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ABSTRACT

The Quick Start Training Program is a transitional program that was developed to help the homeless population of El Paso, Texas, become self-sufficient through short-term vocational skills training. The program's occupational training component was designed to meet local training needs and was supplemented with activities to give participants occupational literacy, occupational life skills, job information, job search assistance, and educational counseling. Counseling was provided to 775 individuals, including 514 who participated in some type of educational/job training/employment counseling experience. Of those 514 individuals, 97 were recruited into the Quick Start program and 51 completed it successfully. The program demonstrated its potential to help homeless individuals put their lives in order; however, it also established that homeless people often require an entire package of course work, evaluation, counseling, and life skills and language training. Bilingual education was found to be especially necessary because of El Paso's large Spanish-speaking population. (Appendixes constituting approximately 90% of this document include the following: survey instruments; student recruitment/completion data; course outlines; course evaluations; lists of homeless coalition agencies contacted; publicity flyers; a job search inventory; the table of contents of an English/Spanish job search handbook; minutes of staff meetings; and reports to the homeless coalition.) (MN)

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Project Number 55140004  
Quick Start Training Program  
Occupational Opportunity Center  
for the Homeless

P795 Final Detailed Report on Quick Start Training Program

August 9, 1995

Submitted to the Texas Higher Education Coordinating Board

Funded through Carl D. Perkins Vocational and Applied Technology Education  
Act of 1994-'95.

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## STATEMENT OF THE QUICK START TRAINING PROGRAM PROPOSAL

The Quick Start Training Program is a transitional program designed to assist the homeless population of El Paso, Texas to become self-sufficient by providing short term vocational skills training. The training skills that have been chosen have been designated to meet the demands of local industry. Within the framework of occupational training are additional programs designed to give participants occupational literacy, occupational life skills, job information, job search assistance and assistance to pursue additional education when appropriate.

## GOALS & OBJECTIVES ACCOMPLISHED -- AN OVERVIEW

GOAL 1: To create and offer short term job skills training courses that meet the demands of industry in El Paso.

Objective 1.1: The staff will identify high demand skills areas.

In August of 1994, the Quick Start Coordinator identified five (5) high demand skills areas as requested by the homeless. Individuals were interviewed individually and the following results were in evidence: Computer/clerical; combination of janitorial and general labor training; Food preparation; Nurses aid; Auto mechanics. (see Attachment A) This survey was accomplished in August of 1994 and was useful during the remainder of the grant period.

Objective 1.2 The Coordinator and staff will choose three short-term training skills areas to be offered on a rotational basis.

The grant proposal called for three short-term training skills areas offered at least twice during the year. In September of 1994, the Coordinator of the Quick Start Training Program agreed with the staff to offer three short-term training programs. These were: Food Preparation, Basic Building Maintenance, and Introduction to Food Bank Operations (Warehousing). These courses were scheduled to be offered twice in one year and before 1994 was finished the first Food Preparation course was offered. Before June 30, 1995 the balance of the courses were offered, thus accomplishing this objective. (see Attachment B)

Objective 1.3 The Coordinator will identify and contact faculty to create/modify curriculum and teach courses.

The Coordinator contacted the head of the Occupational Training division of the El Paso Community College. He and his staff designed three (3) curriculums to be offered at the Occupational Opportunity Center for the Homeless, Quick Start Training Program. In October of 1994, a Culinary Arts specialist was hired to take charge of the first class in Food Preparation. Fourteen (14) homeless students were recruited for the class and five (5) went on to graduate. (see Attachment C) (see Attachment D)

Objective 1.4 The Coordinator will work with identified instructors and staff to develop a schedule of training.

A schedule of classes was planned soon after January 1, 1995. A new Coordinator took over and took charge of publishing a plan for Quick Start Training Program for the rest of that year. Advertisement was accomplished and recruitment visits to various agencies resulted. (see Attachment E)

A second teacher was hired to coordinate the Basic Building Maintenance class. A total of twenty-four (24) homeless students were recruited and ten (10) finished the class. A third teacher was hired to teach the Warehousing class which was offered twice in the Spring 1995. Food Bank Operations I recruited sixteen (16) students and eight (8) students successfully finished. Food Bank Operations II recruited eleven (11) students and ten (10) finished successfully. A new instructor was hired for Basic Building Maintenance II & III and recruited ten (10) and twelve (12) respectively. Eight (8) and ten (10) finished those classes. The second Food Preparation class recruited ten (10) students and six (6) finished with the same instructor. (see Attachment B)

Objective 1.5 The Coordinator will acquaint clients with EPCC and maintain links with the Counseling Dept. to refer qualified clients for other activities to assist them in eventual employment.

The Coordinator has maintained excellent communication with various departments of the EPCC system including the Recruitment Department, Financial Aids, Counseling, Career planning, Job Placement, Admissions, Registrar, Student Activities and Testing. The Rio Grande campus, which is within walking distance to the Opportunity Center, is the favorite referral agency as it is more practically available to all homeless clients. These referral agencies have all been invited to the Opportunity Center for a tour of our facility to broaden their understanding of the homeless population. (see Attachment F)

Objective 1.6 Staff will make clients aware of Quick Start Program and will recruit and enroll participants for training courses.

The Coordinator of the Quick Start Program is readily available to the homeless clients of the Opportunity Center. The Quick Start office is strategically placed in full view of intake clients. Intake counselors invite homeless to receive occupational counseling as needed. Intake counselors are aware of the different programs available at the Center and time of availability of the Coordinator. Publicity is posted in the Opportunity Center as well as at different agency locations. This process has successfully been followed from September 1994 to June 30th, 1995. Announcements of future programs have been informally made for future programs. (see Attachment G)

Objective 1.7 Coordinator will adapt life skills curriculum and will offer a basic skills course to those who will benefit.

There are bilingual and monolingual (Spanish) homeless clients who can benefit from courses in occupational literacy and occupational life skills. The Project Forward curriculum which had been available through the EPCC Literacy program was found to be too elevated in the literacy level and had been designed for an exclusive female population. A Literacy consultant was hired and she developed, along with the Life Skills Instructor a more appropriate Life Skills package which is being utilized in an effective way with our homeless population. This curriculum is on file at the Opportunity Center. (see Attachment H)

Objective 1.8 The Coordinator will develop a course in self employment skills and promote and offer a course in entrepreneurship.

The Employment Coordinator who was hired in the Fall of 1994, did not develop a curriculum for a course in entrepreneurship. A new Employment Coordinator came on board in March of 1995 and began developing a course in entrepreneurship and incorporated the course into a job skills workshop which he developed as part of the Quick Start Training Program. He identified certain clients who possess certain talents and skills and counseled them individually in utilizing these skills in a self-employment field.

GOAL 2: To provide job coaching and placement services, and promote entrepreneurship to the homeless as they complete short term skills training.

Objective 2.1 Staff will identify and develop jobs for clients completing courses successfully.

The Employment Coordinator worked in a cooperative manner with the Quick Start Coordinator and researched job possibilities in the areas of Quick Start training programs. The two coordinators who held positions separately visited job sites and developed professional relationships with employers and referred certain clients of the Opportunity Center and graduates of the Quick Start training programs to these employers. Of the Quick Start training graduates, the Employment Coordinator attempted to place twenty-nine (29) homeless clients. Some of these clients subsequently chose to pursue additional educational training.

Objective 2.2 Staff will provide a placement service for successful students.

The Employment Coordinator organized the Placement service to provide job opportunities for the Quick Start training graduates and for the homeless clients in general. This was an ongoing activity involving interviewing of employers and potential employees. (see Attachment I)

Objective 2.3 Staff will refer job-ready clients to the EPCC Placement Office and other agencies when appropriate.

It is often the case that homeless clients will come into the Opportunity Center with some good educational background and past job experience. Unfortunate circumstances have led to homelessness and these clients are referred to local employment facilities and to EPCC job placement service.

Objective 2.4 Staff will develop and use a skills inventory with clients.

The Employment Coordinator has identified a skills inventory which he has taken for each client. This inventory allows both client and counselor to explore appropriate employment possibilities. (see Attachment J)

Objective 2.5 The Coordinator will develop and teach a job search workshop using intensive support methods and coaching.

The Employment Coordinator organized a job search workshop for each class and was required attendance for each homeless client. He used the book The Quick Job Search as an excellent bilingual resource. (see Attachment K)

Objective 2.6 Coordinator will work with clients to develop self-employment opportunities.

The Employment Coordinator personally counseled at least five (5) very talented homeless clients who have personal abilities and who could possibly develop some self-employment opportunities. The Employment Coordinator endeavored to encourage them in this self-employment venture and continues to give them encouragement and advice.

Objective 2.7 Staff will secure donated voice mail for 10 students and teach them how to use the system.

From October 1994 to March 1995, voice mail was available for 10 selected students to receive messages about job possibilities. This was a great asset for the homeless who face life without a phone. This project gave homeless the satisfaction and peaceful feeling that they could receive messages from potential job employers. Clients have been very grateful for this service and they have taken full advantage of this service.

Objective 2.8 Staff will ensure that clients dress properly for job interviews and will arrange for procurement of appropriate clothing.

The Opportunity staff and the Employment Coordinator give advice on an ongoing basis to all potential job seekers about correct clothing apparel. Because homeless clients have so few material possessions the Center depends on donations received from the community.

Objective 2.9 Clerk/Typist will enter all known job prospects into project database.

The second Employment coordinator was anxious to implement a database of all employment prospective clients. For lack of suitable personnel, a database on index cards is awaiting transference to a suitable computer. Because of lack of funds and a lack of the availability of a volunteer, this database has been delayed and plans to develop it are still pending. (see Attachment L)

Objective 2.10 Staff will match job prospects with homeless clients' talents and arrange interviews.

The Employment Coordinator continually interviews prospective job clients to match up skills and job availability. He has taken a very personal approach as he has endeavored to fully interview each and every Quick Start graduate, trying to meet their personal needs and desires.

Objective 2.11 Coordinator will host day and evening group sessions to discuss work and job retention issues, and will provide strong follow-up including visits to the client' shelters and work sites.

Homeless clients need support and encouragement. On a regular basis, support sessions have been sponsored and homeless clients have benefited. Some homeless clients, even after completing a Quick Start training program and job search workshop have not been ready to take the responsibility of employment. They need very much support and employment counseling. Many are also faced with the sad fact of homelessness and until they are situated in some kind of shelter the prospects of a job are slim.

When clients have been employed, it has been the responsibility of the Employment Coordinator to keep in touch with employers and employees. This kind of support program has insured our graduates the possibility of maintaining their job by preventing any problems which many come up.

GOAL 3: To develop and maintain evaluation tools for the Quick Start Project and its participants.

Objective 3.1 Staff will maintain a log of events that can be used for analysis.

The Occupational Opportunity Center for the Homeless and the Quick Start Program have devised a method of daily log-in that is turned into to the Opportunity Center office on a very regular basis. This log requests information regarding the counseling and interview process in a summary form. Log numbers are included so that the computer data can be generated from the inputted information. These "dailies" are available on file in both written form and typed form. The computer program which contains this information can be tapped at any time. (see Attachment M)

Objective 3.2 Project Administrator will hold monthly reviews with project staff.

Each month the Coordinator gathers a staff meeting with the Project Director and the Quick Start staff. Projects and developments are discussed as well as issues and questions which are raised in order to keep the project running smoothly. Present problems are wrestled with and future plans are made by eliciting suggestions and advice from all the staff personnel. These staff meetings are also for hearing complaints about any facet involved. (see Attachment N)

Objective 3.3 Staff will develop a monitoring system for student progress with instructors and other case workers.

The Coordinator maintains contact with instructors on a regular basis to see how the homeless clients are progressing. Social workers and case workers at the various shelters are also referred to for the purpose of consulting with them about the progress of the homeless client.

There is an enormous amount of cooperation as exhibited by the coordinated efforts of the Opportunity Center and the various agencies and shelters. Homeless clients are cared for in many ways and a personal approach guarantees that they have an ear for their complaints, questions, traumas, and personal problems.

Objective 3.4 Staff will monitor progress of Quick Start students and make program changes as required.

The monitoring system has resulted in giving additional support to individuals who need supplementary counseling and guidance. It has happened that monitoring of students has intervened in situations where clients are feeling frustrated or depressed. Oftentimes, the homeless client feels isolated and alone, and additional counseling is called for.

Oftentimes, the case is that our homeless get tired of being homeless. They often cannot see an end to their problems and they lose enthusiasm and desire to continue. Counseling attempts to elicit the determination necessary to go forward. This monitoring system is necessary because adjustments need to be made, oftentimes, so that the client can continue towards his/her goal.

Objective 3.5 Staff will develop a follow-up system on participants who are placed in jobs.

The Employment Coordinator has endeavored to keep in touch with students who have been placed into an employment field. Follow-up has been difficult because of the large volume of clients that come into the Center seeking help. Often, our clients will venture in to the Opportunity Center to let everyone know that they are well and working. This has been the easiest method of follow-up and the program appeals to the homeless client to keep in touch so we can know how they are doing.

Objective 3.6 The Coordinator and staff will evaluate the Quick Start Program objectives and performance measures.

These performance measures are evaluated on an on-going basis by the Quick Start staff at regular meetings. We have found that the Employment end has shown some lacking in tracking students after graduation from the Quick Start program.

The final evaluation is intended to understand the program for future reference.

Objective 3.7 Keep Advisory Committee (El Paso Coalition for the Homeless) apprised of progress and Project and involve them in the decision-making processes of the staff.

Each month, the Homeless Coalition meets and a report is published of the Quick Start Project. Members are given the facts and information regarding all aspects and are encouraged to ask questions and give suggestions. (see Attachment 0) Members are invited to tour the facility so that they can get a better idea of what the program is doing for the homeless clients.

## EVALUATION RESULTS

The Quick Start Project proposal has endeavored to turn homeless people into employed workers through short term vocational skills training.

Through the services of the Occupational Opportunity Center for the Homeless, the Quick Start staff interviewed and counseled a total of seven-hundred-and-seventy-five (775) individuals during the grant period of 1994-'95. These individuals were interested in some kind of educational experience, job training or were seeking employment opportunities. Of these, five-hundred-and-fourteen (514) individuals participated in some kind of instructional curriculum and a total of ninety-seven were recruited into the Quick Start Training programs which offered classes in Culinary Arts, Basic Building Maintenance and Warehousing. Of those recruited, fifty-one (51) clients actually finished the classes successfully and earned certificates of completion.

The individuals who participated in some kind of vocational related skills building such as occupational literacy, occupational life skills or GED, had the option to participate in the Quick Start classes. Many were unable to participate because of lack of language skills but opted to join in the future.

A total of one-hundred-and-twenty-five individuals were counseled in seeking some kind of advanced training through the El Paso Community College and the Private Industry Council. Forty-nine students opted to complete their GED by enrolling in the on-site course.

The evaluation and management procedures outlined in Part C, Goal 3 were designed for this project and will ensure an on-going review of project effectiveness. For the purposes of this project, effectiveness is a more important issue than efficiency. Utilizing lessons learned from discovering more effective methods of program management, a refined efficient program can be established resulting in less cost and can accomplish the goals in shorter time. An ongoing assessment process is necessary in order to be flexible in meeting the needs of the homeless. Therefore, the quantitative data that the project has delivered in terms of numbers served, how served, and employment outcomes, combined with the quantitative data collected from interviews with clients, has assisted in developing a program to be even more responsive and effective to meet the needs of the homeless.

## CONCLUSIONS AND RECOMMENDATIONS

The Quick Start Training Program has endeavored to offer occupational training, occupational education and assistance with job placement to a very special population largely ignored by formal educational standards. It is a well known fact that this homeless population is growing in the state of Texas as well as nationally.

In creating the Occupational Opportunity Center for the Homeless, the El Paso Community College, with the support of the El Paso Coalition for the Homeless, has endeavored to provide training and educational services including support services to this population in the hope of improving the lives of the homeless with better job skills. These improved job skills can only lead to better jobs and a brighter future.

As a result of administering this program, it has been recognized that our homeless population have multiple problems to work through. We are finding that a single Quick Start class and job search workshop are often not enough to get them back into the mainstream of society. Our clients often need a whole package plan of course work, job search skills, personal evaluation, counseling, life skills and language training.

Because of past problems, our clients must re-define a new value system and learn to live by rules they have largely ignored or have rebelled against for many years. When our clients come to us for the first time, we can often detect great potential which can bring excitement to all concerned--client, counselor and instructor. Often, the case is that our clients have been away from mainstream America for some time and they require time and loving patience to learn about a higher meaning in life.

Our homeless often do desire some kind of job training, yet, practicality must take precedence. They need an immediate job to solve the immediate problems of lack of shelter and food. Often, the case is that the homeless do not have time to enroll in a training program. They must deal NOW with the miserable circumstance they find themselves in. Some clients are fortunate enough to be in a temporary shelter with food and safety and with permission of the shelter staff to pursue some vocational class and job training. Clearly these clients are at an advantage. These clients have a little time to take some classes and attend some counseling sessions. That is to their advantage.

Those homeless who are not quite so fortunate, who are living on the streets or who have pressing economic needs do not have such a luxury. They need immediate food and shelter for survival. They need to be placed in a temporary and secure shelter that will allow them to attend vocational classes and training, counseling and job development classes. Unfortunately, these shelters are few in number.

Another problem that has been identified is that the homeless population of El Paso includes bi-lingual and bi-cultural people. We also service Mono-lingual clients whose predominate language is Spanish. This border region reinforces the Spanish language and many of our clients do not speak English or have a lack of English skills that need to be upgraded. Before these clients can benefit from a training program and a job search workshop it is necessary to enroll them in our Literacy and Life Skills classes to give them more knowledge and more skills to successfully complete the Quick Start class.

The Quick Start program has the potential to help put peoples' lives in order. It has the potential to make good citizens and contributing members of society. The ills of homelessness cannot be cured with one Quick Start training class and a Job Skills workshop. What is needed is a package plan to enroll the homeless in an on-going program that will change their lives and the way they think about themselves. The Quick Start program must include courses in occupational language, occupational life skills and occupational counseling. We also need to provide our homeless with the safety and security of food and shelter so that they can take the time to develop their skills through the opportunities which are presented. A total package plan must be delivered with individual counseling to justify the need. The homeless are individuals who have individual needs and concerns and these must be addressed if we are truly to succeed in taking them out of their misery.

In the end, the individual will benefit and society will benefit. This program should be considered as a "preventative" program which will help in stopping a cycle of problems which homeless people evolve in. With some understanding, patience, love and positive direction this program is already changing the lives of many individuals, yet it must be considered a gradual process. Our recommendation is that this program must continue and must be supplemented with additional support because then we can succeed in changing the lives of the homeless.

ATTACHMENT A

Survey of High Skills Demands

# Training Survey

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## *Demographics*

*111 persons took part in the survey: 68 Men & 41 Women.*

*Age: 17 - 25 = 26      Grade Level Completed:*

*26 - 35 = 33                      1 - 4 = 7*

*36 - 45 = 32                      5 - 8 = 22*

*46 - 55 = 10                      9 - 11 = 28*

*56+ = 8                              12 = 51*

*Shelters:      RM (Transients): 38      RM (Staff): 21*

*MSR: 10      La Posada: 5*

*SA: 10      SA(TLC): 7*

*Opportunity Center: 20*

**Of the 111 surveyed, 99 responded positively to the notion of enrolling in a short term training program.**

# OPPC .TUNITY CENTER FOR THE HOMELESS

1208 MYRTLE AVE  
EL PASO TX 79901  
(915) 577-0069

So that we may plan for a new training and placement program for the homeless, it would be helpful to have your answers to the following questions:

- 1. Would you consider enrolling in a short term training program that would give you the skills to get the job you want?

YES / NO

- 2. If so, what type of training would you like?

- 3. What type of work are you looking for now?

- 4. Gender:

Male / Female

- 5. Age:

17 - 25      26 - 35      36 - 45      46 - 55      56+

- 6. What grade did you complete at high school?

1      2      3      4      5      6      7      8      9      10      11      12

Many thanks for your assistance

Pauline Moroz  
Education Coordinator



ANALYSIS OF CLASSIFIED EMPLOYMENT ADS RUN IN THE EL PASO TIMES  
for the weeks of 07/24-07/30; 07/31-08/06; and 08/07-08/13/94

13 categories ranging from Professional to Miscellaneous; 8 of these categories are perceived as having potential applicability to OOC clientele.

<u>CATEGORY</u>	<u>HIGH</u>	<u>LOW</u>	<u>AVG</u>
Restaurant	26	9	17
Office/clerical	50	12	31
Apparel	6	0	3
Trades/Industrial	75	16	45
Automotive	9	2	5
Medical (limited basis)	62	12	37
Miscellaneous	76	25	50
Part-time	8	0	4

LABOR MARKET SURVEY  
to define high demand skills areas

TEMP AGENCIES' predominant focus is light industrial (avoiding WC costs) and office work. Light industrial can range from machine operators to loading/unloading trucks to general labor in a multitude of industries including warehousing, garment, grocery, electronics, plastic injection, and various other manufacturing positions including repetitive motion assembly. Their clerical positions vary, with a big need for clerical positions "one notch above the receptionist level."

English: Adequate enough to complete applications and other employment documents.

Education: Minimum 6th grade (Manpower); GED/HS diploma is the standard; some college is well received.

Testing: Most agencies conduct some kind of testing before sending a temp out on assignment. This ranges from simple math and matching skills to typing and software skills.

Experience: Virtually all temp agencies require a minimum of 6 months verifiable employment and a minimum of 2 references.

Temp agencies, predictably, experience high turnover, and their greatest challenge is getting people to show up for "accepted" assignments. One temp agency (Employee Solutions, formerly Talent Tree) cited a "relatively easy and non-skilled" assignment of cleaning up after functions at the Civic Center, and how they have difficulty getting people to show up for that position, and so they would feel even less inclined to consider one of our clients. This agency admitted to stereotyped biases within the first 60 seconds of conversation.

TEC

Hector Venegas, Labor Analyst (544-4530), was unavailable to answer questions regarding the El Paso labor market, as was the Regional Director, Marti Provencio, however, Barbara Harrid at the Northeast office (757-2551) was able to provide some very good input.

"Hot" employment areas:

HOME CARE (includes housekeeping, cooking, companionship, and hygiene assistance.)

GARMENT industry is revitalized.

FOOD SERVICE/RESTAURANTS always have openings.

PLASTIC INJECTION MOLDING is excellent, however, academic requirements, specifically Math, would probably be too steep for our clients.

BUILDING MAINTENANCE is actually saturated. She had 10 current orders on hand, and more than enough people to fill those 10 orders. She also said that a lot of these positions were looking for 10 years' experience.

## PRIVATE INDUSTRY

### APPAREL/GARMENT MFG:

These range from broker/sales offices of 3 employees (Continental Apparel and Braxton) to companies with 2,000+ (Sun Apparel) employees.

Positions include riveters, rock shakers, laundry, pressers, sewing machine operators, inspectors, cutters, assembly, repair, etc.

Riveters generally need minimum 2 years experience, as do inspectors, while other positions such as laundry and pressing have minimal to no experience requirements. However, even when unskilled labor is utilized, these companies still look for basic math and measurement skills.

A commercial laundry (Final Finish) had salary ranges for unskilled labor between \$4.25 to \$5.50/hr, with 3 1/2 day weeks (12-12-12-6). Their primary concern with any employee is attendance, not only punctuality, but showing up. Turnover averages "1 a day."

### WAREHOUSING:

Many warehouses are concerned with Workers' Compensation costs, and at least one is now utilizing one of the few temp agencies in town that still provides WC coverage. (Most temp agencies will not accept job orders that require lifting more than 25 lbs in order to cut back on injury potential).

### CIRCUIT CITY:

Has billboards advertising an 800 employment line. They will be opening 2 stores in El Paso;; one East (between Thanksgiving and Christmas) and one West (by Thanksgiving), however these dates are subject to construction schedules; telephone screener has been instructed to discount no callers; not using TEC; personal interviews will be early-mid September. Mandatory requirement is to be able to work evenings and weekends. Must be able to speak English, or be bilingual.

ATTACHMENT B

Student Recruitment for Quick Start Training Program

ATTACHMENT B

Student Recruitment for Quick Start Training Program

<u>Class</u>	<u>Recruited</u>	<u>Finished</u>
Basic Building Maintenance I	24	10
Basic Building Maintenance II	10	6
Basic Building Maintenance III	12	6
Food Bank Operations I	16	8
Food Bank Operations II	11	10
Food Preparation I	14	5
Food Preparation II	<u>10</u>	<u>6</u>
	97	51

ATTACHMENT C

Curriculums for Three Quick Start Training Classes

EL PASO COMMUNITY COLLEGE  
DIVISION OF  
CONTINUING EDUCATION/COMMUNITY SERVICES

COURSE SYLLABUS

COURSE TITLE: Basic Building Maintenance

COURSE NUMBER: SDG 728

CONTACT HOURS: 72

I. COURSE DESCRIPTION:

Introduces the participant to various aspects of building maintenance including painting, plumbing, electricity, coolers, wall and floor care, basic carpentry, and grounds maintenance.

II. METHODS OF PRESENTATION:

- A. Lectures
- B. Demonstrations
- C. Handouts
- D. On-site Applied Labs

III. METHODS OF EVALUATION:

- A. Objectives will be evaluated according to the observed student's class performance in accordance with industrial requirements and appropriate section or sections of listed reference material.

Lab Performance: 100% total grade value.

- B. Grading  
Course requires mastery of knowledge and skills to a 70% minimum level. Letter grades earned are as follows:

A = 90+    B = 80+    C = 75+    D = 70+    F = <70

IV. RESOURCES AND MATERIALS:

- A. Resources: Course Handouts
- B. Materials: Provided by the El Paso Housing Authority District

V. CALENDAR OF TOPICS:

MAJOR TOPICS: NUMBER OF HOURS:

A. Painting 6

**Behavioral Objective:** Prepare surfaces for painting, select appropriate paint, and demonstrate proper application and cleanup according to proper environmental standards.

B. Plumbing 9

**Behavioral Objective:** Troubleshoot plumbing problems and demonstrate repair or replacement as needed.

C. Electricity 9

**Behavioral Objective:** Select appropriate components and correctly wire a basic electrical circuit given the application.

D. Coolers and Heaters 6

**Behavioral Objective:** Demonstrate the installation, maintenance, and adjustment of evaporative cooling systems and maintenance of heating systems.

E. Floors and walls 9

**Behavioral Objective:** Install, repair, and maintain floor and bathroom tile, and vinyl floor covering.

F. Hardware and Cabinets 9

**Behavioral Objective:** Install and replace minor hardware items, effect minor cabinet repairs and perform basic wallboard and ceiling maintenance.

G. Doors and Windows 9

**Behavioral Objective:** Install doors and deadbolt devices, and replace window glass.

B. Materials: Provided by the El Paso Housing Authority District

VIII. CALENDAR OF TOPICS:

MAJOR TOPICS:

NUMBER OF HOURS:

A. Painting	6
B. Plumbing	9
C. Electricity	9
D. Coolers and Heaters	6
E. Floors and walls	9
F. Hardware and Cabinets	9
G. Doors and Windows	9
H. Key Control	3
I. Grounds Maintenance	6
J. Cleaning Techniques	6

TOTAL 72

H. Key Control 3

**Behavioral Objective:** Establish an appropriate key control system including replacement of keys and locks.

I. Grounds Maintenance 6

**Behavioral Objective:** Demonstrate the care and maintenance of landscape and lawn areas.

J. Cleaning Techniques 6

**Behavioral Objective:** Demonstrate proper cleaning techniques and use of cleaning products for floors, walls, carpet, draperies, and windows.

TOTAL 

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 72

EL PASO COMMUNITY COLLEGE  
DIVISION OF  
CONTINUING EDUCATION/COMMUNITY SERVICES

COURSE OUTLINE

COURSE TITLE: Basic Building Maintenance

COURSE NUMBER: SDG 728

CONTACT HOURS: 72

I. COURSE DESCRIPTION:

Introduces the participant to various aspects of building maintenance including painting, plumbing, electricity, coolers, wall and floor care, basic carpentry, and grounds maintenance.

II. COURSE RATIONALE:

The El Paso Housing Authority has a need for qualified personnel to perform on-site basic maintenance at apartment complexes. Qualified personnel will assume the responsibility for cosmetic and functional repairs not requiring the support of the Housing Authority Maintenance Department.

III. COURSE OBJECTIVES:

Upon satisfactory completion of this course, the student will be able to:

- A. Prepare surfaces for painting, select appropriate paint, and demonstrate proper application and cleanup according to proper environmental standards.
- B. Troubleshoot plumbing problems and demonstrate repair or replacement as needed.
- C. Select appropriate components and correctly wire a basic electrical circuit given the application.
- D. Demonstrate the installation, maintenance, and adjustment of evaporative cooling systems and maintenance of heating systems.
- E. Install, repair, and maintain floor and bathroom tile, and vinyl floor covering.

El Paso Community College  
Division of  
Continuing Education / Community Service

**COURSE OUTLINE**

**COURSE NUMBER:** SDG 225  
**COURSE TITLE:** Introduction to Food Bank Operations  
**CONTACT HOURS:** 30 Hours

**I. COURSE DESCRIPTION:**

This course is designed to give students basic entry-level competencies in working in a non-profit food storage and distribution operation.

**II. COURSE RATIONALE:**

This course will provide the underprivileged and homeless with introductory job training in food bank storage methods and operations. The training provided by this program will help prepare individuals to gain employment, and/or to move on into more advanced training in the field of materials handling and warehouse operations.

**III. COURSE OBJECTIVES:**

Upon completion of this course, the student will be able to:

- A. Demonstrate basic mathematical skills and communicate orally, with peers and supervisors, utilizing appropriate technical vocabulary and rationale.
- B. Follow all basic safety rules, policies and procedures relative to food storage operations, and injury/accident reporting.
- C. Develop a professional attitude regarding job responsibilities, and customer service relations.
- D. Identify various types of materials handling and storage equipment.
- E. Create and interpret invoices as per specific customer orders.
- F. Identify product contents for packaging and follow appropriate sequential steps in unpacking, sterilizing, labeling and packing.
- G. Determine and adhere to current inventory methods and techniques.
- H. Identify various types of load doc., equipment and designs.

**IV. TARGET POPULATION:**

This course is for the underprivileged and homeless who are interested in obtaining the skills which will prepare them for advanced training in the materials handling and warehousing/distribution field and/or allow them to enter the job market as entry level food storage personnel.

**V. METHODS OF PRESENTATION**

- A. Lecture
- B. Discussion
- C. Demonstration,
- D. Hands-on Applications

**VI. METHODS OF EVALUATION:**

This course will be graded on a pass/fail basis.

**A. Final Grade Determination**

Knowledge tests	60% towards final grade
Hands-on demonstrations	30% towards final grade
<u>Attendance and Participation</u>	<u>10% towards final grade</u>
<b>Total</b>	<b>100%</b>

B. Students must have a final grade of 70 or above to pass this course.

<b>C. Grading Scale</b>	<b>A = 90 - 100</b>
	<b>B = 80 - 89</b>
	<b>C = 70 - 79</b>
	<b>D = 60 - 69</b>
	<b>F = 59 or below</b>

**VII. RESOURCE MATERIALS:**

Handouts will be provided to the students.

**VIII. CALENDAR OF TOPICS:**

<u>Unit</u>	<u>Hours</u>
A. Basic Skills	4
B. General Safety	4
C. Customer Service	3
D. Materials Handling Equipment	4
E. Shipping and Receiving	5
F. Packaging	4
G. Inventory Control	4
H. Load Dock Equipment	2

**EL PASO COMMUNITY COLLEGE  
CONTINUING EDUCATION / COMMUNITY SERVICES**

**COURSE SYLLABUS**

**INTRODUCTION TO FOOD BANK OPERATIONS**

**I. COURSE DESCRIPTION:**

This course is designed to give students basic entry level competencies in working in a non-profit food storage and distribution operation.

**II. METHODS OF PRESENTATION:**

- A. Lecture
- B. Discussion
- C. Demonstration
- D. Hands-on Applications

**III. METHODS OF EVALUATION:**

This course will be graded on a pass/fail basis.

**A. Final grade determination**

Knowledge tests	60% towards final grade
Hands-on demonstrations	30% towards final grade
<u>Attendance &amp; Participation</u>	<u>10% towards final grade</u>
<b>TOTAL</b>	<b>100%</b>

**B. Students must have a final grade of 70 or above to pass this course.**

**C. Grading Scale**

- A = 90 - 100
- B = 80 - 89
- C = 70 - 79
- D = 60 - 69
- F = 59 or below

**IV. TEXT AND MATERIALS**

Instructional materials will be provided to the students.

## V. CALENDAR OF TOPICS AND BEHAVIORAL OBJECTIVES:

Upon completion of this unit, the student will be able to:

<u>Course Units</u>	<u>Hours</u>
<b>A. BASIC SKILLS</b>	<b>4</b>

*Behavioral Objective: Demonstrate basic math skills and communicate orally, with peers and supervisors, utilizing appropriate technical vocabulary and rationale.*

### Competencies:

1. Recognize cause and effect of food bank operations.  
(Handouts)
2. Demonstrate basic mathematical skills.  
(Handouts)
3. Develop trade vocabulary and jargon.  
(Handouts)
4. Distinguish among storage facilities, and between frozen, refrigerated, and dry goods.  
(Handouts)

<b>B. SAFETY</b>	<b>4</b>
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*Behavioral Objective: Follow all basic safety rules, policies, and procedures relative to food bank operations, and injury/accident reporting.*

### Competencies:

1. Identify safety equipment and protective clothing.  
( Sample safety equipment/clothing)
2. Execute proper lifting techniques.  
(Handouts)
3. Report injuries/accidents and unsafe/hazardous working conditions.  
(Handouts)

**C. CUSTOMER SERVICE 3**

*Behavioral Objective: Develop a professional attitude regarding job responsibilities, and customer service relations.*

Competencies:

1. Exhibit a customer-oriented attitude.  
(Handouts)
2. Employ active listening skills and effective one to one communication skills.  
(Handouts and audio/visual materials)
3. Demonstrate good personal hygiene.  
(Handouts and audio/visual materials)
4. Exhibit a professional attitude regarding job responsibilities.  
(Handouts and audio/visual materials)

**D. MATERIALS HANDLING EQUIPMENT 4**

*Behavioral Objective: Identify various types of materials handling and storage equipment.*

Competencies:

1. Identify a variety of powered and manual materials handling equipment. e.g. forklifts, pallets jacks, drum dollies, etc.  
(Forklift, pallet jacks, drum dollies, hand trucks)
2. Plan for and determine appropriate equipment for specified tasks.  
(Not applicable)

**E. SHIPPING AND RECEIVING****5**

**Behavioral Objective:** *Create and interpret invoices as per specific customer orders.*

**Competencies:**

1. Verify proper documentation.  
(Sample invoices and back order forms)
2. Verify product quantities, weights, and back order status.  
(Sample manifests, bill of lading, freight bills/receipts and invoice)
3. Perform visual inspections of incoming stock.  
(Simulated product)
4. Load and unload trailers or containers properly.  
(Trailer/container, simulated product, pallets, pallet jacks, forklifts)
5. Route and pre-stage material as per dock schedule.  
(Handouts and sample dock schedule)

**F. PACKAGING****4**

**Behavioral Objective:** *Identify product contents for packaging and follow appropriate sequential steps in unpacking, sterilizing, sorting, labeling and packing.*

**Competencies:**

1. Protect product properly by maintaining packaging standards.  
(Handouts)
2. Recognize perishability expiration dates.  
(Handouts)
3. Identify and label contents appropriately  
(Handouts and sample labels)
4. Develop proper palletizing and stacking patterns.  
(Handouts)

**G. INVENTORY CONTROL****4**

**Behavioral Objective:** *Identify and adhere to current inventory methods and techniques.*

**Competencies:**

1. Perform cycle counting.  
(Handouts)
2. Maintain product security.  
(Handouts)
3. Explain importance of the First-in First-out inventory rotation systems.  
(Handouts)
4. Maintain stock inventory through the random and fixed locator systems of stocking merchandise.  
(Handouts)

**H. LOAD DOCK EQUIPMENT****2**

**Behavioral Objective:** Upon completion of this unit, the student will be able to:

*Identify various types of load dock equipment and designs.*

**Competencies:**

1. Identify all loading dock designs and styles.  
(Handouts/visual materials)
2. Identify and determine appropriate types of loading dock equipment.  
(Handouts/visual materials)
3. Recognize and identify various transport methods and vehicles.  
(Handouts)

EL PASO COMMUNITY COLLEGE  
CONTINUING EDUCATION/COMMUNITY SERVICES

Course Outline

Course Title: Food Service Preparation Course

Course No.: SDG 228

Course Hours: 100

- I. Course Description: This course will provide Opportunity Center students with the entry-level skills required to enter the food service industry. Training in both food service and culinary art subjects is provided so that students may develop skills in both areas.
- II. Course Rationale: This course will assist individuals at the Opportunity Center to develop entry-level skills in a short period of time so they can enter the workforce and achieve a self-sufficient income to support themselves and their family.
- III. Course Objectives: Upon completion of this course, the student will be able to:
  - A. Demonstrate appropriate safety and sanitation skills at all times in the food service area.
  - B. Identify and discuss the requirements associated with quantity food preparation.
  - C. Demonstrate the proper techniques for preparing and cooking fruits and vegetables.
  - D. Demonstrate the proper techniques for preparing and cooking meats and main dishes.
  - E. Demonstrate the proper techniques for preparing sandwiches and pastas.
  - F. Demonstrate the proper techniques for preparing and baking breads and desserts.
  - G. Identify the requirements involved in menu planning and discuss the types of menus prepared daily, i.e., breakfast, lunch and dinner.
  - H. Describe the requirements involved in purchasing and storing food.

Course Outline  
pg. 2  
SDG 228

- I. Describe the service considerations required based on the type of meal prepared.
- J. Describe the steps required to properly trouble-shoot food service equipment.

IV. Target Population: Students identified by the Opportunity Center counselors.

V. Methods of Presentation:

- A. Lecture
- B. Discussion
- C. Hands-on demonstration

VI. Required Materials: Handouts provided by the course instructor.

VII. Methods of Evaluation:

- A. Students grades will be based on:
  - 1. 40% objective tests
  - 2. 60% hands-on

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Total 100%

B. Students must have a final grade of 70 or above to pass this course.

- C. Grading Scale:
  - A = 90 - 100
  - B = 80 - 89
  - C = 70 - 79
  - D = 60 - 69
  - F = 59 or below

VIII. Calendar of Topics Hours

A.	Safety and Sanitation Skills	16
B.	Quantity Food Preparation	16
C.	Fruits and Vegetables	12
D.	Meats and Main Dishes	12

**Course Outline****pg. 3  
SDG 228**

<u>Calendar of Topics</u>	<u>Hours</u>
E. Sandwiches and Pastas	10
F. Baked goods and Desserts	12
G. Menu Planning	8
H. Purchasing and Storing Foods	6
I. Service Consideration	4
J. Equipment Troubleshooting	4
	<b>Total--&gt;100</b>

EL PASO COMMUNITY COLLEGE  
CONTINUING EDUCATION/COMMUNITY SERVICES

Course Syllabus

Course Title: Food Service Preparation Course

Course No.: SDG 228

Course Hours: 100

I. Course Description:

This course will provide Opportunity Center students with the entry-level skills required to enter the food service industry. Training in both food service and culinary art subjects is provided so that students may develop skills in both areas.

II. Methods of Presentation:

- A. Lecture
- B. Discussion
- C. Hands-on demonstration

III. Required Materials: Handouts provided by the course instructor.

IV. Methods of Evaluation:

- A. Students grades will be based on:
  - 1. 40% objective tests
  - 2. 60% hands-on

-----  
Total 100%

B. Students must have a final grade of 70 or above to pass this course.

C. Grading Scale:

- A = 90 - 100
- B = 80 - 89
- C = 70 - 79
- D = 60 - 69
- F = 59 or below

cont'd pg. 2  
 Course Syllabus  
 SDG 228

<u>Calendar of Topics</u>	<u>Hours</u>
A. Safety and Sanitation Skills	16
<b>Behavioral Objective: Demonstrate appropriate safety and sanitation skills at all times in the food service area.</b>	
B. Quantity Food Preparation	
<b>Behavioral Objective: Identify and discuss the requirements associated with quantity food preparation.</b>	16
C. Fruits and Vegetables	12
<b>Behavioral Objective: Demonstrate the proper techniques for preparing and cooking fruits and vegetables.</b>	
D. Meats and Main Dishes	12
<b>Behavioral Objective: Demonstrate the proper techniques for preparing and cooking fruits and vegetables.</b>	
E. Sandwiches and Pastas	10
<b>Behavioral Objective: Demonstrate the proper techniques for preparing sandwiches and pastas.</b>	
F. Baked goods and Desserts	12
<b>Behavioral Objective: Demonstrate the proper techniques for preparing and baking breads and desserts.</b>	
G. Menu Planning	8
<b>Behavioral Objective: Identify the requirements involved in menu planning and discuss the types of menus prepared daily, i.e., breakfast, lunch and dinner.</b>	
H. Purchasing and Storing Foods	6
<b>Behavioral Objective: Describe the requirements involved in purchasing and storing food.</b>	

cont'd pg. 3  
Course Syllabus  
SDG 228

I. Service Consideration 4

**Behavioral Objective:** Describe the service considerations required based on the type of meal prepared.

J. Equipment Troubleshooting 4

**Behavioral Objective:** Describe the steps required to properly trouble-shoot food service equipment.

Total-->100

ATTACHMENT D

Evaluations of Three Quick Start Training Courses

## Evaluation of Culinary Arts/Food Preparation Quick Start - June 1995

The second Culinary Arts class was offered at the Salvation Army instead of at the Rescue Mission. The same chef who taught the first class was re-hired as his experience was invaluable and his bilingual skills were an asset.

We speculated that more residences at the Salvation Army would register. One problem we found was that the lack of child care made it impossible for many women to enroll.

For this second class, 10 enrolled.

- 6 completed the course successfully.

- 1 dropped because she found the class disorganized.

- 1 found employment.

- 1 had a husband who found employment so she had to take care of the children.

- 1 had a personality conflict with another student so she dropped.

Another problem is that the class was scheduled at an inconvenient time. The instructor was supposed to arrive at 4:30 p.m. and did not show until 5:15 p.m. Meanwhile the women had to attend to dinner with their families and re-united with the class at 5:30 p.m. but the class did not get started until 6:00 p.m. One class member got so frustrated at the delay that she quit. She was always ready at 4:30 p.m. for the class to begin. This has to be remedied for the next time and the instructor needs to arrive much earlier in the day so as not to be in so much conflict with the dinner hour.

There were also some personality clashes with some Salvation Army personnel that could have been ironed out early in the class if the regular staff were available. Since the class was so late in the afternoon, the regular staff were not present. That could have prevented some of the conflicts between the instructor and the late afternoon staff personnel.

All in all, the students who finished the class enjoyed the class very much and learned alot about the topic. They were also provided with food handlers cards in order to help the process of job search.

## Evaluation of Basic Building Maintenance Quick Start - June 1995

As with all of our course offerings at the Occupational Opportunity Center for the Homeless, we are competing with potential and immediate job offerings. Clients need jobs. Clients need shelter. Clients need food. Clients need to take care of their families. Often, clients do not have time to consider training in a program, even a Quick Start program. They have desperate needs.

The first BBM class held in early Spring, recruited students during the cold season. Most students were males, many of them were staying in area temporary shelters, including the Rescue Mission. They were given permission and encouragement to stay at the shelter with food provided as long as they accomplished some educational endeavor. A report was given with the last quarterly report about the numbers recruited and the numbers who finished.

As the BBM class was offered again at a later date, the number of successful graduates dropped. Some valid reasons apply to this lower figure.

- 1.) Homeless individuals need an immediate job. Even to postpone job hunting for one month in favor of a quick start training program is very hard on individuals who are supporting families and who need shelter and food. When a client signs up for a class the real priority becomes a job.
- 2.) After the first BBM class the Rescue Mission withdrew its support of the Opportunity Center because of political differences. We did not have the response to our second or third BBM class that we might have had if we had the cooperation of the Rescue Mission.
- 3.) We may be even more successful in recruiting individuals during the winter months as summer means that people move around alot and are looking for jobs.

For the second BBM class we recruited ten individuals:

- 3 completed the class successfully
- 3 found employment
- 3 left the area
- 1 went back to school

For the third BBM class we recruited 12 students:

- 6 completed the class successfully
- 2 found employment
- 1 relocated to a Christian shelter
- 1 left town
- 2 did not say

It may become important to recruit more students and host more classes during the winter months. We need also to intensify our recruitment and improve our system of follow-up with employment. Our job developer needs to focus on individual counseling to help our homeless find jobs.

## Evaluation of Introduction to Food Bank Operations (Warehousing) Quick Start - June 1995

Our recruitment for this class was more successful for this first class of Warehousing because it was a new class and various individuals were curious.

For the first class we recruited a total of 16 students.

- 10 completed the class successfully.
- 1 left town
- 1 went on to study at EPCC
- 1 found employment
- 1 went onto recovery
- 1 had eye surgery
- 1 did not say

For the second class we recruited 11 students.

- 6 completed the class successfully.
- 3 found employment
- 1 left town
- 1 did not say

As the weather got warmer, more homeless moved on to another part of the country. It may be that we need to focus our courses more in the winter. We also found that farm-workers or those related to farm work, found jobs as crops were being planted or harvested which is in the warmer months. Our evaluation is that they are interested in re-training but we have to offer our courses when they are available.

The on-going issue of basic needs takes precedence in all these cases. Homeless are looking for immediate shelter and food and often drop a class in favor of finding a job to support shelter and food.

The Warehousing class provided a new dimension of skills and knowledge to those interested. The job developer, in his job search workshops, gave options for job hunting resources which included enrollment in an expanded version of Warehousing curriculum at EPCC. Some students are not yet ready for such a commitment but when shelter and food are more secure, they may be ready for a commitment.

ATTACHMENT E

List of Homeless Coalition Agencies

List of Agencies Visited for Recruitment

UPDATED: JUNE 27, 1995

AGENCY	ADDRESS	TELEPHONE / FAX	CONTACT 1	CONTACT 2
EL PASO COALITION FOR THE HOMELESS	1208 MYRTLE AVENUE	(915) 877-8069/544-2459		
1. ADULT PROBATION	800 E. OVERLAND #100, 79932	(915) 546-8120	RUSSELL GARNER	JUAN RODRIGUEZ
2. ALIVIANE	5100 EL PASO DR., 79905	(915) 779-3764	CLAY O'NEIL	RUBEN CIBROGA
3. ANNUNCIATION HOUSE	1003 E. SAN ANTONIO, 79901	(915) 545-4509	RUBEN GARCIA	ANN NAFFER
4. ANTHONY HOUSING AUTHORITY	P.O. BOX 1740, 79021	(915) 806-3806/806-2296	MARCIA BARAZZA	VICKY PANDO
5. AREA NETWORK/DISABILITIES & AGING	7015 ALAMEDA, 79915	(915) 778-3375	JUDY WINDLER	LYNN SHELTON
6. CASA BLANCA THERAPEUTIC COMMUNITIES	917 N. OCHOA, 79902	(915) 532-4461/532-5361	RICHARD CUELLAR	RAMON I. MONTANEZ
7. CATHOLIC CHARITIES	1013 E. SAN ANTONIO, 79901	(915) 532-9532	MARIAN KLUESNER	
8. CATHOLIC COUNSELING SERVICES	499 ST. MATTHEW, 79907	(915) 595-5096/595-5095	JOSE CASTRELLON	LORI BUSTAMANTE
9. CENTER FOR ECUMENICAL AID TO TRANSIENTS	817 E. RIO GRANDE, 79902	(915) 532-4511	FRANK FORTH	EDUARDO RIVERA
10. CENTRO DE MUJERES DE LA ESPERANZA	108 E. YANDELL, 79902	(915) 545-1800	SISTER ANGELINA ABEYTA	
11. CENTRO SAN VICENTE	8061 ALAMEDA, 79915	(915) 839-7545/839-9062	NIM PARKER	
12. CHILD CRISIS CENTER	2100 N. STEVENS, 79930	(915) 562-7955/562-2524	STEPHANIE DODSON	JOHN KILKENNY
13. CHILD GUIDANCE	2701 E. YANDELL, 79903	(915) 562-1999	BUE JACOBSON	
14. CHRISTIAN HOMES	7365 ALAMEDA, 79915	(915) 778-1810	THOMAS P. GOES	GARY CALDWELL
15. CONGRESSMAN RONALD COLEMAN OFF.	700 E. SAN ANTONIO, 79901	(915) 534-6208/532-2087	LUIS MATA	LORENA OLIVAS
16. DAVID L. CARRASCO JOB CORPS	11155 GATEWAY WEST, 79935	(915) 594-8023/591-8166	RAUL CADENA	
17. DISABLED ABILITY RESOURCE (DARE)	8929 VISCOUNT #101, 79925	(915) 591-8800	CARLI GEORGE	KAREN BUNNY
18. DISTRICT ATTORNEY'S OFFICE	500 E. SAN ANTONIO, SUITE 201, 79901	(915) 546-2099/23404	M. LYNN SALAS	
19. EL PASO CENTER FOR CHILDREN	3700 ALTURA BLVD., 79930	(915) 545-8361/545-8621	SANDY KNOX	
20. EL PASO CITY/COMMUNITY DEVELOPMENT	#2 CIVIC CTR. PLAZA, #9, 79901	(915) 541-4891/541-4370	ANDREW HAIR	
21. EL PASO CITY/COUNTY HEALTH DISTRICT	1148 AIRWAY, 79925	(915) 771-5710/771-5745	MARIO HERNANDEZ	
22. EL PASO COMMUNITY COLLEGE	9570 GATEWAY BLVD. N/WM/154, 79924	(915) 757-5073	VICKY DI BENEDETTO	LYNN SLATER
23. EL PASO COUNTY DRUG & ALCOHOL	1014 N. STANTON, 4 SOUTH, 79902	(915) 533-5084/533-1385	J.L. BALAZAR	
24. EL PASO COUNTY GENERAL ASSISTANCE	528 E. OVERLAND, #8, 79901	(915) 532-8838/546-8126	TONY NATERA	MARSHA FONSECA
25. EL PASO GREATER S.E.R.	3707 ADMIRAL, 79925	(915) 595-1200/595-1206	ART MORENO	NICK LARA
26. EL PASO INDEPENDENT SCHOOL DISTRICT	6531 BOEING, 79925	(915) 779-4816	JOE ANDERSON	
27. EL PASO INTERFAITH COMMUNITY DEV.	7500 VISCOUNT #170, 79925	(915) 771-6298		ARLAN LARSON
28. EL PASO POLICE DEPARTMENT	911 N. RAYNOR, 79903	(915) 564-7330	SGT. BRUCE MANVELL	RUDY TABBUTT
29. EL PASO SENIOR OPPORTUNITIES	600 CHELSEA, 79903	(915) 778-3379	AMY CASTILLO	
30. EL PASO SHELTER FOR BATTERED WOMEN	P.O. BOX 26219, 79926	(915) 593-1000/593-8012	ISABEL HERNANDEZ	CECI MURILLO
31. EL PASO STATE CENTER	6700 DELTA, 79905	(915) 779-0800/779-2287	JOYCE WITULSKI	
32. EL PASO VET CENTER	6500 BOEING #L-12, 79925	(915) 772-0013	CARLOS RIVERA	HUMBERTO ALEMAN
33. GUADALUPE ECONOMIC SERVICES CORP.	109 N. OREGON, #1117, 79901	(915) 577-0183/577-0187		
34. HACIENDA PALMAS	7011 ALAMEDA, 79915	(915) 772-2734	ROBERT SALINAS	
35. HOUSING AUTHORITY OF EL PASO	1600 MONTANA, 79902	(915) 532-5678/533-5955	SOFLA MORENO	DAVID MARQUEZ
36. LA FAMILA, INC.	1511 E. YANDELL, 79902	(915) 532-9434/532-0820/MEMBER LINE	MARY ALICE DROLTE	
37. LA FE CLINIC	700 S. OCHOA, 79901	(915) 545-4350/545-344	SALVADOR BALCORTA	
38. LA POSADA HOMES	248 FRANCIS ST., 79903	(915) 544-4595	BERNADETTE HALBUR	J. LA COURSIERE
39. LIFE MANAGEMENT CENTER/MIHR	8929 VISCOUNT, 79925	(915) 593-5083/590-6366	JON GORDON	MELVA CARRILLO
40. MISSIONARY CORPS.	1718 E. RIO GRANDE, 79902	(915) 544-2314	JAMES HUNT	
41. MISSOURI STREET TENANT'S ASSOC.	526 W. MISSOURI, 79901	(915) 533-1761	KAREN ANDERSON	ALAN WOTTON
42. NEW AVENUES OF HOPE	2111 WYOMING, 79903	(915) 544-7773/544-7784	RICHARD BARAZZA	
43. PRIVATE INDUSTRY COUNCIL	1155 WESTMORELAND, 79925	(915) 772-5627/779-8366	NORMAN HALBY	MYRNA BLANCO
44. PROJECT BRAVO	1500 MONTANA, 79902	(915) 544-4406	JOE AGUILAR	DANNY LARA
45. PROJECT COMUNIDAD CAPEA	1700 E. YANDELL, 79902	(915) 532-1426	NORMA CHAVEZ	

Y	ADDRESS	TELEPHONE/FAX	CONTACT 1	CONTACT 2
OVIDENCE MEMORIAL HOSPITAL	2001 N. OREGON, 79902	(915) 577-6011	IRMA GONZALES	
ORON XIX	6301 BOEING #1, 79925	(915) 778-5612/775-6537		
SCUE MISSION	1949 PAISANO, 79922	(915) 532-2575/532-2762	TERRY BELL	
YNOLD'S HOUSE	8023 SAN JOSE RD., 79915	(915) 598-7382	DORTHY TRAUX	
LVATION ARMY	4300 E. PAISANO, 79905	(915) 544-9611/544-7469	DANIEL BIRKS	JAVIER LOYA
AEFFER HALFWAY HOUSE	8716 INDEPENDENCE, 79907	(915) 838-2941/838-8796	MYRNA PAYAN	
FRONTERAS	514 S. KANSAS, 79901	(915) 532-0921/532-0924	CARLOS MARENTES	
CIAL SECURITY ADMINISTRATION	1414 GERONIMO, 79925	(915) 548-7709/5487001	ALEX ARCE	
XAS DEPARTMENT OF HUMAN SERVICES	1200 GOLDEN KEY, 4TH, 79925	(915) 599-3600/599-3709	WALTER DEINES	
XAS DEPT. PROTECTIVE/REGULATORY	119 N. STANTON,	(915) 521-3736	ROBERTO A VALOS, JR.	SYLVIA ELIXAVIDE RETAMAL
XAS EMPLOYMENT COMMISSION	3019 MOREHEAD AVE. 79930	(915) 544-8170	SALLY DURAN	GLORIA MARMOLEJO
XAS RURAL LEGAL AID, INC.	109 N. OREGON #701, 79901	(915) 544-4421/533-4108	MARTIN SANCHEZ	
OMASON HOSPITAL	4815 ALAMEDA, 79905	(915) 544-1200/521-7612	SOLEDAD CAVAZOS	
UNITY PRESBYTERIAN CHURCH	8001 MAGNETIC DR. 79904	(915) 755-8206	FRED MORRISON	
NON PROFIT CORPORATION	8023 SAN JOSE RD., 79915	(915) 594-8166	KAREN KELLY	
EP (DEPARTMENT OF SOCIAL WORK)	UTEP, 79968-0510	(915) 747-5095	ELLEN RYAN	LOIS BATES
NITARIAN UNIVERSALIST COMM. OF EP	4425 BYRON, 79903	(915) 562-4001 OR 757-3521	ANNA R. MATTERS DORFF	
UNIVERSITY PRESBYTERIAN CHURCH	244 N. RESLER, 79912	(915) 584-3822	GORDON BOWIE	
ETERANS ADMINISTRATION	4919 BROOK HOLLOW DR., 79924	(915) 540-7910	BRENDA JAMES	SILVIA VELA
ETERANS TRANSITIONAL LIVING CENTER	P.O. BOX 640995, 79904	(915) 758-8229/755-1624	CHUCK WESSEL	
ICTORY WINTER-CITY MINISTRIES	7746 HACIENDA, 79915	(915) 599-2663 OR 838-0755	GARY DEPUY	RITA GONZALES
ESTERN HILLS UNITED METHODIST CHURCH	524 THUNDERBIRD DR.	(915) 584-8304	LOIS EVANS	ROBERT EVANS
ORLD CHALLENGE S.W.	502 N. OREGON, 79901	(915) 544-9288	TIM GAMWELL	
OUNG MEN'S CHRISTIAN ASSOCIATION	701 MONTANA, 79901	(915) 533-3941 EXT. 72/544-8729	CARLOS BIANCO	
DELTA ADULT LEARNING CENTER (YISD)	C/O 9600 SIMS, 79925	(915) 838-2542	JANE BURNS	
WCA	1600 N. BROWN, 79902	(915) 533-7528	MERRIL MEYER	BARBARA ALSPIAUGH
EN MEMBERS				
AMES DAROSS	8044 GATEWAY BLVD. E. #901, 79905	(915) 778-4422		
TEVE RUEN	2005 IVANSMITH WAY, 79936	(915) 855-1181	PAM RUEN	
TEVEN BOOER	3336 WEXFORD, 79925	(915) 595-5043		
LO BUCHMUELLER	5817 VIA CUESTA, 79912	(915) 581-5121		
LENE NEWLON		(915) 778-5208		
EBECCA M. OCTIOA	7913 EDGEEMERE BLVD., 79925	(915) 772-7667		
ICHAEEL BRAY FUTURE CO., REALTORS	18500 MONTWOOD, 79935	(915) 593-6500		
AMMY DOUGHERTY		(915) 751-3966		
EMBERS TOTAL				
ONG MEMBERS				
PARKS HOUSING DEVEL. CORP.	250 HOLY CROSS, 79927			

ATTACHMENT E

List of Agencies Visited for Recruitment

Salvation Army - Transitional Living Center  
YWCA - Transitional Living Center  
Missouri Street Residence - Single Room Occupancy  
La Posada Home  
El Paso Shelter for Battered Women  
Christian Home  
Greentree  
The Well  
Centro de los Trabajadores Agricolas  
Casa Blanca  
Annunciation House  
Victory Inner City Ministries

ATTACHMENT F

For Reference - List of Major EPCC Offices



# QUICK HELP SHEET 1994-1995

## IMPORTANT NUMBERS TO REMEMBER....

**RIO GRANDE**  
 Admissions 534-4035  
 Bookstore 534-4015  
 Career Center 534-4034  
 Counseling 534-4035  
 Financial Aid 534-4195  
 Job Placement 534-4033  
 Library 534-4018  
 New Student Intake 534-4174  
 Recruitment  
 Registrar 534-4035  
 Student Activities 534-4041  
 Testing 534-4050

**TRANSMOUNTAIN**  
 757-5030  
 757-5066  
 757-5111  
 757-5030  
 757-5112  
 757-5033  
 757-5092  
 757-5071

**VALLE VERDE**  
 594-2150  
 594-2529  
 594-2417  
 594-2642  
 594-2561  
 594-2636  
 594-2645  
 594-2401  
 594-2575  
 594-2300  
 594-2290  
 594-2657

**NORTHWEST CENTER**  
 877-4830  
 877-4847  
 877-4860  
 877-4855  
 877-4840  
 877-4846  
 877-4830  
 877-4830  
 877-4870

## ACADEMIC PROGRAMS

### Rio Grande Campus

Communications, Developmental Studies  
 Health

534-3436  
 534-4024

### Valle Verde Campus

Business & Computer-Based Occupations  
 Health, Public Service/Applied Arts  
 Language Development & Communication  
 Humanities & English  
 Math & Science  
 Social Science

594-2101  
 594-2299  
 594-2612  
 594-2600  
 594-2593  
 594-2596

### Transmountain Campus

Arts & Sciences  
 Occupational Education  
 Communications, Developmental Studies & English

757-5136  
 757-5062  
 757-5102

### Northwest Center

Material Handling/Warehouse Operations  
 Pharmacology/Pharmacy Technology  
 Literacy Education Action Program & Career Training Center

877-4820  
 877-4836  
 877-4847

# DEGREE PROGRAMS FOR 1994-1995

## Associate of Applied Science

- Accounting
- Automotive Technology
- Child Development-Infants, Toddlers & Preschoolers
- Child Development-Management Option
- Child Development-School Age
- Commercial Art
- Computer Information Systems-Computer Programming
- Computer Information Systems-Microcomputer Applications
- Court and Conference Reporting
- Criminal Justice-Corrections Option
- Criminal Justice Law Enforcement Option
- Dental Assisting
- Dental Hygiene
- Dietetic Technology
- Drafting & Design Technology (Tech Prep)
- Electronics Technology
- Electronics Technology Advanced Computer Electronics
- Electronics Technology Industrial Electronics
- Fashion Technology-Fashion Design
- Fashion Technology-Illustration
- Fashion Technology-Merchandising
- Fire Technology-Firefighter
- Fire Technology-Fire Management
- General Business
- Hazardous Materials Technology
- Heating, Ventilation & Air Conditioning
- Hotel/Motel Administration
- Human Services-Aging
- Human Services-Mental Health/Mental Retardation
- Human Services-Substance Abuse
- Human Services-Youth Services
- Information Processing
- Interior Design Technology
- International Trade & Business
- Legal Assistant
- Management
- Media Production Technology
- Medical Assisting Technology
- Medical Laboratory Technology
- Medical Records Technology
- Nursing
- Occupational Safety & Health Technology
- Office Administration
- Ophthalmic Technology
- Physical Therapist Assistant
- Radiation Therapy Technology
- Radiologic Technology
- Real Estate
- Respiratory Care Technology
- Restaurant & Food Service Technology
- Sign Language/Interpreter Preparation
- Surgical Technology
- Travel & Tourism

## Associate of Arts

- Art
- Business Administration
- Drama
- English
- English-Women's Studies
- Exercise & Sports Science
- Foreign Language
- General Studies
- History
- Liberal Arts
- Mass Communication-Advertising/Public Relations
- Mass Communication-Broadcasting
- Mass Communication-Journalism
- Music
- Psychology
- Psychology-Women's Studies
- Social Sciences
- Social Sciences-Border Studies
- Social Sciences-Chicano Studies
- Social Sciences-Political Science
- Social Sciences-Sociology
- Speech Communication
- Teacher Preparation-Elementary
- Teacher Preparation-Secondary

## Associate of Science

- Architecture
- Biological Sciences
- Biological Sciences-Pre-Dentistry
- Biological Sciences-Pre-Medicine
- Biological Sciences-Pre-Pharmacy
- Biological Sciences-Pre-Veterinary
- Chemistry
- Communication Disorders Science
- Pre-Engineering
- Geology
- Health Occupations
- Industrial Arts
- Mathematics
- Pre-Nursing
- Physics
- Professional Communication

## Certificate of Completion

- Accounting
- Art-Fine Arts-2 Dimensional Studio Art
- Art-Fine Arts-3 Dimensional Studio Art
- Automotive Technology-Driveability Tech
- Child Development-Associate Credential
- Child Development-Day Care Administration
- Computer Information Systems-Computer Operations
- Computer Information Systems-Data Entry
- Computer Information Systems-Microcomputer Applications
- Drafting & Design-Advanced Skills Mastery
- Electronics Technology-Computer Electronics
- Electronics Technology-Electronics
- Emergency Medical Technology/Paramedic
- Fashion Technology-Fashion Buying
- General Business
- Heating, Ventilation & Air Conditioning
- Heating, Ventilation & Air Conditioning-Intelligent Buildings
- Information Processing
- Interior Design
- International Trade & Business
- Legal Assistant
- Media Production Technology-Photography
- Nuclear Medicine Technology
- Vocational Nursing
- Office Administration
- Ophthalmic Technology-Dispensing Optician
- Pharmacy Technology
- Restaurant & Food Service Management-Culinary Arts
- Sign Language/Interpreter Prep-American Sign Language
- Sign Language/Interpreter Preparation
- Travel Counselor/Airline Reservationist (Diagnostic)Ultrasound Technology
- Welding Technology



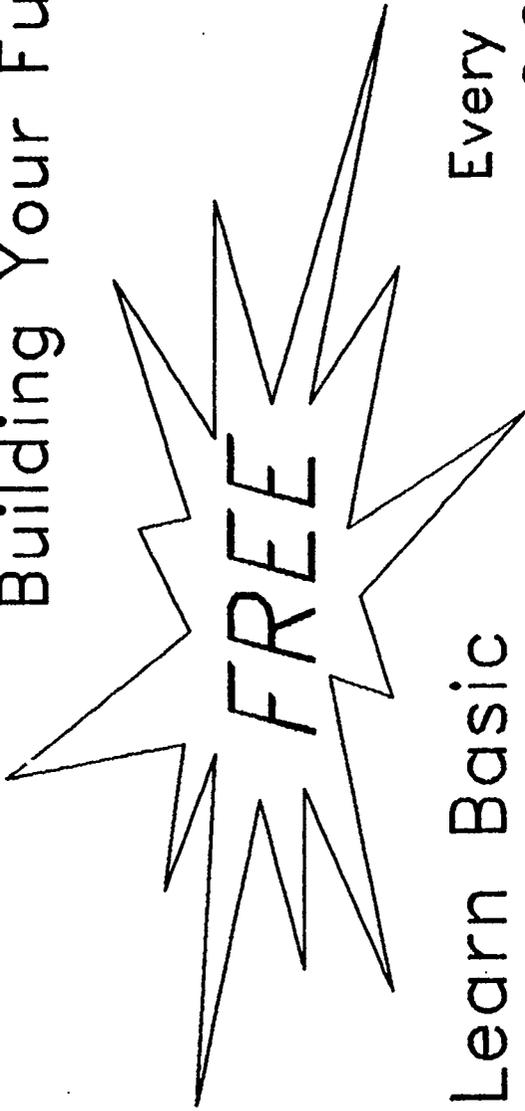
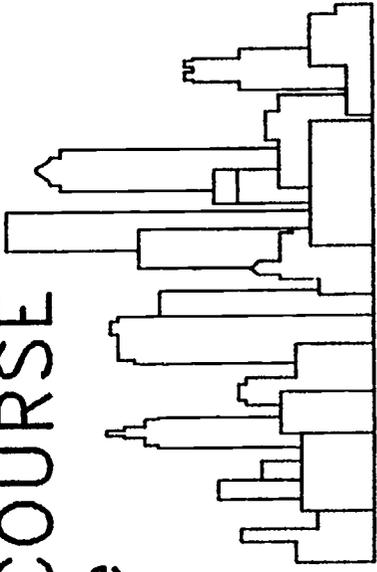
Compliments of:  
**Office of Recruitment & Outreach**  
 El Paso Community College  
 P.O. Box 20500  
 El Paso, TX 79998-0500  
 (915) 594-2575

ATTACHMENT G

Publicity Fliers

# BUILDING MAINTENANCE COURSE

Building Your Future



Learn Basic

Plumbing

Heating

Cooling

Painting

and More

Every Tuesday & Thursday

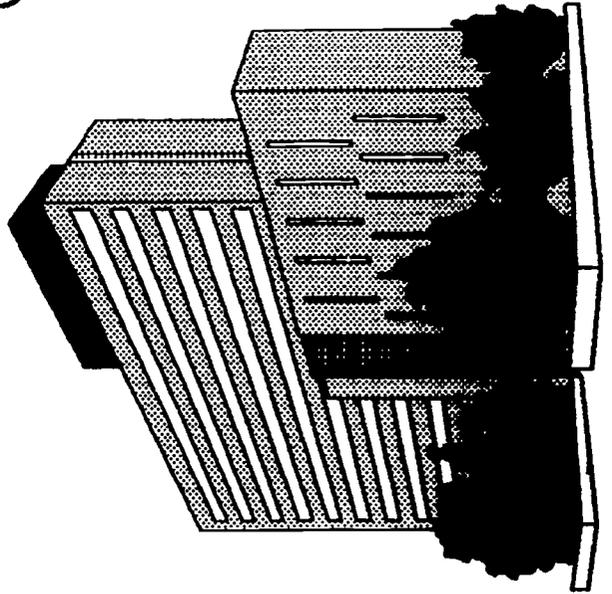
9:00 Am to 2:00 PM

Starts March 14, 1995

Graduation: May 18, 1995

Job Search Assistance

Vocational Basic Skills



Please Contact: Cristina Camacho

Occupational Opportunity Center for the Homeless

1208 Myrtle 577-0069



# El Paso Community College

FREE

## Introduction to

FREE

## Food Bank Operations

FREE

FREE



Ordering and Distribution

FREE



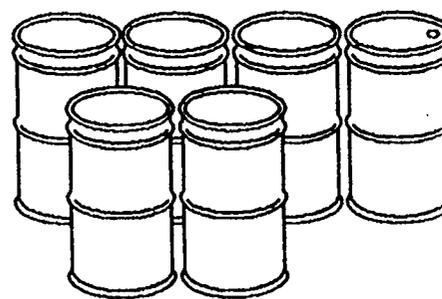
Billing & Inventory Control

Monday, Wednesday & Friday

8:30 to 11:30 AM

March 6 thru March 27, 1995

Receiving, Warehousing & Delivery



Special Storage Requirements

Please Contact: Christina Camacho  
Occupational Opportunity Center for the Homeless

1208 Myrtle

577-0069

61

# **FREE**

## **EL PASO COMMUNITY COLLEGE**

### **CULINARY ARTS/FOOD PREPARATION CLASS**

**WHERE: SALVATION ARMY**

**STARTS: MAY 9<sup>th</sup>(TUESDAY)**

**ENDS: JUNE 12<sup>th</sup>(MONDAY)**

**DAYS: MONDAY THRU FRIDAY**

**TIME: 4:30 P.M. to 8:30 P.M.**

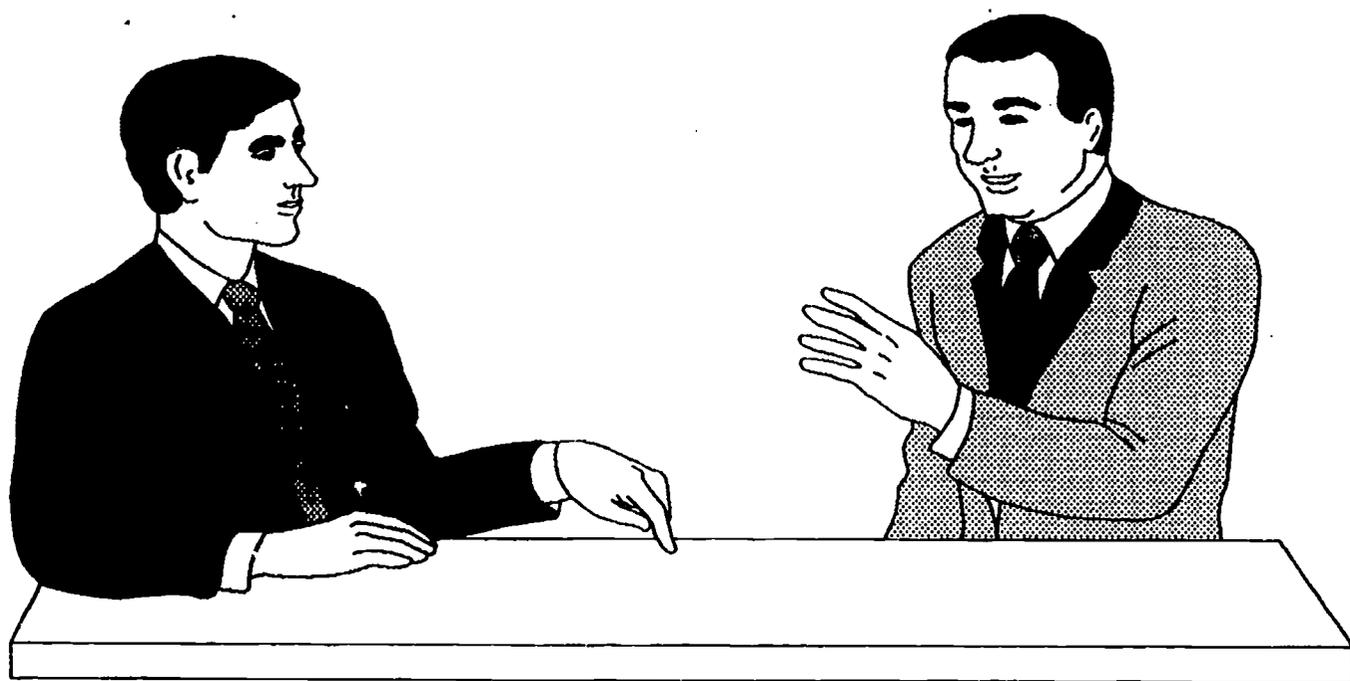
**CONTACT CHRISTINA AT THE OPPORTUNITY CENTER FOR THE HOMELESS  
577-0069**

# **Job Search Assistance Course**

**Learn What, How, & Where**

**to Apply for Your Next Job**

with Terry Dow



11:45 AM to 3:45 PM  
March 17, 20, 22, & 24, 1995

Please Contact: Christina Camacho  
Occupational Opportunity Center for the Homeless  
1208 Myrtle 63 577-0069

# BUILDING MAINTENANCE

## BUILDING YOUR FUTURE



ORIENTATION &  
REGISTRATION  
Tue, Jan 3, 1995  
9:30 a.m.

El Paso Community College presents a  
Building Maintenance Course  
Start Date: Wed, Jan 4, 1995  
Mon/Wed/Fri 9:00 a.m. – 2:30 p.m.  
Graduation: 1 March, 1995



Learn basic Plumbing, Painting, Coolers &  
Heaters and much, much more.....



Job search assistance and free  
vocational basic skills



FOR MORE INFORMATION CALL  
TERRY OR PAULINE



577-0069



Opportunity Center for the Homeless



1208 Myrtle, El Paso, Texas 79901



ATTACHMENT H

Content of Lifeskills Curriculum

A Curriculum for  
**CREATING  
OPPORTUNITIES**  
for the Homeless

*A Lifeskills Curriculum  
for  
Adult Learners*

This curriculum was developed by Barbara Bald at the El Paso Community College, as a part of a program funded by the Texas Education Agency, Adult and Continuing Education Division. It was revised for the Quick Start Training Program serving homeless adults funded at El Paso Community College by the Texas Higher Education Coordinating Board, Community and Technical Colleges Division.

Some suggested activities and readings are sources within the original authors hold all copyrights to these documents. Copyright for the overall curriculum model, including original lesson plans, teacher direction and instructional guide materials is reserved. This curriculum is intended for use in non-profit educational programs.

For more information, contact:

Barbara J. Bald, Project Director  
Literacy and Workforce Development Programs  
El Paso Community College  
P. O. Box 20800  
El Paso, TX 79968  
(915) 842-2700  
(915) 842-2700 FAX  
barbarab@igumt.net

# **OVERVIEW**

## **A CURRICULUM FOR CREATING OPPORTUNITIES FOR THE HOMELESS**

Providing shelter, food, and money are certainly critical functions of many community service agencies; however, there is an increasing realization among service providers that breaking the cycle of homelessness for many persons will require lifeskill education. This curriculum combines teaching reading, writing, speaking, and numeracy skills with instruction in lifeskills which are prerequisite to economic self-sufficiency. The lessons promote independence and long-term self-sufficiency by encouraging participants to recognize their own strengths and develop plans to achieve financial independence.

**Lesson 1 - Getting Acquainted:** Students will become acquainted by completing a Profile Questionnaire. Topics will include composing a class creed, discussing the "school of life", and establishing procedures for journal entries and personal dictionaries.

**Lesson 2 - Self-Concept:** This lesson encourages the students to examine themselves in relation to their self-concepts. The students will identify physical and personal qualities, and sources of pride they can focus on to enhance stronger self-concepts.

**Lesson 3 - Values:** From the White House to the local grocery store, the notion of values is a topic of discussion. Activities requiring the students to articulate opinions and make decisions according to their values are provided in this lesson.

**Lesson 4 - Decision Making:** This lesson provides a list of steps for making decisions which can be used in a variety of situations. Topics include identifying various decision making strategies and opportunities for applying them.

**Lesson 5 - Personal Inventory:** In this lesson, the students play an active role in developing assessment procedures using student portfolios to document their progress in reading, writing, computation, problem solving, speaking, and listening skills, and changes in their perceptions of themselves as learners.

**Lesson 6 - Everyone Is A Teacher and A Learner:** Whether a person is identified as a teacher or a student, we all learn from one another. This lesson provides students with opportunities to identify their personal learning styles and write contracts for studying at home. Strategies for decoding unfamiliar words are also discussed.

**Lesson 7 - Autobiographical Sketch:** In this lesson students draft life lines identifying the significant events that have occurred in their lives. Activities include writing about "perfect days" and reading about "risks".

**Lesson 8 - Goal Setting:** The students extend their life lines into the future to identify goals they hope to realize and specify the steps and dates needed for accomplishing them.

**BEST COPY AVAILABLE**

**Lesson 9 - Career Self-Evaluation:** The students will explore strategies for career planning. Topics will include occupational physical settings, relationships at work, psychological rewards of working, mixing career and family, and financial rewards.

**Lesson 10 - Career Values, Skills, and Abilities:** The students will identify their personal work values, skills, and abilities and will complete a self-evaluation worksheet.

**Lesson 11 - A World of Career Choices:** The students will study the average salaries from several occupations and place the salaries on a bar graph. Topics will include traditional and non-traditional jobs for men and women.

**Lesson 12 - Job Information Sources:** The students will identify various sources for obtaining information on educational services and job training and will complete a career planning guide.

**Lesson 13 - Job Applications:** The students will complete a job application and will discuss the process of selecting people to list as references on the applications.

**Lesson 14 - Resume Writing:** The students will review sample resumes and write personal resumes identifying their skills and experiences for employment purposes.

**Lesson 15 - Cover Letters:** The students will review sample cover letters and will write cover letters to accompany their resumes.

**Lesson 16 - Job Interviews:** The students will read about and practice appropriate job interview techniques.

**Lesson 17 - Succeeding On The Job:** The students will discuss strategies for being effective and productive workers. Topics will include good work habits and interpersonal skills.

**Lesson 18 - Benefits and Paychecks:** The students will be able to calculate common deductions subtracted from earnings and interpret an earnings statement. Topics will include taxes, take-home pay, and benefit options.

**Lesson 19 - The Cost of Living:** The students will describe fixed, flexible, and savings expenses and write budgets for their families.

**Lesson 20 - Forms Of Payment:** The students will demonstrate proper procedures for writing checks, reading bank statements, and balancing a checking account. They will identify banking services and explain the advantages and disadvantages to using checks, money orders, and cash as modes of payment. An End of Unit Student Evaluation is also attached.

**BEST COPY AVAILABLE**

ATTACHMENT I

Listing of Potential Employers

## Listing of Potential Employers for Quick Start Students

There is a list of thirty potential employers on file which the Employment Counselor has contacted. These employers have made jobs available to our clients. The following is a partial listing:

Bethany Church  
Final Finish  
Heinz Pet Products  
Jacquez Produce  
Lalil Bottling  
Leo's Restaurant  
Monarch Building Services  
Media Groups  
Payless Restaurant Supply  
Providence Hospital  
Taco Bell  
White Acres Good Samaritan Retirement Village  
Molly Maid  
Stone Container  
The Stage Coach  
Phelps-Dodge  
Magnolia Coca Cola  
Hoover  
Johnson & Johnson  
Tony Lama  
Rudy Miles Custom Brokers

ATTACHMENT J

Job Skills Inventory

## How to Make Your Job Search Quick

It's not easy finding a job. But research has proven that by using the right methods, most people can reduce the time it takes to find one. They also tend to earn a little more and be a little more satisfied with the jobs they find. So can you.

This book is designed to cover the basics of looking for work. The topics it covers are based on sound research and many years of experience. It covers the job search techniques that work best and reduce the time it takes to get a job.

There is, of course, much more you can learn about looking for a job. There are many books on the subject, and some are better than others. Other books by the author are listed at the front of the book.

But don't just read about looking for a job. The best way to get a job is to go out there and get interviews! And the best way to get interviews is to make a job out of getting a job. That's what this book will help you do.

Here are the six basic steps of a quick and successful job search:

1. Know your skills.
2. Have a clear job objective.
3. Know where and how to look.
4. Spend at least 25 hours a week looking.
5. Get two interviews a day.
6. Follow up on all contacts.

## Know Your Skills

One survey of employers found that 90 percent of the people they interviewed could not explain their skills. They could not answer the question "Why should I hire you?"

Knowing what you are good at is very important in interviewing. It also helps you decide what type of job you will enjoy and do well. Most people think of "skills" as job related skills. A secretary, for example needs to type. But everyone has other skills that are very important to success on a job. The two most important are self-management and transferable skills.

### Self-Management Skills

Write down three things about yourself that you think make you a good worker.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

The things you wrote down may be the most important things for an employer to know about you! They have to do with your basic personality, your ability to manage yourself in a new environment. They are some of the most important things to bring up in an interview.

Review the following list and put a checkmark beside any skills you have. After you are done with the list, circle five skills you feel are most important. The first group, Key Skills, are ones that employers find particularly important. If one or more of the Key Skills apply to you, mentioning them in an interview can help you greatly.

## Habilidades

### Habilidades Fundamentales

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> acepta la supervisión | <input type="checkbox"/> es trabajador                    | <input type="checkbox"/> es productivo |
| <input type="checkbox"/> es sincero            | <input type="checkbox"/> es cumplido                      | <input type="checkbox"/> es puntual    |
| <input type="checkbox"/> buena asistencia      | <input type="checkbox"/> se lleva bien con sus compañeros |  |

### Otras Habilidades

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> es ambicioso                 | <input type="checkbox"/> madurez              | <input type="checkbox"/> es asertivo                 |
| <input type="checkbox"/> es metódico                  | <input type="checkbox"/> es capaz             | <input type="checkbox"/> modestia                    |
| <input type="checkbox"/> es alegre                    | <input type="checkbox"/> motivación           | <input type="checkbox"/> competencia                 |
| <input type="checkbox"/> naturalidad                  | <input type="checkbox"/> termina asignaciones | <input type="checkbox"/> mentalidad abierta          |
| <input type="checkbox"/> es concienzudo               | <input type="checkbox"/> optimismo            | <input type="checkbox"/> es capaz de coordinar       |
| <input type="checkbox"/> originalidad                 | <input type="checkbox"/> creatividad          | <input type="checkbox"/> paciencia                   |
| <input type="checkbox"/> confiable                    | <input type="checkbox"/> persistencia         | <input type="checkbox"/> discreción                  |
| <input type="checkbox"/> fortaleza física             | <input type="checkbox"/> es afanoso           | <input type="checkbox"/> practica nuevas habilidades |
| <input type="checkbox"/> eficiencia                   | <input type="checkbox"/> leal                 | <input type="checkbox"/> con mucha energía           |
| <input type="checkbox"/> confiabilidad                | <input type="checkbox"/> entusiasmo           | <input type="checkbox"/> con muchos recursos         |
| <input type="checkbox"/> expresividad                 | <input type="checkbox"/> responsabilidad      | <input type="checkbox"/> flexibilidad                |
| <input type="checkbox"/> confianza en sí mismo        | <input type="checkbox"/> es formal            | <input type="checkbox"/> sentido del humor           |
| <input type="checkbox"/> es amigable                  | <input type="checkbox"/> sinceridad           | <input type="checkbox"/> afabilidad                  |
| <input type="checkbox"/> resuelve problemas           | <input type="checkbox"/> servicial            | <input type="checkbox"/> espontaneidad               |
| <input type="checkbox"/> humildad                     | <input type="checkbox"/> constancia           | <input type="checkbox"/> imaginativo                 |
| <input type="checkbox"/> tacto                        | <input type="checkbox"/> independencia        | <input type="checkbox"/> tenacidad                   |
| <input type="checkbox"/> habilidoso                   | <input type="checkbox"/> ahorrativo           | <input type="checkbox"/> informal                    |
| <input type="checkbox"/> digno de confianza           | <input type="checkbox"/> inteligente          | <input type="checkbox"/> versatilidad                |
| <input type="checkbox"/> intuitivo                    | <input type="checkbox"/> bien organizado      | <input type="checkbox"/> aprende con rapidez         |
| <input type="checkbox"/> se enorgullece de su trabajo |   |  |

Otras habilidades similares que usted tenga:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

■ **Nota:** Algunas personas encuentran útil completar la sección llamada "Información Esencial para la Búsqueda de Empleo" en la página 31. Aquellos de ustedes que tengan experiencia laboral podrán encontrar útil el uso de esa sección para enumerar sus habilidades y logros en empleos previos y otras experiencias. Entonces tendrán una mejor idea de qué habilidades querrían usar en su próximo empleo.

### Skills

#### Key Skills

- accept supervision
- honest
- good attendance

- hard worker
- get things done on time
- get along with co-workers

- productive
- punctual

#### Other Skills

- ambitious
- methodical
- cheerful
- natural
- conscientious
- original
- dependable
- physically strong
- efficient
- reliable
- expressive
- self-confident
- friendly
- solve problems
- humble
- tactful
- industrious
- trustworthy
- intuitive
- take pride in work

- mature
- capable
- motivated
- completes assignments
- optimistic
- creative
- persistent
- eager
- loyal
- enthusiastic
- responsible
- formal
- sincere
- helpful
- steady
- independent
- thrifty
- intelligent
- well organized

- assertive
- modest
- competent
- open minded
- able to coordinate
- patient
- discreet
- practice new skills
- energetic
- resourceful
- flexible
- sense of humor
- good natured
- spontaneous
- imaginative
- tenacious
- informal
- versatile
- learn quickly

Other similar skills you have:


■ **Note:** Some people find it helpful to complete the section called "Essential Job Search Data" on page 32. Those of you with work experience may find it helpful to use that section to list your skills and accomplishments from previous jobs and other life experiences. Then you will have a better idea what skills you have that you may want to use on your next job.

## Habilidades Transferibles

Éstas son habilidades que usted puede transferir de un empleo o carrera a otro. Algunas son más importantes en un empleo que en otro. Su éxito requiere que usted encuentre un empleo que necesite las cualidades que usted posee.

Marque en la siguiente lista las habilidades que tenga. Probablemente las haya usado en un empleo previo o en alguna situación no laboral. Cuando termine, marque con un círculo las cinco habilidades que usted crea que son las más importantes para su nuevo empleo.

### Habilidades Fundamentales

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> instrucciones a otros | <input type="checkbox"/> negociar                 | <input type="checkbox"/> administrar dinero, presupuesto |
| <input type="checkbox"/> organizar/administrar | <input type="checkbox"/> administrar personas     | <input type="checkbox"/> oratoria                        |
| <input type="checkbox"/> cumplir con plazos    | <input type="checkbox"/> habilidades de redacción | <input type="checkbox"/> atender al público              |

### Trabajo con Objetos

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> armar objetos             | <input type="checkbox"/> observar/inspeccionar      | <input type="checkbox"/> manejar herramientas, máquinas |
| <input type="checkbox"/> construir cosas           | <input type="checkbox"/> levantar/reparar edificios | <input type="checkbox"/> reparar objetos                |
| <input type="checkbox"/> manejar, operar vehículos | <input type="checkbox"/> usar equipo complejo       | <input type="checkbox"/> bueno con las manos            |

### Trabajo con Información

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> analizar información     | <input type="checkbox"/> evaluar                        | <input type="checkbox"/> intervención de cuentas       |
| <input type="checkbox"/> investigar               | <input type="checkbox"/> presupuestar                   | <input type="checkbox"/> mantener archivos financieros |
| <input type="checkbox"/> calcular/computar        | <input type="checkbox"/> ubicar respuestas, información | <input type="checkbox"/> verificar exactitud           |
| <input type="checkbox"/> administrar dinero       | <input type="checkbox"/> clasificar objetos             | <input type="checkbox"/> observar/inspeccionar         |
| <input type="checkbox"/> comparar                 | <input type="checkbox"/> registrar hechos               | <input type="checkbox"/> compilar                      |
| <input type="checkbox"/> investigar               | <input type="checkbox"/> contar                         | <input type="checkbox"/> sintetizar                    |
| <input type="checkbox"/> orientado a los detalles | <input type="checkbox"/> hacer inventarios              |  |

### Trabajo con Personas

- |   |                                      |   |
|---|--------------------------------------|---|
| <input type="checkbox"/> aconsejar              | <input type="checkbox"/> paciencia   | <input type="checkbox"/> administrar          |
| <input type="checkbox"/> perceptividad          | <input type="checkbox"/> atender     | <input type="checkbox"/> persuadir            |
| <input type="checkbox"/> hacer frente a otros   | <input type="checkbox"/> agradable   | <input type="checkbox"/> aconsejar a personas |
| <input type="checkbox"/> sensibilidad           | <input type="checkbox"/> demostrar   | <input type="checkbox"/> sociable             |
| <input type="checkbox"/> diplomático            | <input type="checkbox"/> supervisar  | <input type="checkbox"/> ayudar a otros       |
| <input type="checkbox"/> considerado            | <input type="checkbox"/> instrucción | <input type="checkbox"/> enseñanza            |
| <input type="checkbox"/> entrevistar a personas | <input type="checkbox"/> tolerante   | <input type="checkbox"/> amable               |
| <input type="checkbox"/> tenaz                  | <input type="checkbox"/> escuchar    | <input type="checkbox"/> confiar              |
| <input type="checkbox"/> negociar               | <input type="checkbox"/> comprender  | <input type="checkbox"/> extrovertido         |

## Transferable Skills

These are skills you can transfer from one job or career to another. Some are more important in one job than another. Your success requires you to find a job that needs the skills you have.

Put a check beside the skills in the following list that you have. You may have used them in a previous job or in some non-work setting. When done, circle the five skills you feel are most important to use in your next job.

### Key Skills

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> instructing others           | <input type="checkbox"/> negotiating                  | <input type="checkbox"/> managing money, budget |
| <input type="checkbox"/> organizing/managing projects | <input type="checkbox"/> managing people              | <input type="checkbox"/> public speaking        |
| <input type="checkbox"/> meeting deadlines            | <input type="checkbox"/> written communication skills | <input type="checkbox"/> meeting the public     |

### Working with Things

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> assemble things           | <input type="checkbox"/> observe/inspect           | <input type="checkbox"/> build things    |
| <input type="checkbox"/> operating tools, machines | <input type="checkbox"/> construct/repair building | <input type="checkbox"/> repair things   |
| <input type="checkbox"/> drive, operate vehicles   | <input type="checkbox"/> use complex equipment     | <input type="checkbox"/> good with hands |

### Working with Data

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> analyze data      | <input type="checkbox"/> evaluate                    | <input type="checkbox"/> audit records          |
| <input type="checkbox"/> investigate       | <input type="checkbox"/> budgeting                   | <input type="checkbox"/> keep financial records |
| <input type="checkbox"/> calculate/compute | <input type="checkbox"/> locate answers, information | <input type="checkbox"/> check for accuracy     |
| <input type="checkbox"/> manage money      | <input type="checkbox"/> classify things             | <input type="checkbox"/> observe/inspect        |
| <input type="checkbox"/> compare           | <input type="checkbox"/> record facts                | <input type="checkbox"/> compile                |
| <input type="checkbox"/> research          | <input type="checkbox"/> count                       | <input type="checkbox"/> synthesize             |
| <input type="checkbox"/> detail oriented   | <input type="checkbox"/> take inventory              |   |

### Working with People

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> advise           | <input type="checkbox"/> patient       | <input type="checkbox"/> administer     |
| <input type="checkbox"/> perceptive       | <input type="checkbox"/> care for      | <input type="checkbox"/> persuade       |
| <input type="checkbox"/> confront others  | <input type="checkbox"/> pleasant      | <input type="checkbox"/> counsel people |
| <input type="checkbox"/> sensitive        | <input type="checkbox"/> demonstrate   | <input type="checkbox"/> sociable       |
| <input type="checkbox"/> diplomatic       | <input type="checkbox"/> supervise     | <input type="checkbox"/> help others    |
| <input type="checkbox"/> tactful          | <input type="checkbox"/> instruct      | <input type="checkbox"/> teaching       |
| <input type="checkbox"/> interview people | <input type="checkbox"/> tolerant      | <input type="checkbox"/> kind           |
| <input type="checkbox"/> tough            | <input type="checkbox"/> listen        | <input type="checkbox"/> trusting       |
| <input type="checkbox"/> negotiate        | <input type="checkbox"/> understanding | <input type="checkbox"/> outgoing       |

**Working with Words, Ideas**

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> articulate              | <input type="checkbox"/> inventive              | <input type="checkbox"/> communicate verbally |
| <input type="checkbox"/> library research        | <input type="checkbox"/> correspond with others | <input type="checkbox"/> logical              |
| <input type="checkbox"/> create new ideas        | <input type="checkbox"/> public speaking        | <input type="checkbox"/> design               |
| <input type="checkbox"/> remembering information | <input type="checkbox"/> edit                   | <input type="checkbox"/> write clearly        |
| <input type="checkbox"/> ingenious               |   |   |

**Leadership**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> arrange social functions | <input type="checkbox"/> mediate problems         | <input type="checkbox"/> competitive          |
| <input type="checkbox"/> motivate people          | <input type="checkbox"/> decisive                 | <input type="checkbox"/> negotiate agreements |
| <input type="checkbox"/> delegate                 | <input type="checkbox"/> planning                 | <input type="checkbox"/> direct others        |
| <input type="checkbox"/> results oriented         | <input type="checkbox"/> explain things to others | <input type="checkbox"/> risk taker           |
| <input type="checkbox"/> influence others         | <input type="checkbox"/> run meetings             | <input type="checkbox"/> initiate new tasks   |
| <input type="checkbox"/> self-confident           | <input type="checkbox"/> make decisions           | <input type="checkbox"/> self-motivate        |
| <input type="checkbox"/> manage or direct others  | <input type="checkbox"/> solve problems           |   |

**Creative/Artistic**

- |  |                                       |   |
|--|---------------------------------------|---|
| <input type="checkbox"/> artistic              | <input type="checkbox"/> perform, act | <input type="checkbox"/> drawing, art         |
| <input type="checkbox"/> present artistic idea | <input type="checkbox"/> expressive   | <input type="checkbox"/> dance, body movement |

Other similar skills you have:

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**Job Content Skills**

These are the skills you need to do a particular job. A carpenter, for example, needs to know how to use various tools and be familiar with a variety of tasks related to that job. Use the space below to list the special job content skills you have from previous jobs, hobbies, training or other life experiences. Use separate sheets for each group of related job content skills as needed.

<hr/>	<hr/>	<hr/>

ATTACHMENT K

Job Search Book and Table of Contents

# La Búsqueda Rápida de Trabajo

SPANISH

ENGLISH

## Probadas Técnicas para Encontrar Trabajo en Menos Tiempo

Cientos de miles de personas encontraron  
trabajos mucho más rápido usando las  
técnicas de este libro.  
Y ud. también puede!

- Identifique sus habilidades claves
- Defina su trabajo "ideal"
- Organice su tiempo en búsqueda  
de trabajo
- Obtenga más entrevistas
- Responda a preguntas  
difíciles en la entrevista
- Escriba un "resumé"  
ganador
- Encuentre un  
mejor trabajo en  
menos tiempo

*The  
Quick  
Job Search*

*Proven Techniques for  
Finding a Job in Less Time*

*Hundreds of thousands of people  
found jobs more quickly by using the techniques  
in this book. And you can too!*

*Learn how to identify your skills  
and define your ideal job.  
Organize your time to get more  
interviews and answer difficult  
questions in the interview.  
Write a winning resume and  
find a better job in less time.*

BEST COPY AVAILABLE

J. Michael Farr

JUST PEOPLE

## La Búsqueda Rápida de Trabajo

## The Quick Job Search

<b>Como Buscar Empleo Con Rapidez</b> 1	<b>How to Make Your Job Search Quick</b> 2
Los Seis Pasos Básicos en la Búsqueda de Empleo	The Six Basic Job Search Steps
<b>Conozca Sus Habilidades</b> 1	<b>Know Your Skills</b> 2
Habilidades de Auto-Administración	Self-Management Skills
Habilidades Transferibles	Transferable Skills
Habilidades Requeridas Para el Empleo	Job Content Skills
<b>Tenga un Claro Objetivo de Empleo</b> 9	<b>Have a Clear Job Objective</b> 10
Cuestionario Sobre Objetivos de Empleo	Job Objective Questionnaire
Su Empleo Ideal	Your Ideal Job
<b>Sepa Donde y Como Buscar</b> 13	<b>Know Where and How to Look</b> 14
Métodos Tradicionales de Búsqueda de Empleo	Traditional Job Search Methods
Métodos Informales de Búsqueda de Empleo	Informal Job Search Methods
Desarrolle una Cadena de Contactos	Develop a Network of Contacts
Establezca Contacto Directamente con los Empleadores	Contact Employers Directly
Donde Están los Empleos	Where the Jobs Are
Tarjetas JIST	JIST Cards
Contactos por Teléfono	Telephone Contacts
<b>Dedique por lo Menos 25 Horas Semanales</b> 23	<b>Spend At Least 25 Hours a Week</b> 24
Ejemplo de Horario Semanal	Sample Weekly Schedule <sup>1a</sup>
Ejemplo de Horario Diario	Sample Daily Schedule
<b>Consiga dos Entrevistas Diarias</b> 25	<b>Get Two Interviews a Day</b> 26
Como Responder en una Entrevista	Answering Interview Questions
Fórmula de Tres Pasos Para Respuestas	The Three Step Answer Formula
Reglas de Vestimenta y Arreglo Personal	Dress and Grooming Rule
<b>Seguimiento de Todos los Contactos</b> 27	<b>Follow Up on All Contacts</b> 28
Notas de Agradecimiento	Thank-You Notes
Tarjetas de Búsqueda de Empleo	Job Lead Cards
<b>Información Esencial para la Búsqueda de Empleo</b> 31	<b>Essential Job Search Data</b> 32
Logros Fundamentales	Key Accomplishments
Educación y Capacitación	Education and Training
Trabajos y Antecedentes Como Voluntario	Work and Volunteer History
Referencias	References
<b>Preparación del Curriculum Vitae</b> 41	<b>Writing Your Resume</b> 42
Curriculum Vitae Cronológico Simple	Simple Chronological Resume
Curriculum Vitae Mejorado	Improved Chronological Resume
Curriculum Vitae de Habilidades y Combinado	Skills and Combination Resumes

ATTACHMENT M

Quick Start Dailies Forms

ATTACHMENT L

Database Questionnaire

CLIENT PROFILE  
Quick Start Education/Employment Program

Client Name \_\_\_\_\_ Age \_\_\_\_\_

Have you met with a case worker yet? Yes No Whom \_\_\_\_\_

Where can we reach you? \_\_\_\_\_

What is your education? 1-6 7-9 10-12 GED HS Diploma College

Do you speak: English Spanish Both

How will you get to and from work? \_\_\_\_\_

What kind of job are you looking for? \_\_\_\_\_

Do you want to work: part-time full-time temporary open

What hours and days do you prefer working? \_\_\_\_\_

What have you done so far to find work? \_\_\_\_\_

Have you registered with TEC? Yes No

You must be able to provide proof of authorization to work:

(I-9, Col A ID) \_\_\_\_\_

(I-9 Col B ID) \_\_\_\_\_

(I-9 col C ID) \_\_\_\_\_

Circle general areas of work experience:

Auto Repair    Cashiering    Clerical/Office    Construction    Electrical  
Field/Farm    Food Service    Garment/Textile    Housekeeping/Janatorial  
Inventory    Machine Operator    Manufacturing    Painting    Plumbing  
Warehousing    Welding    Yardwork    Other: \_\_\_\_\_

office use only:

File code: \_\_\_\_\_ Date: \_\_\_\_\_ QS Code: \_\_\_\_\_ Duration: \_\_\_\_\_ Counselor: \_\_\_\_\_



QUICK START DAILIES

FILE CODE: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_ QS CODE: \_\_\_\_\_ DURATION: \_\_\_\_\_

CLIENT NAME: \_\_\_\_\_ COUNSELOR: \_\_\_\_\_

PRIMARY TOPIC: \_\_\_\_\_

DETAILS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

D A I L I E S

COUNSELOR: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_ CODE: \_\_\_\_\_ DURATION: \_\_\_\_\_

CLIENT NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_/\_\_\_/\_\_\_

DETAILS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

COUNSELOR: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_ CODE: \_\_\_\_\_ DURATION: \_\_\_\_\_

CLIENT NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_/\_\_\_/\_\_\_

DETAILS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

COUNSELOR: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_ CODE: \_\_\_\_\_ DURATION: \_\_\_\_\_

CLIENT NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_/\_\_\_/\_\_\_

DETAILS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

COUNSELOR: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_ CODE: \_\_\_\_\_ DURATION: \_\_\_\_\_

CLIENT NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_/\_\_\_/\_\_\_

DETAILS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2.1	Identify 5 high demand skills, select 3 for courses.	Aug
2.2	Short-term training courses each rotated twice during year.	Sep-Jun
2.3	Identify/contact 3 faculty to create/modify/teach curriculum.	Aug-Jun
2.4	Training schedule developed and published.	Aug
2.5	Clients acquainted with EPCC/Counseling Dept for employment referrals.	Sep-Jun
2.6	Recruit and enroll 10 clients for 1st Quick Start course.	Sep-Jun
2.7	Life skills course developed and offered.	Sep-Jun
2.8	Self-employment/entrepreneurship course developed and offered.	Oct-Jun
2.9	Find openings for 7 of 10 clients successfully completing courses.	Oct-Jun
2.10	Placement services (CLIENT CONTACT) for 754 QS students.	Oct-Jun
2.11	Refer 304 of QS students to EPCC Placement Office and/or other agencies.	Oct-Jun
2.12	Skills inventory/resume worksheet used with ALL clients.	Oct-Jun
2.13	Job search workshop developed and offered.	Oct-Jun
2.14	Self-employment opportunities for 5 clients.	Nov-Jun
2.15	Voice mail for 10 students.	Oct-Jun
2.16	Clothing donations for job interviews.	Oct-Jun
2.17	Database/manual system for matching QS clients with job prospects.	Sep-Jun
2.18	Matching clients with job prospects and arranging interviews.	Sep-Jun
2.19	Monthly visits to shelters and work sites to discuss work and job retention issues.	Oct-Jun
2.20	"Dailies" log for weekly analysis.	Jul-Jun
2.21	Monthly staff meetings.	Jul-Jun
2.22	Monitoring system of student progress developed.	Aug
2.23	Program changes as necessary.	Sep-Jun
2.24	Weekly monitoring of each student placed.	Oct-Jun
2.25	Monthly and final evaluation of project.	Jul-Jun
2.26	Monthly report to Advisory Committee.	Jul-Jun

ATTACHMENT N

Staff Meeting Minutes

Quick Start Meeting - Minutes - April 10, 1995

Present: Ray Tullius, Project Director  
Chuck Koch, Employment coordinator  
Robert Critchley, Warehousing Instructor  
Lily Tullius, Life Skills Instructor  
Christina Camacho, Educational Coordinator

Christina opened the meeting by introducing Chuck Koch as the new Employment Coordinator who will work in the area of Employer Relations. Bob will coordinate the Data Base and will interview potential job applicants. They will work together to increase the job potential for OOC clients.

New classes planned are the Introduction to Food Bank Operations and a continuation of the Basic Building Maintenance. Bob Critchley will teach the Food Bank class and Tomas Flores will replace Robert Yarborough as instructor of the BBM class. Christina will recruit from the following areas: OOC Day Center, Christian Home/Green Tree, Veterans Transitional House, Victory Outreach, Battered Women's Shelter, La Posada, Salvation Army, Reynolds Home, Y-TLC, SA-TLC, and Missouri Street Residence.

Books have been ordered for the Literacy classes and we are awaiting arrival. Christina will shop at the Valle Verde Bookstore with funds reserved for educational supplies. Barbara Baird is still meeting with Christina and Lily and will have a Life Skills Curriculum by the end of May.

Bob discussed the idea of a Data Base and a way to increase the number of prospective employees. He will work with Corina to develop the system for our clients.

Chuck is interested in making contact with employers who will commit themselves to hiring our clients. He has some ideas that he will introduce at the weekly staff meeting.

Christina will work with Salvation Army to host the Culinary Arts class. We are hoping to establish good working relationship with them and Christina will meet with the staff as soon as possible.

Christina ended with the thought that we will endeavor to help as many willing students as possible to enroll in our Quick Start classes.

Quick Start Meeting - Minutes - May 15, 1995

Present: Ray Tullius, Project Director  
Chuck Kock, Employment Coordinator  
Robert Critchley, Warehousing Instructor  
Lily Tullius, Life Skills Instructor  
Christina Camacho, Educational Coordinator

Christina opened the meeting by thanking everyone for their dedicated work to the Opportunity Center and to the Quick Start Program. Many clients are now coming in to the Center on a daily basis and we are endeavoring to enroll them in our classes.

Our relationship with the Community College is flourishing as we have very much cooperation from Mr. Jim Rath who takes care of organizing our curriculums. The curriculum for the Food Bank class (Warehousing) is set and we have recruited some nice students to take advantage of this training. The new Building Maintenance class also has some willing students who will get on the job training by assisting in building projects around the Center while learning a basic skill.

Chuck continues to set up appointments with employers and Bob is working on the Data Base.

Christina continues her outreach efforts and has had satisfying visits to the different area agencies. She will endeavor to continue visitations throughout the year as it promotes communication.

Lily is awaiting the new books for Literacy classes and looks forward to increased enrollment. We have also been given a donation of books and will ask students to help us organize the library.

Christina ended with the thought that we should continue our efforts to publicize our efforts to let other agencies know that we are offering vocational classes to our homeless population.

Quick Start Meeting - Minutes - Tuesday June 13th

Present: Ray Tullius, Project Director  
Chuck Koch, Employment Coordinator  
Robert Critchley, Warehousing Instructor  
Lily Tullius, Life Skills Instructor  
Christina Camacho, Educational Coordinator

Christina opened the meeting with the announcement that Molly Boyd of Austin, Texas will visit our Opportunity Center on Friday, June 16th, 1995. Her visit will be in the morning hours and our classes including GED, Literacy, BBM and Warehousing will be in session.

Chuck Koch volunteered to have a two-page proposal summary ready for her which will describe the Retailing classes now in the discussion stages. Bob will explain to Ms. Boyd the other course potentials including the Office Practices class which is being developed at the moment. He will also prepare a summary of class outlines and will give an update on employment stats plus outlook.

Christina will inquire about Ms. Boyd's arrival and will contact all concerned persons including OOC staff and Vickie DiBenedetto.

The group then discussed the pending graduation which will take place on June 30th, the last day of the grant program. Christina will organize and will contact all concerned parties. A report will be given at the weekly staff meeting.

Bob announced that the next Job Search Workshop will be held on Monday, June 26th.

Bob and Christina will spend some time the next two weeks with the final quarterly report.

Literacy classes are continuing successfully and Christina will call Barbara Baird to see if her Life Skills Curriculum is ready.

Ray closed the meeting with the thought that this Quick Start Project is very important to this center. We have been successful in giving individuals some training experience in order to help them pull their lives together. We are hoping that our meeting with Ms. Boyd will be successful and that we will be able to convince her that this program is affecting many people in a purely positive way.

ATTACHMENT O

Reports to the Homeless Coalition

## QUICK START PROGRAM REPORT - 25 April 1995

During the month of April 1995, The Quick Start Program of the Occupational Opportunity Program for the Homeless enrolled sixteen students for the Introduction to Food Bank Operation class and ten students for the Basic Building Maintenance class. Mr. Bob Critchley is the instructor for the Food Bank Operations class and Mr. Tomas Flores teaches the Basic Building Maintenance class. Students completing these Continuing Education courses in May will receive a Certificate acknowledging their successful participation.

Mr. Rick Webb has been engaged to lead the Culinary Arts class to be scheduled at the Salvation Army sometime in early May. Also, Mr Critchley is developing a Job Search Workshop to incorporate into all present vocational courses and is working with Mr. Chuck Koch to develop a course which will promote entrepreneurship as an employment alternative.

Pauline Moroz is presently submitting a grant application to the Texas Higher Education Coordinating Board for renewal of the Quick Start Program with an additional objective of providing staff training and a mentoring program for other community colleges in Texas who would be interested in developing educational programs for the homeless.

Because of weekly visits to the Salvation Army and with additional newcomers entering the OOC facility all the time, there has been an influx of students in the Literacy, Life Skills and GED classes. Much activity is inspiring this educational front and the educational staff keep their enthusiasm and dedication. With financial aide deadline dates fast approaching (May 1st) for EPCC, an effort is being made to contact potential students.

On the job front: we welcome Mr. Bob Critchley as the new OOC Employment-Job Development Coordinator. His report is as follows:

In order to obtain a composited picture of the needs of the homeless, staffings were conducted among and within the multi-disciplined areas that operate within the center. The on-going assessment-evaluation process has led to the establishment of a more refined efficient program, enabling the employment-job development program to match job prospects with our homeless clients talents.

Through the ongoing process of conducting interviews, counseling and life skills sessions and employee data base placement service has been established which not only meets the demands of industry in El Paso, but coincides with the work experiences, skills, strengths and current education-life situations of our homeless clients.

From March 24 to April 21: 75 clients were interviewed/counseled of which 64 were entered into our newly established employee data base placement service. Further, in addition this creative and innervated approach enabled 31 additional clients to obtain employment. Thus, since July 1, 1995, 220 homeless clients have been interviewed/counseled: 64 have been placed in the OOC Employee Data Base Placement Service and 94 clients have been placed in employment.

Please contact Christina Camacho or Bob Critchley if you have any questions. Thank you.

## QUICK START PROGRAM REPORT - MAY 1995

The Quick Start Program this month graduated ten students from the Introduction to Food Bank Operations course. Bob Critchley, teacher and job developer also provided a job search workshop for these students. The ten students received first hand knowledge in warehousing procedures by working with the El Paso Community Food Bank. Employment opportunities have been open to various students through Bob's efforts.

The Basic Building Maintenance class finished with three students. Mr. Tomas Flores, instructor, gave the class many opportunities to put their new skills into action by working on various projects in the downstairs area of the OOC.

The second warehousing class--Introduction to Food Bank Operations is scheduled to begin Monday, June 5th, 1995 and will finish June 30th. Classes will be held Monday, Wednesday and Friday of each week and will again be under the direction of Mr. Critchley.

Mr. Tomas Flores will again head up the third Basic Building Maintenance class with the new beginning set at Tuesday, June 6th. Classes will run through June 29th.

A graduation ceremony for all students involved in the Quick Start programs of the third and fourth quarters will be held on June 30th.

Mr. John DiCara volunteer teacher for GED students will take a leave of absence this summer. His replacement will be Kenneth Brar, senior student at UTEP majoring in Biological Sciences. We are appreciative of the time and energy Mr. DiCara has so kindly given and we will welcome him back the last week of August. We welcome Mr. Brar and we anticipate that more students will be ready for GED pre-testing. Six students from the present enrollment have commenced their testing process. At meeting with the new teacher, students voted to increase classroom hours to twelve hours a week as compared to six hours a week.

Students in our two Literacy classes are benefiting from and enjoying new textbooks which were ordered recently. Mrs. Lily Tullius and Mrs. Violeta Romero are faithfully continuing their classes through the summer months with the help of student assistants--Patricia Martinez, Maria Portillo and Alma Garcia.

This Quick Start Program will terminate its present grant project on June 30th, 1995. Ms. Pauline Moroz worked dilligently on a renewal grant proposal and we will be informed of the decision for a future Quick Start project by mid June. The fourth quarterly report and final report will be available by the end of June and will be available to the Homeless Coalition. Detailed statistics will be presented.

Questions about the present project can be directed to Christina Camacho, Education Coordinator.

Report to the Coalition  
Employment

May 30, 1995

Placements in employment continue with 21 clients gaining work since the last report. Counseling, job search and resume development remains ongoing. To date 279 client's have been interviewed and 115 have gained employment. Further, 111 clients have been placed in our Employee Data Base. Kindly refer to the referral pool report to the Coalition.

In addition, the Employment Coordinator/Developer is pleased to announce that the Center is about to conduct a office/receptionist course. Said instruction will ensure further employment opportunities to our clients. Further, our recently conducted Introduction to Food Bank Operations resulted in ten graduates. Successfully completing the courses, we are offering another course from June 5 - June 30, 1995.

In an effort to have a centralized Employee/Data Base to further serve our needy clients, the following shelters have been visited/contacted. Said shelters are Annunciation House, Missouri Street Residence, SRO, Reynold's House, Salvation Army, TLC, Veteran's Transitional Center and the YWCA - TLC. It is hoped that all will join in a consolidated effort to achieve our common goal.

In closing, the Employment Coordinator/Developer is proud to announce that has a free tax service. This office obtained \$14,386 in tax refunds. Said service was offered to our migrant and part time workers. This free service is a preventative service to our clients and I'm pleased and honored to have conducted it.

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OCCUPATIONAL OPPORTUNITY CENTER FOR THE HOMELESS - Quick Start Program Report  
to the Homeless Coalition - June 27, 1995

Funding for the Quick Start Program through Carl Perkins funding has come through for the following year at fifty-percent of the original proposal request. Although this will limit our present program we will be able to offer coordination of the Literacy, GED and some Occupational programs. The month of July will be spent in mapping out a program for potential occupational courses to be presented in the Fall and Winter seasons.

Literacy and GED classes will continue but only because the instructors will give their time on a voluntary basis. The efforts of Lily Tullius, Violeta Romero and John DiCara are commendable. Some assistance will be lended by EPCC work-study students and by student volunteers from UIEP as well.

Possible Occupational courses will include Office Practices and Training, Warehousing, Basic Building Maintenance, and Retailing. An additional class addressing the issues of College preparator, will be offered for college bound students.

The last quarter of Quick Start has seen three successful classes almost completed. The Food Preparation/Culinary Arts class was successfully staged at the Salvation Army facility and was under the instruction of Rick Webb. The Basic Building Maintenance class led by Tomas Flores gave students the opportunity for some on-the-job-training with projects ongoing around the Center. And, the Introduction to Food Bank Operations/Warehousing class gave students the experience of managing a Food Bank with the guidance of Bob Critchley. A total of thirty-five students enrolled in the three courses and twenty-two students are expected to complete the classes. Bob also presented job search workshop to give students ideas for possible job opportunities.

From January 1995 to June 30th 1995 a total of six courses were offered as Quick Start classes including three Basic Building Maintenance, two Food Bank Operations classes and one Culinary Arts class. A total of eighty-three students were recruited and forty-six students are projected to complete the classes. For the full year, forty-nine students have enrolled in GED and the tally for the Literacy classes is still in progress. Final figures will be offered with the next report as the present Quick Start staff completes the final quarterly report.

Our Quick Start Occupational Programs including the on-going GED and Literacy programs have been offering many individuals a chance to step out of the problems of homelessness. The issues are complex and the remedies are limited, to say the least. Many of the homeless individuals who have participated in the courses have stated that they have felt a new opportunity come their way with the availability of such programs as are offered at the OOC. Although our budget is limited for next year, we will make the effort to offer some worthwhile training programs and information about additional programs which may be available. Any questions regarding the Quick Start Program may be directed to Christina Camacho, Educational Coordinator, 577-0069. By the end of JULY we will hope to report our plans for the coming year.

COALITION REPORT  
06/26/95

The following statistical matter is hereby presented.

Since July 1, 1994 to date June 26, 1995 317 individuals have been interviewed for employment. In addition 148 individuals have been placed into the employee data base pool. Further, 134 jobs have been obtained through the office of the employment developer/coordinator.

Concerning the 148 individuals who have been placed in the employee data base pool, said data base consists of the following; a computer under which the individuals are listed under job headings; i.e. auto repair, carpenter, welder, etc. in addition an index file base is in operation using the same format as the computer. The existence of such a data base enables the Center to find openings for our clients at the minimum expenditure of time. In addition the center is in the process of liaisoning with the Texas Employment Commission in an effort to establish a day labor pool located at the Center. Further we hope to be able to obtain a mutual computer system regarding job availabilities. Further we have the local entrepreneur offering his services directly to the Occupational Opportunity Center for the purpose of obtaining employment for qualified and trained clients. Said service will allow us to have direct connection, multiple employers under 21 occupational headings service is titled the referral pool.

Individual counseling, job search classes and the structuring of resume's ongoing. It is exciting to state that the Occupational Opportunity Center is rapidly becoming both a learning center and a community center which is in the process of becoming the heart beat of lower El Paso. It is envisioned that the center has found viable solutions to the problem that has plagued our society throughout it's history; i.e. the homeless and the needy. The Center has a commitment to provide self determination to it's clients within and without. In doing so the very dynamics of the program offered at the Center has rescued many individuals from a life without hope to that of pride and self sufficiency. In essence the Occupational Opportunity Center's philosophy is not to give clients welfare but to give them work. Said services facilitate community planning and provide economic development.

QUICK START PROGRAM REPORT for The Homeless Coalition - July 25, 1995

The newly refunded Quick Start Program at the Opportunity Center for the Homeless has been quiet during the month of July. This has been a time of report writing, reflecting, recruiting and planning.

The \$30,000 Carl Perkins Grant, only half of what we requested, will ensure for one more year the presence of an educational liaison and Opportunity Center educational coordinator/counselor. Specifics about the grant have not been received from Austin and we are awaiting instructions about the provision.

Vocational classes at the Center ended successfully in June as reported in the last coalition news. The last grant period recruited ninety-seven (97) homeless and successfully graduated fifty-one (51) students. It has been difficult to track enrollees and students of QS because of the active mobility of our clients. To date, sixteen (16) students are working in some kind of job; eighteen (18) students are taking up more studies, seeking additional education, and seventeen (17) are unaccounted for.

The next planned course for Quick Start will be an Office Practices class as designed by Mr. Jim Rath, EPCC Coordinator of Adult Vocational Instruction. The class will involve the following sections: Beginning Typing, Intermediate Typing, Writing Skills, Office Procedures and Introduction to Computer Applications in Business. On his end, Mr. Rath is attempting to secure ten (10) computers for our use. On this end, we are organizing a space to use for this class. At this time we do not know if that will be in the upstairs or downstairs section of the Center. This class is expected to run for approximately 220 hours or about two-and-a-half-months. Mr. Rath is looking for a part time instructor. We anticipate starting the class in September/October. An update will be presented in August.

Presently, the GED program is awaiting the return of Mr. John DiCara, EPCC faculty and GED volunteer instructor. Until late August we are referring students to the Learning Center at 716 Texas. They have been willing to work with our students, at least for now.

The morning Literacy program is going strongly under the volunteer direction of Mrs. Violeta Romero and her work-study assistants from EPCC. We are grateful for Violeta's consideration of our need for a Literacy program that we cannot fund this year. She has agreed to continue her work in a voluntary capacity. We are also awaiting word about our work-study allocation for the next school year.

Barbara Baird, EPCC Literacy consultant has presented the OOC with a Life Skills curriculum which has been written for a lower literacy level. We appreciate her expertise as well as the contribution that Lily Tullius has made to this project. Lily has been teaching the Life Skills class at the OOC and has given Barbara many solid ideas for the new curriculum. The manual is on file for anyone to look at.

Referrals to EPCC have slowed for the summer but will pick up again in the Fall. We have made referrals to the EPCC Literacy and the STEP programs at the Rio Grande campus.

Questions may be directed to Christina Camacho, Educational Coordinator.