



**East Palo Alto
Career Center**

Operated by **JOBTRAIN**

Q3 FY22 EPA Career Center Quarterly Performance Report

Date: April 15, 2022
To: Jamie Fontes, East Palo Alto City Manager
c.c. Patrick Heisinger, Esmeralda Cerrato, Art Taylor, Ruben Avelar
From: Barrie Hathaway
Subject: Quarterly Center Performance Report Q3FY22

Dear Mr. Fontes;

JobTrain is pleased to provide this Q3FY22 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,

A handwritten signature in blue ink that reads "Barrie Hathaway".

Barrie Hathaway
CEO
JobTrain



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Overview of Client Activities and Outcomes:

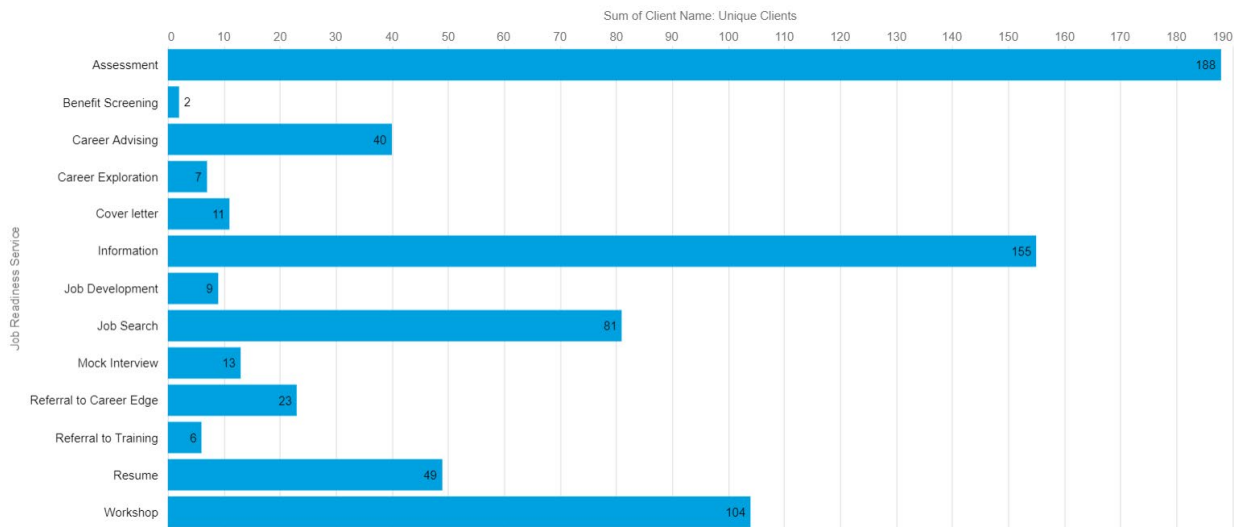
Q3FY22 Outcomes (July 1, 2021 through March 30, 2022)

As illustrated in the high-level metrics below, the East Palo Alto Career Center (EPACC) has delivered 844 services to 228 individuals this fiscal year and 40 Clients have secured new jobs. Relative to the Q2 report, we served an additionally 73 clients, provided an additional 269 services and 15 new job placements.



As we look deeper at client activities, you will see from the breakdown of services delivered below, 81 of the 228 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 40 individuals who were placed in new jobs, were all from the 81 who engaged in job search activities.





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Of those clients placed in jobs, all but 6 were full time positions and 5 of the 6 part-time positions were all 30 hours/week. Overall, the average number of hours per week was 37.3 and the average wages for these jobs was \$24.18/hour. In total, these placements represent \$1,855,230 in new annual earnings for East Palo Alto residents.

For the clients placed in jobs this year, following is a list of the employers, the number of EPA residents they've hired, and the average wage they are offering. Of special note, SamTrans has hired 8 residents in the last quarter. Great job EPA residents!

# Hired	Avg Wage	Hiring Company
1	21	ABM- Facebook
1	25	Abode Housing Services
1	24	Amazon
1	22	Bloom Energy
1	18	California Maintenance Company
1	30	City of East Palo Alto
1	35	Community Organizationized Relief Effort
1	34	CRST
3	18	CSBio
1	25	Downtown Street Team
1	30	Gates Foundation
1	28	Hilton Hotel Fremont
1	17.5	Home Depot East Palo Alto
1	18	Immaculate Flights
1	35	Insight Global
1	26	Life Moves
1	16.75	Mc Donald's
1	18	Nordstrom Rack
1	17	Old Navy
1	24	Palo Alto VA Hospital
1	30	Pape
1	18	Pet Food Express
8	25	SamTrans
2	21.25	Stanford University
1	46	Stanford University School of Engineering
3	17.5	Target
1	21	United Parcel Service
1	28	WeHope



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Client Comments and Stories

Recent Client Feed Back:

Note: All client names have been changed or omitted for privacy.

"Working with Wendy has been a great experience. Not only does she boost my confidence when it comes to looking for a job or interview, but she is very personable, knowledgeable and outgoing! I feel my worth when working with her. I am grateful for her hard work and dedication" - Anonymous

"Hi Larry, we are still unsheltered, but doing okay enough. We are still interested in job training. Thanks for all your help the other day." – Anonymous

"Hi how are you? My name is Mary. I'm thanking you for helping me with my resume. I am currently working at Nordstrom Rack. Also, I am in a line to expunge my criminal record from unpaid tickets that turned to warrants. Right now, I need to find help to expand my education for higher wage. I also want to thank you for posting your email address on the laundry matt board. Hope to see you soon."

"Hi Wendy just wanted to let you know that the job interview went well, and the manager Francisco offered a position and will let me know when to start thank you so much for giving me this great opportunity"- Anonymous

Client Story: Vanessa- aunt of Natalie

Vanessa:

"Would you be available tomorrow to meet with me and my niece? She is looking for a job and I really want her to sign up for a short career. She just graduated from H. S. But decided not to go to college, sadly. Unfortunately, my brother and her mom did not get a chance to go to college, but she still has that chance and opportunity in life. I want her to know, I am here to support her in any way I can because I love and believe in her. So, anything I can do for her, I'll be there.

She is having a hard time believing in herself and I need her to understand that she is smart enough to do better in life. Thank you for the support and connecting her to Cañada Collage. That was my priority to be honest."



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The follow up: Congratulation Jackie for getting hired at CSBio...

Vanessa:

"She came and told me today. She was excited, and she is looking forward to a better future. I appreciate the help and support y'all gave her. I will stop by sometime next week and bring you some coffee."

Natalie, Interning with CSBio-

"DUDE, thank you like you have no idea how happy I am right now, you really helped me get out there and for that I am so beyond grateful."

Mike, interning with CSBio-

"When I received the offer, I was extremely thankful that I am starting a new career with CSBio. The first job the career center placed me in as a driver was okay. But CSBio is something I see myself growing in, thank you for your help."

Client Story- Sam

Recently, the EPA Career Center staff attended a board meeting at the Sequoia Unified High School District. During the public comment period of the agenda, staff presented information on JobTrain's services and program highlights. The program that got the most attention was JobTrain's CalCRG. CalCRG is a State funded program that targets residents and families that were impacted by the war on drugs.

The following day, I received an email from someone who was in the audience that attended the school board meeting. She wanted to enroll a student, who recently graduated from High School for employment support.

"Hello Mr. Moody, my name is Sam, I was informed by Ms. Mohr that you would be able to help me look for a job. Any help would be greatly appreciated, thank you."

We immediately contacted Sam and set him up for a series of appointments with an Employment Specialist. During the intake, we learned his parents were incarcerated when he was very young, and his grandmother provided him with a stable up bringing.

He was provided several assessment activities to identify the right job for him at this time. He was very focused and a pleasure to work with. Once the resume was completed, he was



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provided a list of potential employers, we set up interviews and prep him. He received a quick response from two employers, we immediately setup a series of mock interview trainings in preparation. Researched the company and read the job description to assure success and built his confidence. Dsm was very grateful for the support he received and was on his way.

I received an email from Debbie

"Hi Larry—I hope you have heard from Sam by now. He got the job at Pet Food Express! He was very excited and grateful for the opportunity. Your immediate response and support were key to this, and I really appreciate everything you did to make it happen. I am so impressed with your organization, and I can't think of a better cause to support. I will be sending a donation.

Thanks so much!!

Debbie"

These stories highlight the importance of outreach and connecting with community partners to get the message to out to our potential clients. You never know who listening.

Outreach and Engagement Events and Activities

EPA Community Outreach

EPA Community Outreach – Recruitment can be broken down into three categories – Job Fairs/Recruitment events, informational presentations, and cultivate new partnerships (employers and CBOs'). Below, is a description of outreach for the East Palo Alto Career Center.

Job Fairs/Recruitment Events

SamTrans- On Saturday February the 26, 2022 we hosted a hiring spotlight event where we placed eight jobseekers and registered new clients.

City of East Palo Alto- We have started tabling at city hall building in hopes to connect with more potential job seekers by meeting them where they are.

Primary School- We have recently attended the Parent Summer Fair in person, and it was a wonderful opportunity to reconnect with the community and provide information around our services.

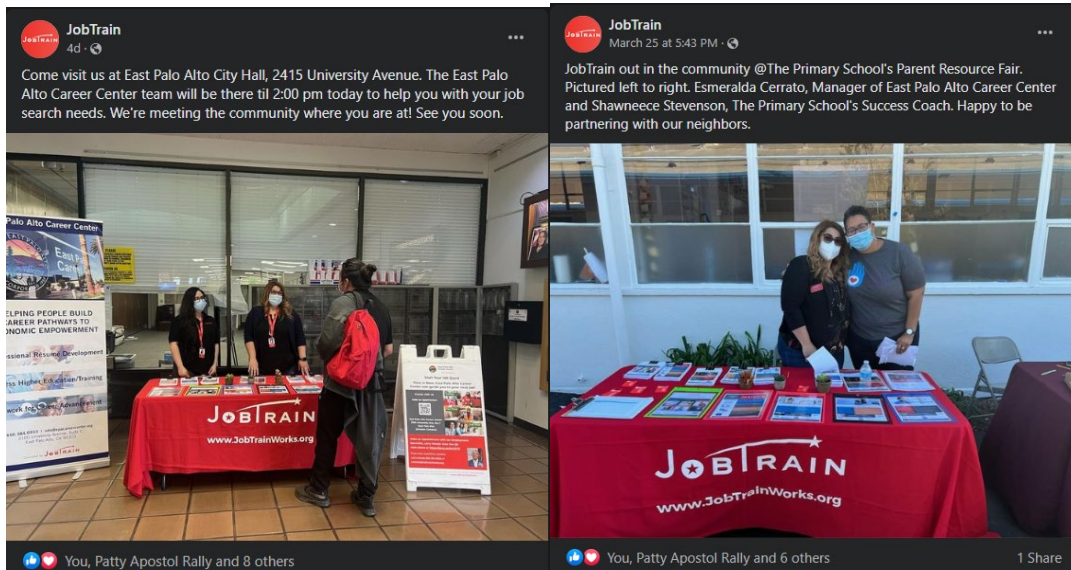


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OVC – Tabled at the OVC Day of Love for the Homeless on March 20th.





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Cultivating Partnerships organizations and Employers

Woodland Properties- We are in current communication to relaunch our workshop series on the woodland properties to reconnect the residents to the EPA Career Center/JobTrain and employers.

CLSEPA – Our partnership is strong. Individuals with background issues are being referred to CLSEPA for legal assistance and advice.

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

San Mateo County Board of Supervisors Meeting – Barrie Hathaway presented information on the work done in the four Career Centers to the Board of Supervisors in February. In March, they approved an Anchor Institution program. Part of this program is intended to open doors to employment with the county to low-income residents. JobTrain is currently working with them to pilot this approach for jobs as 911 Dispatchers.

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 has made referrals to training programs, ESL, and Digital Literacy classes.

Other Partnerships and Employers-

Stanford University (Dining/Housing) – Developed a direct “pipeline” with Stanford University to refer East Palo Alto candidates for on campus jobs, but more importantly we established an understanding on giving “justice involved” clients a second opportunity.

FedEx – Currently we are working with FedEx to schedule a recruitment event sometime in February 2022.

Menlo Park Labs (Business along O’Brien Drive) – EPA Career Center staff has initiated meetings with one of the major property owners (Tarriton Properties) to schedule a “meet and greet” with business representatives, inform them of the Career Center’s employment services and how we can develop a link to hire locally to fill their employment needs.



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East Palo Alto - The East Palo Alto Career Center will host a weekly information table at City Hall, from 10:00 a.m. to 2:00 p.m. Major hiring events will be held in the Community Room at city hall permitting availability as well.

Advisory Committee Status

JobTrain's team is working on forming the Community Advisory Council (CAC) and the Employer Advisory Council (EAC). Our team will host a joint committee orientation session on Tuesday, May 10th. During this orientation, committee members will meet each other, receive pertinent information about JobTrain and the EPA Career Center and discuss plans for launching the committees. Based on their feedback, we expect to launch the formal committees in late May or early June.

The CAC will be comprised of the council recommendations, a representative from the EPA Economic Development department and several members based on JobTrain's recommendation.

Nine companies have been invited to join the EAC, in addition to a representative from the EPA Economic Development department, and potentially 2 additional employers. The companies invited so far include:

1. Columbia Property Trust/4 Seasons/University Circle (hospitality, etc) Confirmed
2. CSBio (biotech) Confirmed
3. Teamsters (apprenticeships, labor)
4. Target (retail)
5. UPS (logistics, transport)
6. Flagship (culinary)
7. SamTrans (transportation)
8. Construction union (building)
9. SFMade (manufacturing)

Summary

Good news... The job market is gearing back up, and clients are expressing a growing interest in going back to work. Job placements are improving, average wages are strong and partner (employers and community) engagement is increasing. These activities signal a trend that we believe is likely to continue.



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In parallel, JobTrain has hired a new staff person, Terrie Crenshaw, our new Regional Employer Liaison. Terrie is working to engage a group of new employer partners that have job openings across the region, while the EPA Career Center will continue focus on local employer relationships.

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.