



East Palo Alto Career Center

Operated by 

East Palo Alto Career Center April 10, 2019 Community Input Meeting Summary Report

Prepared by Peninsula Conflict Resolution Center
May 10, 2019



PCRC

PENINSULA CONFLICT RESOLUTION CENTER

Context

In 2017, an agreement was reached between JobTrain, the City of East Palo Alto, Amazon and the Sobrato Center to establish a Career Center in the new Amazon building in East Palo Alto. Per the City of East Palo Alto's First Source Hiring agreement with Amazon and the Sobrato Organization, Amazon and Sobrato would provide, fund and staff the East Palo Alto Career Center at 2100 University Avenue to help East Palo Alto residents prepare for, fund, secure and retain jobs. The City designated JobTrain to run the Career Center. In May, 2017, JobTrain contracted with the Peninsula Conflict Resolution Center (PCRC) to conduct outreach, plan and facilitate a community meeting to get input from the East Palo Alto community on what services should be provided at the East Palo Alto Career Center. On May 23, 2017, PCRC supported JobTrain in hosting a community meeting to gather input on what services are needed in the Career Center. Subsequent to the meeting, a Technical Advisory Committee (TAC) was established to provide a direct connection between the business community and East Palo Alto residents and to provide independent advice and judgement on strategic issues pertaining to the East Palo Alto Career Center. Based on community input and advice from the TAC, JobTrain opened the East Palo Alto Career Center in the Amazon Building in November, 2017.

In November, 2018, after the Career Center had been operating for one year, JobTrain contacted PCRC to request support in convening community members in order to share information about the progress of the Career Center, check in with the community about how the Center is serving them, and gather input on what is going well and what additional services are needed.

The following objectives for the convening were identified:

- Report to the East Palo Alto community on the services provided by the Career Center and the number of residents served.
- Engage in a dialogue with community members about how the Center is serving them and what additional services are needed.
- Receive feedback from community members on the Center's services and what can be improved.
- Develop a written report outlining findings of the convening and survey, and recommending approaches for continued community collaboration.

Process and Methodology

Planning and Preparation: PCRC staff, JobTrain staff and one or two TAC members met via phone several times to define meeting objectives, develop and review the meeting agenda, identify questions for small group discussion, clarify roles of staff and participants and coordinate logistics for an effective community meeting. PCRC and JobTrain held an in-person meeting on April 9, 2019 to review final meeting details, finalize roles and review the draft PowerPoint presentation.



Outreach: With input from PCRC, JobTrain developed a flyer to notify people of the community meeting. PCRC translated the flyer into Spanish and Tongan. In addition, JobTrain developed an infographic card highlighting the services provided by the East Palo Alto Career Center and the number of job seekers served over the past year. Using the flyer and the infographic, PCRC conducted outreach in English, Spanish and Tongan to East Palo Alto community members to disseminate information about the Career Center’s progress and to invite people to the community meeting. PCRC conducted outreach via in-person visits to community organizations, individual phone calls to community leaders, social media posts on Facebook and email. In total, PCRC made approximately 90 contacts to invite people to the community meeting. See Appendix A for the list of organizations and individuals contacted by PCRC.

Community Meeting: On April 10, 2019, a community meeting was convened by JobTrain and facilitated by PCRC at the Ravenswood Family Health Center Annex at 1846 Bay Road in East Palo Alto (see Appendix B for the agenda).

Prior to the formal start of the meeting, attendees were able to get dinner and were asked to view and answer questions that were posted around the room in a Gallery Walk) The questions were aimed at identifying whether people have used the Career Center and to gather their feedback based on their experiences.

At the beginning of the meeting, Barrie Hathaway, Chief Executive Officer of JobTrain, welcomed participants, shared the purpose of the meeting, introduced JobTrain staff and members of the TAC, and introduced the PCRC facilitators. Michelle Vilchez, Executive Director of PCRC, reviewed the meeting agenda and group agreements, described the role of the facilitators, and conducted a brief ice breaker to identify who in the room had used the services of the Career Center, and who had attended the initial meeting in 2017. Michelle then introduced Art Taylor, Chief Program Officer of JobTrain.

Art Taylor gave a presentation focusing on how the Career Center and its services were established based on input from the May, 2017 community meeting and advice from the TAC. He also provided a summary of results and data from the Center’s first year of operation, and described next steps for the Career Center. The PowerPoint presentation is included as Appendix C and an infographic of the Career Center’s annual report is included as Appendix D. Highlights of the presentation are as follows:

- Key findings from the May 2017 community meeting and actions taken by JobTrain:
 - **Recognizing the unique experience of EPA and providing customized programming and services to the talent pool in EPA:** The Career Center has developed relationships with employers and they contact the Career Center when they need talent. Employers are informed that should they receive a referral from the Career Center (resume forwarded to the hiring manager), indicate that the candidate has been vetted and meet the minimum qualifications for the position.

- **Help with accessing jobs by removing barriers and increasing information about job opportunities:** The Career Center is providing counseling and referrals on job search tools, strategies and support services and some employers follow a policy of allowing clients to go through the interview process before doing a background check. The Career Center coaches their clients on how to respond to questions about criminal history and gaps in employment history.
- **Support programs:** The Career Center is providing mentorship opportunities by connecting clients with industry professions in various fields. They also provide support with resumes and applications and provide referrals to CBO's for those interested in entrepreneurships and business financing options.
- **Skills-building training:** The Career Center helps clients with job search skills including interview preparation, salary negotiation and marketing oneself. For specific job skills like technical and computer trainings, they refer clients to partner agencies who already provide this training (e.g., Street Code and JobTrain).
- **Strengthen partnerships and relationship building:** The Career Center has relationships with many businesses and connects employers with the community. The Career Center hosts hiring events where employers are invited to the Career Center to better understand the programs and services offered, and to recruit potential candidates for current open positions. The Career Center also works with local CBO's and provides cross training and workshops for their respective clients.
- **Promotion and accessibility of the facility:** The Career Center has flexible hours and is open during the evening. New hours were recently established based on a survey of the community and clients. The Career Center has hired an EPA resident who works half-time in the Center. The Career Center provides high quality technology and equipment for job seekers.
- Highlights from the Career Center's Annual Report:
 - 303 job seekers served
 - 111 clients placed in jobs
 - 1200 total services provided
 - 10 employer hiring events
 - 5 job fairs
 - 7 community workshops
- Next Steps for the Career Center:
 - The Career Center will continue to monitor the demand for services and will arrange to meet the demand in-house or through community partners.
 - The Career Center will continue to evaluate its services and operating hours and will report back to the community.
 - The Career Center will increase outreach and engagement efforts targeting the faith community and community groups.
 - The Career Center will expand its engagement with employers.



Following the presentation, Michelle Vilchez facilitated a brief Q&A session focusing on clarifying questions on the presentation. Michelle also identified the major themes from participant comments in the Gallery Walk (see key findings, below). Spanish simultaneous interpretation was provided during the large group session.

Participants were then divided up into three small groups to provide input on the following questions:

1. Based on what you heard during this presentation, what stands out to you as information that was most interesting or surprised you?
2. What concerns or suggestions do you have about the Career Center?
3. In your opinion, were the aspirations of the Career Center met?
4. Is there anything else you'd like to let JobTrain know about the Career Center?

Each group had a PCRC facilitator who helped guide the conversation and recorded input from the participants. PCRC provided facilitators who spoke Spanish and Tongan in case these languages were needed. At the completion of the small group session, a representative from each group reported out to the larger group on the main highlights of their discussion. At the end of the meeting, participants were asked to fill out meeting evaluations and Barrie Hathaway thanked them for their input.

Participant Overview: Approximately 22 participants attended the meeting. Attendees included two City Council members, one City staff person, four members of the TAC, and several JobTrain staff.

Key Findings

Community input was collected as part of the Gallery Walk and during the small group discussions. The complete notes are included as Appendix E. Based on participant input, PCRC identified the following key themes.

√**Many have successfully used the Center and some have not:** Most meeting attendees either have received services from the Career Center themselves or know someone who has. People who have used the East Palo Alto Career Center had very good experiences and received help with job search and preparation. People especially appreciated the Career Center staff. Some people had not visited the Center and were learning about it for the first time.

√**Most needed services are employment opportunities and support with applying for jobs:** People felt that the most needed services currently provided by the Career Center were employment options for EPA residents and support with resumes and job applications.

√**Most interesting/surprising information related to numbers served and range of services:** People were most interested and/or surprised to learn about the large number of

jobs secured, the number of people served and the information about the range of services provided by the Career Center

√People would like the Center to provide more services and more outreach as follows:

- Increase number of staff, particularly diverse and Spanish-speaking staff
- Do more outreach to the community to increase awareness about the Center and its services (e.g., hold a monthly open house)
- Increase the hours of the Center
- Develop partnerships with organizations like local nonprofits and rehabilitation centers to help build skills and provide jobs
- Provide more help for the “hard to employ” population including older adults
- Increase assistance with skills building and job placement for internships, low, intermediate and high wage jobs

√People generally felt that the Career Center met its first year objectives and that more can be done in the future.

A sampling of quotes from participants is provided below:

“Career Center is off to a good start”

“The Center is helping the community with jobs”

“People felt respected in the Center”

“Great hearing community feedback”

“There needs to be more outreach. Many in the EPA community still haven’t heard about the Career Center”

“More hours, particularly in the evening”

“More can be done to help the hard to employ”

Meeting Evaluation Results Summary

Eleven participants completed the meeting evaluation form and the results are summarized below.

	Disagree					Agree	Avg. Rating
◆ During today’s dialogue, I felt respected and included.	1	2	3	4	5	5	
◆ I learned about concerns and ideas that differ from my own.	1	2	3	4	5	4.5	
◆ I learned that some of my concerns and ideas are shared by others.	1	2	3	4	5	4.7	
◆ The way that information was facilitated was useful to me.	1	2	3	4	5	4.3	

- | | | | | | | |
|--|---|---|---|---|---|-----|
| ◆ I have a better understanding of the need for my involvement in my community | 1 | 2 | 3 | 4 | 5 | 4 |
| ◆ I have a better understanding of how my participation contributes to community change. | 1 | 2 | 3 | 4 | 5 | 4.1 |
- ◆ What did I learn from this experience?
 - More information about the Career Center.
 - The Center is helping the community with jobs.
 - People believe more people should be served yet it's the lowest unemployment rate in the last 50 years
 - Emphasis that sharing concerns bring about better solutions.
 - That there are adults (older) who want jobs.
 - People felt respected in the Center.
 - City Council is invested. Non-profits are also invested.
 - Great hearing community feedback.
 - ◆ Additional comments:
 - The Center needs to help people to be self-employed.
 - Staff at JobTrain are trying to serve our residents.
 - I learned about the updates happening at JobTrain. I'll look into the new tech training.

Facilitator Observations and Future Process Suggestions

PCRC facilitators are in a unique position to observe dynamics of a convening and identify climate and diverse needs of all participants. Outlined below are key observations and suggestions for future processes regarding the East Palo Alto Career Center.

Facilitator Observations:

- JobTrain created a welcoming atmosphere for the meeting by providing a full dinner and a welcoming setting at a neutral location.
- The Gallery Walk worked well to engage people and get their input upfront about their experiences and ideas regarding the East Palo Alto Career Center.
- Having Spanish language materials, an interpreter, and Spanish speaking facilitators showed respect for the Spanish-speaking community and enabled Spanish-speaking residents to participate effectively, even though few Spanish-only participants attended.
- Attendees were very engaged, participated enthusiastically and respectfully, and appreciated the opportunity to provide their input and hear from one another.
- The presentation provided valuable information about the work of the East Palo Alto Career Center.
- The number of staff members from JobTrain and the listening attitude that they displayed demonstrated an authentic desire for community input.
- Some TAC and City Council members tended to dominate the conversation. While in some cases they provided valuable information and input, they may have prevented others from fully sharing their perspectives.
- The meeting space worked well for the design of the meeting.

- Participants had varied knowledge of the East Palo Alto Career Center. Some seemed very knowledgeable of the Center and the information presented while others were not very familiar with the Center.
- The change in meeting location just a few days before the meeting resulted in lower attendance than anticipated. PCRC needed to re-contact people in order to notify them of the change in location.

Future Process Suggestions:

- For future meetings, it may be helpful to be clear about the role that the TAC and City Council members should play. For example, it may be helpful for them to observe and listen rather than actively participate because the TAC and City Council members have other opportunities to provide their input to JobTrain.
- It will be important for JobTrain to keep the community updated on how they have incorporated the input received at the meeting into the operation of the Career Center. JobTrain may want to consider the idea of an open house at the Career Center as a way of promoting and bringing awareness to any Career Center changes/improvements that are made in the future.
- If JobTrain wishes to gather additional community input regarding the East Palo Alto Career Center, a couple of ideas to consider include:
 - Developing a short survey for past and future users of the Career Center to complete regarding the services they have used
 - Putting out a survey online to the broader East Palo Alto community with some of the questions asked in the meeting
- For future meetings requiring translation of materials, it will be important to allow adequate time to complete the documents in English and then translate it into Spanish.

About PCRC

PCRC partners with individuals, groups and institutions to empower people, build relationships and reduce violence through collaborative and innovative processes. We envision a future where all members of society engage and collaborate to create a strong, vibrant community.

Our core competencies of designing group processes, communication training and neutral facilitation allow us to assist communities in a wide variety of situations. We are the largest provider of community-based conflict management and prevention services in San Mateo County. Our professional, bilingual staff provides low-cost services in partnership with trained volunteers.

Facilitation Team

Planning Team:

- Michelle Vilchez, Executive Director
- Debbie Schechter, Manager of Facilitation Services
- Malissa Netane-Jones, Director of Programs and Initiatives

Facilitators:

In PCRC's effort to ensure diverse perspectives are shared at each community engagement session, we maintain a diverse staff and volunteer pool. Staff and volunteers chosen for this meeting were matched based on skill set, expertise, experience and representation of language with an attempt to reflect rich diversity of the community. PCRC provided a team of six facilitators and recorders to ensure maximum participation by attendees and thorough capturing of input. PCRC provided bilingual Spanish/English and Tongan/English facilitators to support participants who were more comfortable speaking Spanish or Tongan.

Appendix A: List of Individuals and Organizations Reached during Outreach

Able Works
Alleluia Samoan Assembly of God
Apostolic Assembly of the Faith
Apostolic Original Holly Church of God
Bahais of East Palo Alto
Bayshore Christian Ministries
Beechwood School
Born Again Christian Center
Boys and Girls Club of East Palo Alto
Bread of Life
Business Association
Calvary Temple Church of God in Christ
Canada College (Alex Kramer)
Canopy Trees of Palo Alto
Cesar Chavez Academy
Chamber of Commerce
Church of Christ
Church of the Living God
Collective Root Garden Project, Inc.
College Track East Palo Alto
Community Leaders
Community Legal Services
Court and Community School
Creative Montessori Learning Center
David Lewis Community Reentry Center
East Palo Alto Academy
East Palo Alto Center for Community Media
East Palo Alto Charter School K-5
East Palo Alto Community Alliance and Neighborhood Development Organization
East Palo Alto Head Start
East Palo Alto Neighborhood Improvement Initiative
East Palo Alto Phoenix Academy
East Palo Alto Public Library
East Palo Alto Senior Center
East Palo Alto YMCA
Eastside College Preparatory



Eastside College Preparatory
Ecumenical Hunger Program
El Centro De Libertad
El Concillo of San Mateo County
EPA Rotary
Family Connection - East Palo Alto
Fellowship of Faith
Free At Last
Interfaith Network for Community Help
Live in Peace
Magnolia Head Start
Mount Olive Missionary Baptist Church
Mouton Center
Music, Mural and Arts
Neighborhood Association
New Creation Home Ministries
New Sweet Home Church of God and Christ
NextDoor Postings for EPA
Nuestra Casa
One EPA
Open Bible Baptist Church
Open Door Church of God
Oxford Day Academy
PACT - Faith in Action
Project We Hope
Ravenswood Child Development Center
Renaissance Mid-Peninsula
Ronald McNair Academy
Saint Francis of Assisi Church
Saint John Baptist Church
Saint Mark Missionary Baptist Church
Saint Samuel Church of God in Christ
Sequoia Adult School (Lionel DeMaine)
Seventh Day Adventist
Shawneece Stevenson
St. Mark African Methodist Episcopal Zion Church
St. Vincent de Paul Society
Starlite Missionary Baptist Church

Street Code Academy
Team Esface
Tongan Christian Assembly of God
True Light Missionary Church
Union Star Missionary Baptist Church
Unity Missionary Baptist Church
Voices of Recovery
Willow Oak Elementary
Youth Community Services Agency
Youth United Community Action YUCA
Zion Missionary Baptist Church

Appendix B: Community Meeting Agenda

Job Train Community Input Meeting

Wednesday, April 10th 2019 | Ravenswood Family Health Center Annex, 1846 Bay Rd.,
East Palo Alto | 6:30-8:30PM
Facilitation By: PCRC

Meeting Purpose:

To generate input from community members on their experience and observations of the East Palo Alto Career Center

AGENDA

- Dinner and Gallery Walk
 - *Have you been to the East Palo Alto Career Center? Why or why not?*
 - *Do you know anyone who has received services at the EPA Career Center?*
 - *What feedback do you have regarding the services of the Career Center?*
 - *Of the services offered at the Career Center, which would you say is most needed for residents seeking employment?*
- Welcome and Introductions
- Agenda Review, Group Agreements, Ice Breaker
- Presentation on East Palo Alto Career Center and Year 1 Results
- Community Input: Facilitated Small Group Discussion
 - *Based on what you have heard during this presentation, what stands out to you as information that was most interesting or surprised you?*
 - *What concerns or suggestions do you have about the Career Center?*
 - *In your opinion, were the aspirations of the Career Center met?*
 - *(If needed and if time): Is there anything else you'd like to let JobTrain know about the Career Center*
- Wrap-Up and Next Steps
- Close and Evaluation

Appendix C: Presentation



East Palo Alto
Career Center
Operated by **JOE MAIN**

Community Convening April 10, 2019

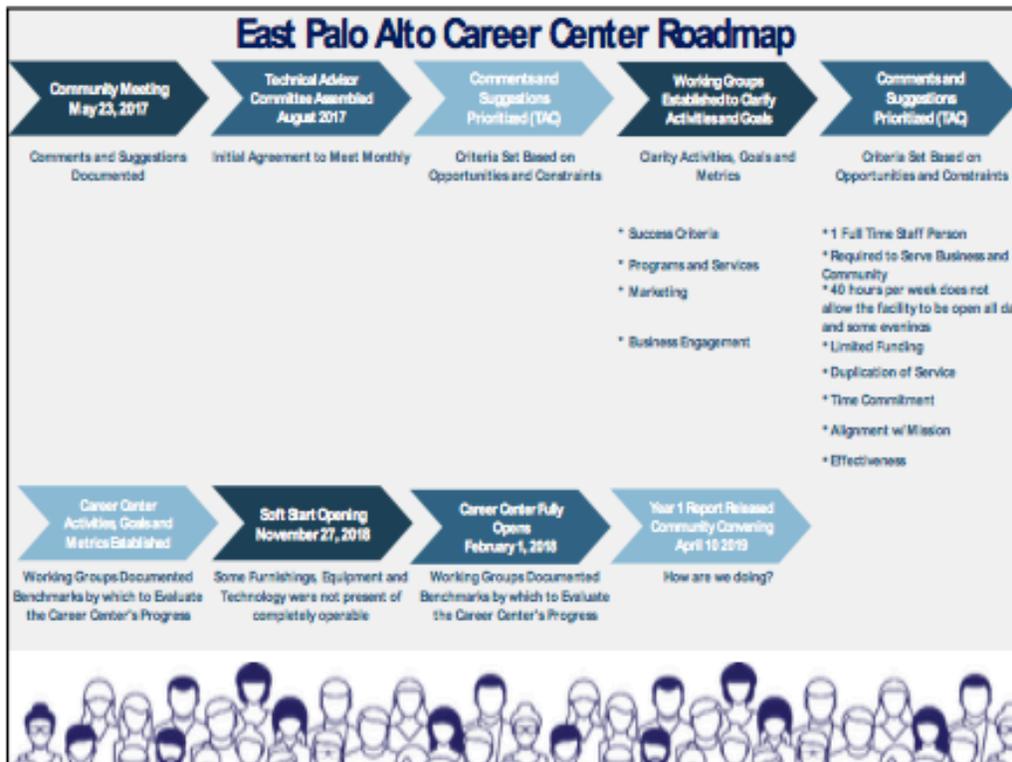
Year 1 Annual Report – How are we doing?



Agenda Outline

- Opening Plenary - Welcome and Introduction
- Actions Taken based on comments and Suggestions (from May 23, 2017)
- Year 1 Results – February 2018 - 2019
- Breakout Session
- Breakout Group Central Themes
- Closing Plenary







Key Findings and Actions Taken

- **Recognize the unique experience of EPA, customized programming and services**
 - We connect with employers to assure they are aware of the talent we have in our community—they call us when they need talent. We connect our clients directly with the employers
- **Accessing Jobs: barrier removal, increasing information regarding job opportunities**
 - Relationships and the job search strategy
 - Employment tool necessary to finding a job
- **Support programs**
 - Mentorship opportunities (cohort model)
 - Resume coaching and application completion
 - Entrepreneurship and financing options



Key Findings and Actions Taken



- **Skills Building Training**
 - Technical and computer training
 - Communication and interviewing skills
 - Selling yourself and your skills to employers
 - Training delivered in English and Spanish
- **Strengthen partnerships and relationship building**
 - Connecting employers with the community
 - Regional workforce organizations
 - Community-based organizations



Key Findings and Actions Taken



- **Promotion and accessibility of the facility: Including hours of operation and outreach strategies**
 - Flexible hours, open during the evenings
 - Involve volunteers to support the Job Center
 - Space seen as a hub for workers
 - Hire community members to work at the Job Center
 - Have good technology on-site for job seekers





What's Next

- Incorporate Career Center's goals and metrics in the JobTrain Strategic Plan (monitor metrics and modify with explanation where needed)
- Continue to monitor community's demand for programs and services and where possible and appropriate provide them in-house or through community partners.
- Fully implement service satisfaction process and report data in the appropriate settings (city council meetings, small group presentations, etc.)
- Continue to evaluate operation days and hours to meet the demand from the community
- With additional staff support strategically increase outreach and engagement efforts targeting faith community and other organized community groups
- Expand business engagement and development activities with employers seeking talent for their companies.



Breakout Sessions



- Based on what you have heard during this presentation, what stands out to you as information that was most interesting or surprised you?
- What concerns or suggestions do you have about the Career Center?
- In your opinion, were the aspirations of the Career Center met?
- Is there anything else you'd like to let JobTrain know about the Career Center



Closing Plenary



- Breakout Groups Highlights
- Central Themes from the Gallery Walk
- Review Parking Lot Comments
- Comments and Information Gather will be reported to the TAC where a plan of action and timeline will be created to identify the best way to respond
- Final Questions and Reflections
- Closing Thank You



Next Steps

- PCRC will submit a Summary Report to the Career Center/JobTrain
- Comments and suggestions gathered will be brought to the TAC
- Meeting Summary will be made available and shared with the broader community
- We welcome any comments or suggestions that you might have that did not get communicated tonight.
- Invitation to visit the Career Center

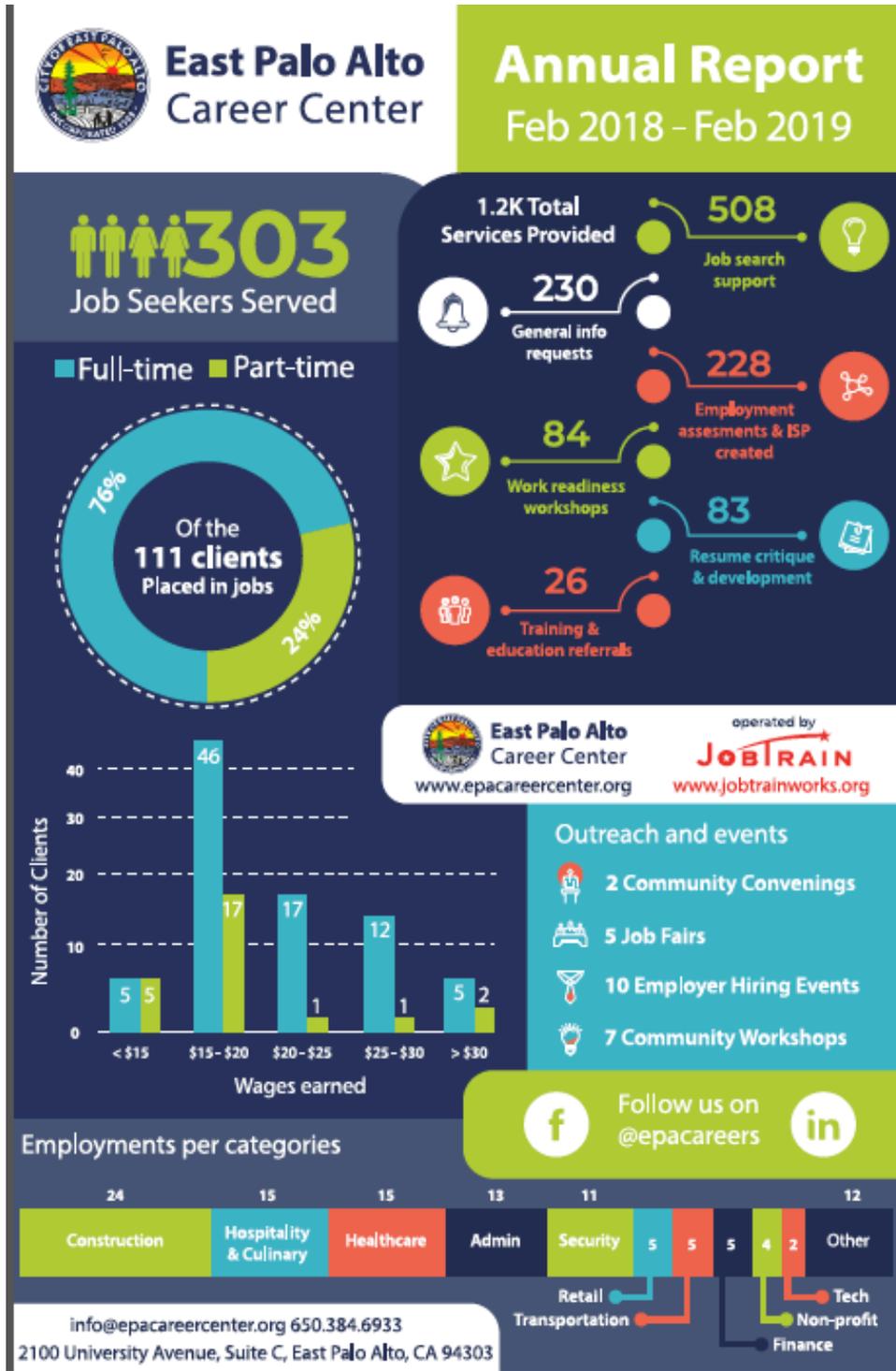


Thank you

**The East Palo Alto Career
appreciates for your support.**



Appendix D: East Palo Alto Career Center Annual Report





East Palo Alto Career Center

Services include

No response to job applications?

Our experts will help you write a resume that will stand out with hiring managers. Our team will assess your experience and career goals, and set you on the best path to achieve success.

Workshops built with you in mind!

We want you to get – and keep – sustainable employment. To help you do this, we offer workshops in the following areas:

- Interviewing skills
- Responding to difficult questions
- Building your LinkedIn profile
- Computer basics
- Building your credit
- Budgeting

Feeling overwhelmed by job hunting?

Our team will help you navigate through numerous job search websites and assist you with online applications! We will also set up a plan of action to target job positions that match your experience and expertise.

We will help you get your foot in the door!

We connect our candidates with companies and refer them directly to hiring managers. We also host recruiting events with employers who are committed to hiring our clients.

Should you need it, we can also offer you referrals to training, education and supportive services (e.g. legal, housing benefits, etc.).

Networking is (almost) everything

The Career Center will share the best LinkedIn profile tips that will set you up for success in your networking strategy and attract recruiters.

BYOS (Bring your own smile) – we supply the rest!

The Career Center will provide you with everything you need to succeed, including:

- Computers
- Fax machines
- Phones
- Video interviewing
- Scanners
- Printers, and more!



**East Palo Alto
Career Center**

www.epacareercenter.org

operated by

JOBTRAIN

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Appendix E: Meeting Notes

East Palo Alto Career Center Community Input Meeting April 10, 2019 Meeting Notes

Gallery Walk:

Have you been to the East Palo Alto Career Center? Why or why not?

- Yes I've spoken/worked with Art and Chorea. They both helped me fill out applications and update my resume.
- Yes, the office manager is very nice. I went there looking for career advancement opportunities.
- Yes, for a tour, And I've referred people to seek help there.
- Yes. I need help to do a resume. It's really important to have this type of agency. I need help doing things on a computer.
- Yes, lots of times. I've been a patron for one year now.
- No.
- No.
- Not yet, just found out about it.

Do you know anyone who has received services at the East Palo Alto Career Center?

- Yes, myself
- Yes. I met someone there who has become a great friend
- Yes. I was referred to "42"-- a coding camp. It was not a pleasant experience.
- Yes at least two people that I know who have been placed with great companies
- No
- No
- No

What feedback do you have regarding the services of the Career Center?

- This place is great! It helps the community. I attended the meetings before JobTrain started at this place.
- I really appreciate the Career Center. They are patient and truly care about the residents.
- Wonderful job! A warm place with warm people who are super helpful on the journey of job seeking.
- I don't know if the Center is responsive to the needs of lower wage workers in EPA. I think there is understandably a certain amount of pride in connecting jobs to tech.
- More intermediate job offers. There seems to be a lot of low skill (security/cook) and high skill (tech) jobs
- More Pacific Islander help needed
- None
- N/A

- N/A
- Inform community that the Career Center is there and open to residents
- More outreach to the community about jobs, etc.
- I would like to see more internship and mentoring opportunities; collaboration with JobTrain for night classes (coding/tech)
- Staff are attentive but not enough staff
- More staff-1 isn't enough
-

Of the services offered at the Career Center, which would you say is the most needed for residents seeking employment?

- Options-knowing what the options are in the area for employment. Help with job seeking skills.
- Most importantly referring individuals to jobs that area willing to hire EPA residents
- Support on doing applications for work, online resume writing, more outreach about this place
- Direct facilitation of people getting jobs, particularly in the low-wage industries that most EPA residents are working in

Small Group Discussion Questions

Question 1: Based on what you heard during this presentation, what stands out to you as information that was most interesting or surprise you?

- Number of full time jobs provided by the Career Center
- Amount of work done by Career
- Information about services
- A lot of people participating
- Attentiveness of staff towards community needs
- 300 residents utilize Career Center
- 100-120 local residents secured job with assistance of Career Center
- Number of people involved with construction
- Able Works—single mothers and families being supported and employed
- They explained about all that the Career Center does.
- It's good because there never was a place like this before.
- Support to community on how to do things.

Question 2: What concerns or suggestions do you have about the Career Center?

- More staff to help
- More diverse staff (gender, race, etc.)
- More staff that speak Spanish

- More outreach to the community-some people don't know about it
- More help for different job levels
- Help build skills for different job levels either in Career Center or by partnering with other organizations
- More hours, particularly in the evening
- Work with "hard to employ" population
- More access and information about tech jobs
- Better understanding of East Palo Alto community needs in order to promote upward mobility in job industry
- Need more info. about tech jobs
- Work in collaboration with rehabilitation centers to provide jobs
- Connect people with high paying jobs
- Would like to see people self-employed through consulting or marketing
- Find ways to get more people to utilize Career Center
- Have a Open House for public and community once a month
- Does Career Center connect individuals in low paying job to better opportunities?
- How is the Career Center gauging traction of center use by residents?
- Industry dictated job industry
 - Phone call and online process for applying
- Partner with local non-profits
- Need more assistance with online job applications
- Career Center needs to offer more intermediate-level jobs
 - Administrative, management, health, etc.
 - Coding jobs in tech industry
- Help elderly population apply for job

Question 3: In your opinion, were the aspirations of the Career Center met?

- TAC is pusher, holding Career Center accountable
- Satisfactory, at same time more can be done to help hard to employ
 - Hard to employ have more barriers
- Career Center needs to be more outreach, many in EPA community still haven't heard about the Career Center
- Career Center staff are welcoming
- Year 1 was a demonstration/trial year
- Yes, 2 sons we able to secure jobs through working with a case manager
- Still to be determined, not sure yet
- Need more community collaboration
- I believe they met the objectives for the year. Getting ready for next year.

Question 4: Is there anything else you'd like to let Job Train know about the Career Center?

- Initially community was upset with Amazon, still need to deal with that but Career Center is off to a good start
- Need to work harder to provide better quality
- Some think only lower level job assistance is available but all levels of assistance should be available
- Need parking closer to Career Center
- Need more male staff, critical
- Need more signage, a banner?
- Need Job Train to meet community where they are—in churches, schools, community activities
- Should table at community events/gathering places