



**East Palo Alto  
Career Center**

Operated by **JOBTRAIN**

## **Q4 FY22 EPA Career Center Quarterly Performance Report**

Date: July 15, 2022  
To: Patrick Heisinger, Interim East Palo Alto City Manager  
c.c., Rachel Horst, Esmeralda Cerrato, Art Taylor, Ruben Avelar  
From: Barrie Hathaway  
Subject: Quarterly Center Performance Report Q4FY22

Dear Mr. Heisinger;

JobTrain is pleased to provide this Q4FY22 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:

#### Q4FY22 Outcomes (July 1, 2021 through June 30, 2022)

As illustrated in the high-level metrics below, the East Palo Alto Career Center (EPACC) has delivered 1,100 services to 297 individuals this fiscal year and 57 Clients have secured new jobs. Relative to the Q3 report, we served an additionally 49 clients, provided an additional 256 services and 17 new job placements.

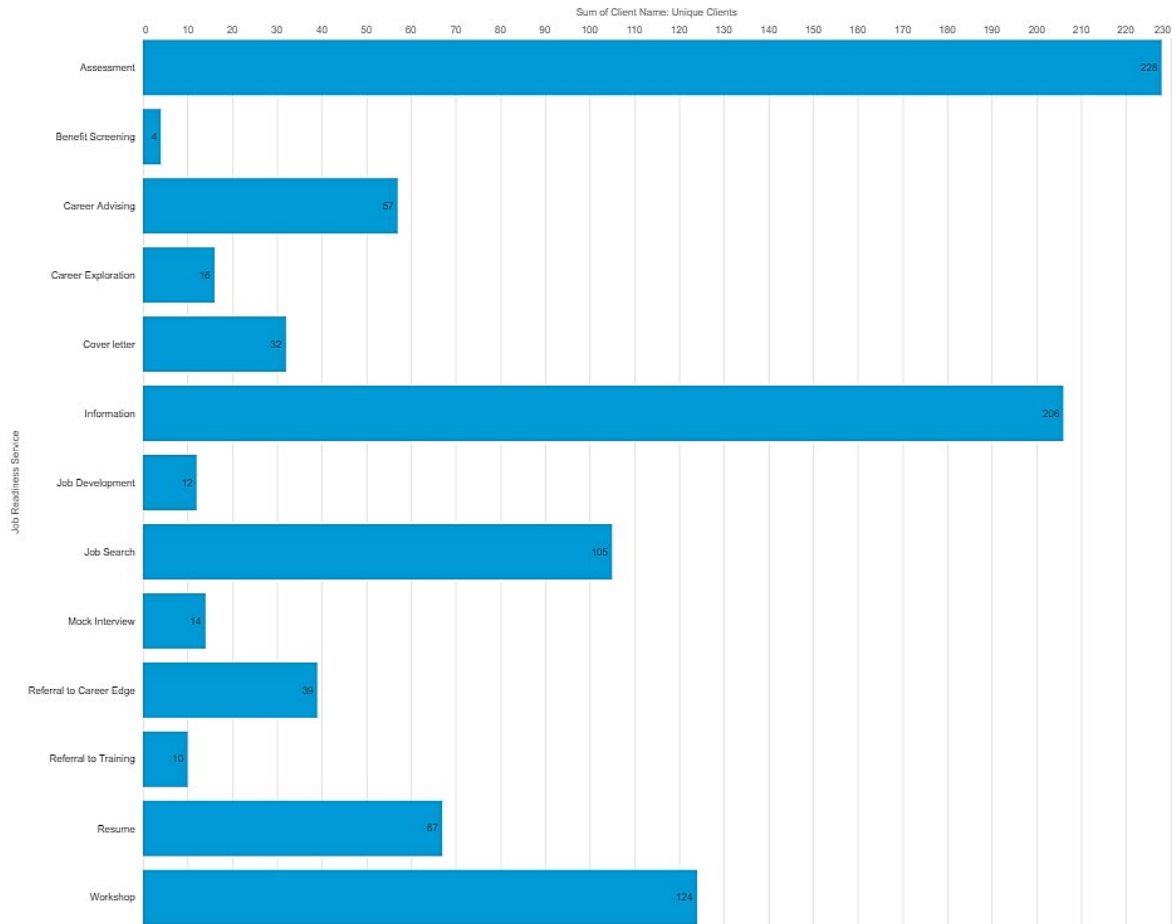


As we look deeper at client activities, you will see from the breakdown of services delivered below, 105 of the 297 clients engaged in Job Search activities. The remaining clients engaged in various services with the top services being “assessments” which is completed at the point of enrollment, and “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 57 individuals who were placed in new jobs, were all from the 105 who engaged in job search activities.



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Of those clients placed in jobs, all but 9 were full time positions and 6 of the 9 part-time positions were all 30 hours/week. Overall, the average number of hours per week was 36.3 and the average wages for these jobs was \$23.38/hour. In total, these placements represent \$2,526,030 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 9 residents in the last two quarters. Great job EPA residents!



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Company Where Working	# Hired
Abbott Labs	1
ABM- Facebook	1
Abode Housing Services	1
Amazon	1
Bloom Energy	1
California Maintenance Company	1
City of East Palo Alto	2
Community Organizationized Relief Effort	1
Costco	1
CRST	1
CS Bio	5
Downtown Street Team	1
Gates Foundation	1
Hilton Hotel Fremont	1
Home Depot East Palo Alto	2
Immaculate Flights	1
Insight Global	1
Life Moves	1
Mc Donald's	1
Mollie Stone	1
Nordstrom Rack	2
Old Navy	1
Oxford Day Academy	1
Palo Alto VA Hospital	1
Pape	1
Pet Food Express	1
SamTrans	9
So Many Choices Community Project	1
Spectra 360	1
Stanford University	4
SVB (Silicon Valley Bank)	1
Target	4
United Parcel Service	1
Walker Computer Consulting Inc	1
WeHope	1
Woodside & Portola Private Patrol	1
<b>Total</b>	<b>57</b>



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### **Client Comments and Stories**

#### **Client Story:**

Amelia came to United States 4 years ago with her daughter, leaving two sons in Guatemala. She came here to seek better opportunities to ensure a better future for her children. During her time here she worked as a care giver in Los Angeles and was a janitor for some time. She later traveled to New York where she worked at a restaurant for a few months before heading back to Guatemala to care for her sick mother. After some time, her mother was back to good health and Amelia traveled back to the United States. She was jobless and unsure of what her next steps would be. Amelia moved to East Palo Alto, and on her way to Target she saw the East Palo Alto Career Center. Amelia came in to learn what services we provided. After going over all the services, Amelia stated she was in need to seek employment because she just returned from Guatemala. I told her I am an Employment Specialist and that I would be able to assist her to seek employment. After a few meetings of job readiness trainings, Amelia was able to land a job at Target where she wanted to work. Amelia has been able to save enough money to put a down payment for a car and has been able to live sustainably. She has been enrolled into ESL classes because she wants to have more job opportunities and even take one of our trainings. Amelia has worked hard these past few months and is a valued client.

“Mi experiencia con Job Train sido muy buena estoy muy agradecida con ellos por la ayuda que me han brindado son personas muy amables y le toman interés a nuestras necesidades. Gracias por su ayuda y apoyo. Dios los bendiga - Amelia”

“My experience with JobTrain has been very good. I am very grateful to them for the help they have given me. They are very kind people and take an interest in our needs. Thank you for your help and support. God bless you - Amelia”

#### **Client Story:**

Yvette came into the career center looking for a Career because she was tired of working retail jobs. She considered going back into the medical field because of her work history. However, Sherah offered Yvette a career opportunity she couldn't resist. From working in driving positions, and lugging around boxes to a new career in Bio tech industry. Yvette was hired to obtain a career at CS bio in their internship program.



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“Sherah not only helped me find a career path but with benefits so that I don’t have to worry about getting a 2nd Job. My new job is challenging but I feel prepared with all of the help I received from the EPA career Center.” -Yevette

### Comments:

“Sherah helped me with my confidence in switching industries from culinary to Art. Currently in a fantastic internship program.”-Jonah

“Sherah has so much patience with me. I was glad she assisted me at the EPA center to get signed up for computer classes and downloading zoom.”- Elena

“Sherah helped me with my resume, and I was able to be prepared for the Job Fair.”-Isabel

“I had a job interview today and it went well. I think I am going to accept the offer as it feels the right fit and pay for me and my kiddos schedule. I can look for someone who could apply for the positions and have them go through you by applying at Career Center :) Once again thank you so much and have a wonderful rest of your day!!!”-J



## 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

Juneteenth Celebration (June 18<sup>th</sup>, 2022)- The East Palo Alto Career Center tabled at the event.

Career Fair (June 12th, 2022)- Career fair hosts local employers with quality job opportunities for workers to be hired on the spot! Over 35 employers attending in partnership with University Square in East Palo Alto.



# East Palo Alto Career Center

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**JobTrain** East Palo Alto Career Center  
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**CAREER FAIR**  
Hiring Managers On-site. Interviews Available On the Spot. Hundreds of Open Positions.

**WALK-INS WELCOME**  
Wed., June 22, 2022  
10:00 am to 2:00 p.m.  
University Circle  
1950 University Avenue  
East Palo Alto

For more information: Questions? Email: [scasa@jobtrainworks.org](mailto:scasa@jobtrainworks.org)

Community Partner  
**UNIVERSITY CIRCLE**

Among our Participating Employers:

- J&J
- Webster House
- Sutter Health
- Harold Remanding Inc.
- FedEx
- ALLIED UNIVERSAL
- MFG-SJ
- DOORDASH
- nuRO
- POLAR SEASONS
- Walmart Supercenter
- Sec's CANDIES
- UNITED STATES POSTAL SERVICE
- Nuestra Casa
- gachina
- ORDERED BY MEDALLION
- IKEA
- SUPERSTORE
- Family Health Network
- SWINERION
- Target
- rack

JobTrain is a non-profit organization that has provided career training and employment services to the community for over 55 years. For more information visit [www.jobtrainworks.org](http://www.jobtrainworks.org)

### Cultivating Partnerships - Organizations and Employers

CLSEPA – Our partnership is strong. Individuals with background issues are being referred to CLSEPA for legal assistance, live scans to expungements, 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 and website 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 East Palo Alto Career Center, training programs, ESL, and Digital Literacy classes.

East Palo Alto Apostolic Church – We have done presentations both in English and Spanish to the members of the church. (May 24 and 27, 2022)



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Light Tree Apartments East Palo Alto – We are in communication to offer workshops and information to the tenants of Light Tree. First workshop to happen in August 2022.

University Circle – Our partnership offered us the opportunity of being able to host our career fair on their property.

CSBio – Our partnership has led to us having a direct referral process to a paid internship that leads to employment and benefits. Thus far, 5 EPA residents have secured employment with CSBio.

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. Stanford has hired 3 EPA residents thus far.

Menlo Park Labs (Business along O’Brien Drive) – EPA Career Center staff has initiated meetings with one of the major property owners (Tarlton 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.

East Palo Alto - The East Palo Alto Career Center will host information table at City Hall. Major hiring events will be held in the Community Room at city hall permitting availability as well.

Woodland Properties- We have relaunched our workshop series on the woodland properties to reconnect the residents to the EPA Career Center/JobTrain and employers. Our first Spotlight event is scheduled for July 23, 2022, at the Bridge Pop Park.





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The flyer is titled "Career Opportunity Spotlights" and features logos for East Palo Alto Career Center, JobTRAIN, Woodland Park apartments, and Woodland Park Communities. It includes a navigation bar with three items: "Looking for a new job?", "Thinking of a career change?", and "Need help with your resume?". The main text describes the event as "Monthly Career Opportunity Spotlights" held every 3rd Saturday from 10am-1pm, with the first workshop on July 23rd. The location is Bridge Pop Park. It lists participants from various local organizations and provides contact information for Larry Moody and Nancy Lopez.

## Advisory Committee Status

JobTrain conducted an orientation for the Community Advisory Committee (CAC) and Employment Advisory Committee (EAC) members on May 10, 2022, where staff presented on the JobTrain model, track record, East Palo Alto Career Center, and purpose of the committees.

Committee meetings are held in a hybrid format, with the option to attend in-person at the East Palo Alto Career Center or via Zoom. A City staff member (the Housing & Economic Development Manager) sits on both the EAC and the CAC.

## Community Advisory Committee:

The CAC held its first meeting on June 23, 2022. Community representatives introduced themselves and an update overview of the East Palo Alto Career center was presented. Following a robust discussion on the visibility, promotion and public perceptions of the Career Center. Followed by how to improve outreach to prospective Career Center clients.

### Members:

- Joan Carter (Councilmember Wallace-Jones)
- Julian Garcia (Councilmember Lopez)
- Robert Jones (Vice Mayor Gauthier)



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- Stewart Hyland (Councilmember Romero)
- Elvira Macias (Mayor Abrica)
- Delia Perla (Nuestra Casa)
- Bernadine Posadas (LifeMoves)
- Laura Ramirez (County of San Mateo – Adult Probation)
- Heather Starnes-Logwood (Live in Peace)
- Ariana Tafayo (KIPP Northern California)
- Rachel Horst (Housing & Economic Development Manager-City of East Palo Alto)

### **Employer Advisory Committee:**

The EAC held its first meeting on June 8, 2022. This initial meeting consisted of an introduction of all members and an update overview of the East Palo Alto Career Center was presented. Followed by a roundtable discussion on the labor market, workforce, jobseeker experience. As well as pain points in terms of hiring and retention, and Successful Strategies, methods, ideas in addressing these difficulties.

### **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)
- Rachel Horst (Housing & Economic Development Manager-City of East Palo Alto)



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## Summary

We are concluding this fiscal year with a strengthening job market, improving outcomes, growing partnerships, both community and employer, and a more connected relationship with the City of EPA. With the launch of the new Community Advisory Committee (CAC) and the Employer Advisory Committee (EAC), we hope to see the impact of the EPA Career Center deepen, and communications with the community strengthen.

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.