Second Chance Sunday Service & Fair, Glad Tidings Church



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EPA Comité Latino 5 de Mayo Festival 04/30/23

Tabling event to promote services and engage with the community



### Get Set For Summer Fair *Prepárate para la feria de verano* Saturday, May 20, 2023

11:00 a.m. to 2:00 p.m.  
East Palo Alto Senior Center  
560 Bell Street at University  
East Palo Alto

Jobs, Learning, and Resources for Youth and Adults  
Empleos, aprendizaje y recursos para jóvenes y adultos

Register at the link or use the QR code  
<https://forms.gle/Amu210p8N2q3M1t68>

Does your resume need some work?  
JobTrain's Employment Specialists are here to help you. Schedule an appointment at [www.jobtrain-works.org](http://www.jobtrain-works.org)

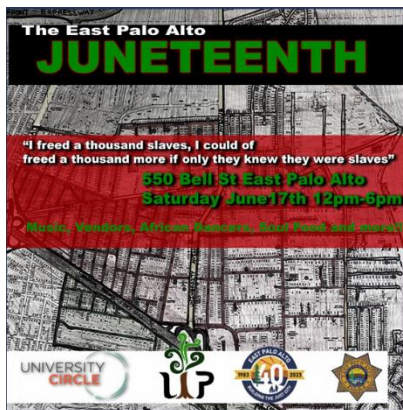
Learn about jobs, internships, apprenticeships, volunteer opportunities, community resources, and much more!  
¡Aprenda sobre trabajos, prácticas, aprendizajes, oportunidades de voluntariado, recursos comunitarios y mucho más!

¿Tu currículum necesita algo de trabajo?  
Los especialistas en empleo de JobTrain están aquí para ayudarte. Agenda una cita visitando nuestro sitio web [www.jobtrainworks.org](http://www.jobtrainworks.org)

Summer Job Fair 05/19/23 From 11:00AM-2:00PM

We hosted a job fair in the parking lot of the East Palo Alto Senior Center

JobTrain is a non-profit organization that has provided career training and employment services to the community since 1976. For more information visit [www.jobtrainworks.org](http://www.jobtrainworks.org)



East Palo Alto Juneteenth Celebration 06/17/23 From 12:00PM-6:00PM

Tabled at the event and engaged with the community



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### Upcoming Events:



Women's Resource Fair 7/8/23 From 11:00AM-3PM

### Cultivating Partnerships - Organizations and Employers

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.

### Snapshots of our events:

Ravenswood Education Foundation-Shine- 4/28/23





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Second Chance Sunday Service & Fair, Glad Tidings - 04/30/23



EPA Comité Latino 5 de Mayo Festival 04/30/23



Summer Job Fair, hosted in East Palo Alto Senior Center -05/19/23







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### Advisory Committee Status

The finalization of the fiscal year for the East Palo Alto Career Center's advisory committees required one last meeting. However, due to the busy schedules of several committee members, their availability to attend in person was limited. In response, we are actively exploring the option of conducting virtual meetings during the weekday lunch hour to accommodate their schedules.

### 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 commitment of the staff at the East Palo Alto Career Center remains unwavering in their mission to assist the residents of East Palo Alto in securing meaningful employment and forging personalized career paths that align with their long-term employment objectives. The dedicated team will persistently strive to 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 alone, we firmly believe that by working together, we can effect substantial and positive change.



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## Quarterly Performance Dashboard Snapshot

