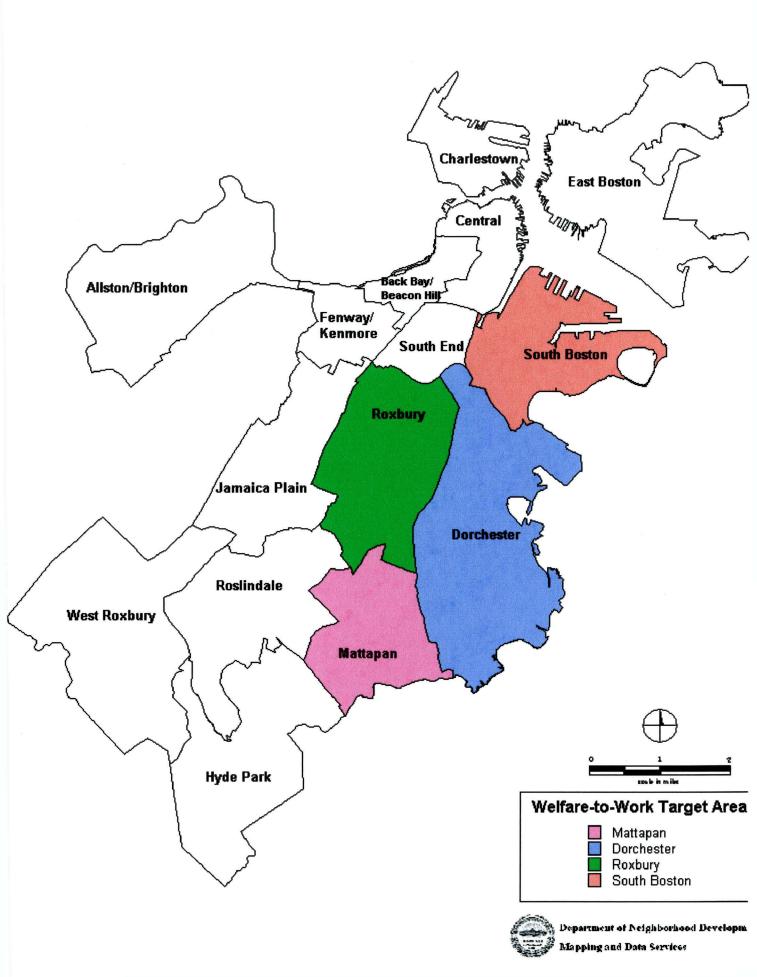
Map of Target Area



# WtW Initial Impact Study

# THE IMPACT OF WELFARE REFORM ON THE DUDLEY STREET NEIGHBORHOOD!



After realizing that human services agencies were being inundated with requests for more services, DSNI wanted to know:

> "How Have Neighborhood Families Fared Under Welfare Reform?"

"How Has this Affected our Community?"

COME AND LISTEN TO THREE VERY POWERFUL STUDIES ON THE IMPACT OF WELFARE REFORM AND THE RESPONSE TO THESE QUESTIONS.

# JOIN US ON MARCH 15TH, 1999, 1:30 P.M. AT THE DUDLEY BRANCH LIBRARY 65 WARREN ST., ROXBURY A RECEPTION WILL FOLLOW

SPONSORED BY: DSNI AND ITS PARTNER AGENCIES: PROJECT HOPE, DORCHESTER BAY CDC, AND LA ALIANZA HISPANA, THE CENTER FOR SOCIAL POLICY, MCCORMACK INSTITUTE, THE MASSACHUSETTS HUMAN SERVICES COALITION, AND THE COLLEGE OF PUBLIC AND COMMUNITY SERVICES, UNIVERSITY OF MASSACHUSETTS, BOSTON

FOR MORE INFORMATION: CALL PAT RIDDICK AT (617) 442-9670

#### SURVEY OF HUMAN SERVICE AGENCIES

#### INTRODUCTORY STATEMENT

Hi, my name is \_\_\_\_\_\_\_ and I am calling from the offices of the Dudley Street Neighborhood Initiative (DSNI). We are calling because many residents living in Dorchester and Roxbury are being affected by the new Federal and State welfare reform rules, but not much is known about what these effects are. During the month of July, members of the Dudley Street Neighborhood Initiative and their partner agencies are interviewing business owners, teachers, church leaders, child care workers, human service workers, health care workers, and housing developers/mañagers, and community residents in an effort to understand what the consequences of the new rules are on both families who are losing welfare cash assistance and on the community at large. I would appreciate having an opportunity to hear your opinions about this issue. The survey we have developed will take about 15 minutes to complete. Your responses will be summarized with those of the other community residents we interview, without revealing anyone's name. Would you be willing to participate in this survey? Is this a convenient time for us to talk?

If person agrees to participate, complete the following:

Interviewee's first and last initials	
Interviewee's town of residence_	
	김 집에 가장 감독을 가지 않는 것이 없는 것이 많이 많이 많이 많다.
	수업을 열심을 것 같아요. 물건을 많이 많이 많이 물건했다. 그 가지

Interviewer:		
Type of interview: Face-to-Face	_ Phone	
Language Interview conducted in:	English	Haitian/Creole
	Spanish	Other (specify)
Date of interview:	<del></del>	

#### DSNI 1998 SURVEY ON LOCAL WELFARE REFORM IMPACTS SURVEY OF HUMAN SERVICE AGENCIES

Interviewee/Title:	
Name/Type of Agency:	
Address:	

Date of Interview:			
Interviewer:			
Face-to-Face	or	Phone	

	o Doform			
Knowledge of Massachusetts Welfan			4000 14	
Due to the new federal and state wel	tare reform laws pass	ed in 1995 and	1996, Massac	nusens ramilles
getting cash assistance can receive t				
The first wave of families to reach th				
1998. Other provisions of the law inc				ood Stamps, and
requiring 20 hours of work or unpaid	community service to	r some parents		
1. To what degree do you think that	you understand these	new welfare n	iles?	
Not at all	Somewhat	Very we	11	
1	2	3		
2. Do you think your clients and othe				
welfare rules?	A majority do	Some do	None do	Don't Know
A. Clients				
B. Other human service prov	viders			
<ol><li>In your opinion, do many of your of</li></ol>				imps?
	YesNo	Do	n't Know	
			-	
If yes, what share of your clie				
1under one third 2	about one half 3.	a majority	4Don	't know
		•		
If yes, what share of your clie				
1under one third 2	about one half 3.	a majority	4Don	't know
				- <u></u>
Impacts of Massachusetts Welfare R				
The following questions ask for your	opinions about impact	s on your ager	icy and on you	r clients related
to the new welfare reform laws.				
<ol><li>Within the past 12 months, have y</li></ol>	ou as a human servid	ce provider obs	erved any of t	he following
changes in agency operations?				
A. More requests for help in	obtaining services/su	pport	Yes	No
B. Higher demands for help	from families who		Yes	No
live outside of Dorchester	or Roxbury			
C. More requests that canno	t be met with current	resources	Yes	No
D. More staff burnout or stre			Yes	No
E. More families dropping ou	it of programs to go to	work	Yes	No
F. Other: Please specify		•	Yes	No
· · · · ·		•		

5. To what extent is your agency worried, if at all, that loss of welfare cash assistance will jeopardize the economic and family stability of your clients?

Very worried		Somewhat worr	ied	Not at all worried
1	2	3	4	5

If somewhat to very worried, which groups of clients is your agency most worried about? (Mark all that apply)

- A. \_\_\_\_\_families with young children

B. \_\_\_\_\_elders C. \_\_\_\_\_immigrants D. \_\_\_\_\_other: Please specify\_\_\_\_  6. Within the past 12 months, have you as a human service provider observed any of the following changes with your clients?

A. More families are losing their housing and moving.	Yes	No
B. More clients are without adequate food.	Yes	No
C. More clients are in emotional distress	Yes	No
D. More clients who are welfare recipients are finding and keeping jobs that bring enough income to meet their families' basic needs	Yes	No
E. More clients who are welfare recipients are having trouble meeting both their work and parenting responsibilities.	Yes	No
F. Other: Please specify	Yes	No

#### Taking Action

The following questions ask for your opinions about what can be done to limit the negative effects that may result from community residents' loss of welfare cash assistance when they hit their time limits.

7. Has your agency taken any of the following actions to help clients who have lost cash aid or Food Stamps or are trying to meet work or community service requirements?

A. Provided clients with food	Yes	No
B. Provided clients with money (for rent, trans, food, etc)	Yes	No
C. Advocacy (going w/clients to DTA, legal help, etc)	Yes	No
D. Provided community service placements	Yes	No
E. Referring clients to training/jobs	Yes	No
F. Other: Please specify	Yes	No

8. What actions would you like to see the local community take to limit the potential negative impacts of the welfare reform laws on human service agencies and residents in the community?

9. If DSNI and their partner agencies were to sponsor any of the following community-wide activities, would you be interested in participating?

A. A focus group with human service providers on these issues	Yes	No
B. An educational campaign informing residents and human		
service providers of the new welfare rules	Yes	No
C. An educational campaign informing the media and legislators		
of impacts of the welfare laws on the local community	Yes	No
D. Organizing residents in the community to take action	Yes	No
E. Running legal clinics in neighborhoods	Yes	No
F. Other: Please specify	Yes	No

10. Is there anything else that you would like to tell me about the impacts of the new welfare reform laws on your agency, clients, or this local community?

Thank you very much for taking the time to answer these questions. Your insights are extremely important to DSNI members. You will receive a copy of the final report of this survey sometime in the fall, and will be contacted about the activities DSNI plans as a result of what we have learned from you and the others we are interviewing.

### Outline: Welfare Reform Presentation

#### 1. Introductions

- 2. Purpose of presentation is twofold:
  - a. provide overview of welfare to work and answer questions
  - b. Offer some ideas for how people can participate in doing something about the reform
- 3. Overview of Changes (pass out welfare reform handout)
  - a. time-limited benefits
  - b. family cap
  - c. Work Program Requirements
  - d. Teen Parents
  - e. Child Care
- 4. Questions and Answers DISCUSSION
- 5. Stress the importance of the work requirement(pass out job handout)
- 6. Opportunities to get involved
  - a. welfare reform task force
  - b. advocacy network
  - c. phone tree
  - d. host gathering to spread information
  - e. tell friends about these opportunities to take some action
- 7. Ask for feedback, ideas, etc.
- 8. Direct people to sign up sheets for various projects

	<b>D</b>	North	North End	Destruction	0	Caruth Dastan	South	South End	West Roxbury
	Boston	Dorchester	North End	Roslindale	Roxbury	South Boston	Dorchester	South End	west Roxbury
Socioeconomic Indicators:									
Percent speak Spanish at home	9.5	2.5	2.5	10.2	18.2	1.7	5.7	10.2	
Neighborhood percent difference from Boston		-73.7	-73.7	7.4	91.6	-82.1	-40.0	7.4	-84.2
Percent adults (25+) with HS+	75.7	79.2	79.2	78.0	62.9	75.2	74.5	72.3	87.2
Neighborhood percent difference from Boston		4.6	4.6	3.0	-16.9	-0.7	-1.6	-4.5	5 15.2
Unemployment rate	8.3	5,9	5.9	5.7	14.3	9.3	11.3	7.4	6.1
Neighborhood percent difference from Boston		-28.9	-28.9	-31.3	72.3	12.0	36.1	-10.8	-26.5
Median Household income 1990	\$29,180	\$32,131	\$32,131	\$36,104	\$19,171	\$25,549	\$31,103	\$26.687	\$38,754
Neighborhood percent difference from Boston		10.1	10.1	23.7	-34.3		6.6	-8.6	
Percent total population below poverty	18.7	16.3	16.3	14,1	50.8	24.2	26.2	29.8	8.2
Neighborhood percent difference from Boston		-12.8	-12.8		171.7		40.1	59.4	
Percent Household with cash public assistance	11.9	5.7	5.7	8.2	24.8	13.7	13.8	13.7	5.:
Neighborhood percent difference from Boston		-52.1	-52.1	-31.1	108.4	1	16.0		
Percent children below poverty	28.0	27.8	, 27.8	17.6	43.2	27.1	24.7	33.6	3 3.1
Neighborhood percent difference from Boston	20.0	-0.7	-0.7		54.3				
Percent elders below poverty	15.3	13.4	13.4	11.3	21.0	16.9	12.7	30.0	19.0
Neighborhood percent difference from Boston	10.3	-12.4	-12.4	-26.1	37.3	1			
Homeownership rate	30,9	24.6	24.6	52.1	15.7	30.3	42.1	20.8	59.0
Neighborhood percent difference from Boston	30.9	-20.4	-20.4	68.6	-49.2				
Percent overcrowded Household				3.1	11.0	2.6	6.6	11.0	0.0
Neighborhood percent difference from Boston	6.3	<u>1.4</u> -77.8	1.4	1	74.6	La contra	1	the second s	in the second

BOSTON'S DEMOGRAPHIC AND SOCIOECONOMIC DATA BY NEIGHBORHOOD

DATA SOURCE: US Department of Commerce, Bureau of the Census 1990 Modified Age-Race-Sex file (for population data) and 1990 Summary Tape File 3-A (STF-3A) for socioeconomic data. DATA ANALYSIS: Rates and percentages calculated by the Boston Public Health Commission, Office of Research, Health Statistics, and Data Systems. **BTVC/WtW Program Information** 

Not Hotel/Hospitality, Not Health Care, Not Child Care, Not Retail, Something different...

# BOSTON TECHNOLOGY VENTURE CENTER

introduces you to a *new* Welfare-to-Work Program!

Do you like working with your hands? Are you interested to learn about how products are made?

Over the next year and a half, employers at **Boston Technology Venture Center (BTVC)** will be hiring 100 participants from the Welfare-to-Work Program for the following jobs:

**Production & Light Assembly** 

#### **Order Processor**

Machine Operator

**Shipping & Receiving** 

Wages start at \$8 per hour, or \$16,640 per year, **plus benefits**. Custodial parents can access Earned Income Tax Credits which could increase wages to approximately **\$19,840 per year**.

BTVC is located in the Boston Marine Industrial Park, South Boston, and is served by **MBTA bus routes 3, 6 and 7** and by private **shuttles from South Station**. **Free T/Bus passes** are available.

#### Work close to home with:

- \* Current and former program participants,
- \* Trainers, Teachers, and Case Managers from Jewish Vocational Service (JVS) and a
- \* Variety of Employers,---

# All at the same location!

Complete a 4-6 week (20-25 hours/week) Job Readiness Training for a guaranteed job,

#### Enter Employment, and

Receive Post-Employment Education, Training, and Support Services,-

# ALL AT BTVC!

Recruitment Managers at **Dorchester Bay Economic Development Corporation** and **South Boston Neighborhood Development Corporation** are looking for participants. For more information, **call Lourdes De Jesus now** at (617) 825-4200 x203.

#### ATTACHMENT A

#### U.S. Department of Labor Welfare-to-Work Competitive Grant

#### **ELIGIBILITY CRITERIA**

#### AT LEAST 70% of Welfare-to-Work funds MUST be used to serve the following individuals:

- Current Long-Term or Time-Limited TAFDC Recipients
   Individuals currently in receipt of TAFDC, AND has been in receipt of TAFDC for 30 months or longer (not necessarily consecutive), OR will become ineligible for TAFDC within 12 months due to time limits.
- 2) Exhaustees (former TAFDC recipients who have exhausted TAFDC due to time limits).

#### 3) Noncustodial Parents (see NOTE)

Noncustodial parents who are unemployed, underemployed, or have difficulty paying child support obligations, AND, at least <u>one</u> of the following applies, with preference to those who meet the criteria under A:

- **A.** The minor child **OR** the custodial parent of the minor child is currently in receipt of TAFDC, **AND** has been in receipt of TAFDC for 30 months or longer (not necessarily consecutive), **OR** will become ineligible for TAFDC within 12 months due to time limits.
- B. The minor child is eligible for, or is receiving, TAFDC.
- **C.** The minor child received TAFDC in the 12 month period preceding the date of the determination but no longer receives such benefits.
- D. The minor child is eligible for, or is receiving,
  - \* assistance under the Food Stamp Act of 1977, or
  - \* benefits under the Supplemental Security Income (SSI) Program under Title XVI of this Act, or
  - \* medical assistance under Title XIX of this Act, or
  - \* child health insurance under Title XXI of this Act.

#### NOT MORE THAN 30% of Welfare-to-Work funds MAY be used to serve the following individuals:

- TAFDC Recipients With Characteristics Associated With Long-Term Welfare Dependence Recipients of TAFDC (who do not meet the long-term or time-limited criteria as described above) who have characteristics associated with long-term welfare dependence (such as school dropout, teen pregnancy, or poor work history).
- 2) Children Aging Out of Foster Care Children who are 18-24 years old AND, who were recipients of foster care maintenance payments, OR were in foster care under the responsibility of the State, *before* they turned 18 years old.
- 3) TAFDC Recipients With Significant Barriers to Self-Sufficiency Recipients of TAFDC determined to have significant barriers to self-sufficiency, pursuant to criteria established by the Boston Private Industry Council.
- 4) Custodial Parents With Incomes Below 100% of the Poverty Line (Regardless of whether they are, or have been, a TAFDC recipient.)

NOTE: Noncustodial parents must agree to enter a Personal Responsibility Contract, and domestic violence organizations and Child Support Enforcement must be consulted prior to the provision of services.

#### BTVC Welfare-to-Work Revised Schedule of Planned Enrollments, by Cycle June 2000

	Step 1 (4 wks)	Step 2 (6 mos)	Step 3
JRT "Entrance" Dates	Participants in Job-Readiness Training	Participants in Subsidized Employment	Participants in Un-Subsidized Employment
Sep-00	5	4	4
Nov-00	3	2	2
Dec-00	7	6	5
Sub-Total	15	12	11
Feb-01	10	9	8
Mar-01	10	9	8
Apr-01	11	10	9
May-01	15	14	13
Jun-01	15	14	13
Aug-01	15	14	13
Sep-01	15	14	13
Oct-01	14	13	12
TOTAL	120	109	100

#### Revise\_ 4/5/00

PLANS FOR BTVC WELFARE-TO-WORK "NEW HIRES", BY COMPANY & MONTH/YEAR

Project Months	Month/Yr	Oroni, Inc.	HR Ross	DeCopier Technologies	New Basics	Edge 3D	Combination of Interested Employers BeaconPower CellTech Power Teradyne	Total WtW New Hires
21	Apr-00							
20	May-00							and the second
19	Jun-00							
18	Jul-00					3 Assemblers 1 Ship/Receiving		4
		2 Sub-Assemblers 1 Order Processor						4
17	Aug-00	1 Office Mgr						
16	Sep-00							
15	Oct-00		5 Production Trainees					5
14	Nov-00							
13	Dec-00	1 Order Processor 3 Sub-Assemblers				3 Assemblers 1 Ship/Receiving		8
12	Jan-01			17 Direct Labor Staff				17
11	Feb-01							
10	Mar-01	1 Order Processor 3 Sub-Assemblers				2 Assemblers 1 Ship/Receiving	4 Assemblers	11
9	Apr-01					J		
8	May-01				10 Production Trainees		5 Assemblers	15
		1 Order Processors						
7	Jun-01	4 Sub-Assemblers	5 Production Trainees					10
6	Jul-01					10 Assemblers 2 Ship/Receiving	6 Assemblers	18
5	Aug-01							
4	Sep-01							
3	Oct-01							
2	Nov-01			17 Direct Labor Staff			1	17
1	Dec-01						The most set	
Diama	ed # of Jobs	17	10	34	10	23	15	109

NOTE: Pre-employment training begins approximately 4-6 weeks prior to employment start date.

#### **BTVC Employers**

Company Name	Company/Product Description	Status	Welfare-to-Work	Total Planned # of WtW Jobs
Oroni Inc.	Production of Power Conversion Technology, including DC/DC converters and internal AC/DC switching power supplies.	Currently has production/assembly contract with Dallas company. Manufacturing done by Aldotech in Warwick, RI (for Year 1), anticipates manufacturing in Boston within 18 months. Move in August 00, ready to hire Assemblers October 00,	4 Assembly workers to start Oct 00	19
Engineering Devices, Inc. (Klatt Technology)	Renewable Energy Technology. Produces electric generator component for wind energy.	Year 1 - developing at least 50 "pre-production" prototypes for 3rd party evaluation.Production & AssemblyYear 2 - market and sub-contract @ 90% manufacturing (retain 10% manufacturing/production in house).Production & Assembly		7
KaZak Composites Incorporated (KCI)	Production of replacement composite utility poles.	Year 1 - design, installation and debugging of automated production line (capable of manufacturing @ 25,000 poles/yr). Year 2 - facility improvements, market development, and limited production runs for customer sampling. Year 3 - 3 shift production crews.	Production & Assembly (late 2001)	2
H R Ross Industries inc.	Electric Transit Bus & MOV System Development	<ol> <li>Has production contracts with MBTA and MassPort.</li> <li>Planning on moving in August-September 00.</li> </ol>	By Dec 00/Jan 01, hire 1-2 Apprentices	7
SatCon Technology Corporation	Fuel Cell Technology (generate electricity from units that rely only on hydrogen for fuel).	Currently negotiating moving fuel cell division into Dry Dock. Could move in as soon as October.	Manufacturing jobs	25
ZFB Boston	Service provider for conservation and preservation of library and archival materials.	ZFB Germany has more than 100 customers in Germany and Europe (Royal Library of Netherlands, German National Library, City Library of Bern, Switzerland, etc.) <u>Interested U.S. east coast institutions:</u> Boston Public Library, Harvard University Library, Boston Athenaeum, New York Public Library, Library of Congress, Washington, etc. <b>Meeting</b> with Athenaeum July 17. Goal is approximately 30-50 total employees.	Apprenticeship Training Program @ 6 months away Machine Operators (leaf casting machine, board slotting/bindery machine, and paper splitting machine)	15

#### Boston Technology Venture Center Welfare-to-Work Employment Training Initiative

#### **REVISED IMPLEMENTATION PLAN FOR EMPLOYMENT**

PLANNED EMPLOYMENT	Teradyne/CDI	OEM	Atlantis	ZFB	New Basics	SatCon	Other
Jan-01		1.8		1			
Feb-01	6-8		12	19			Between Feb 2001 -
Mar-01		18	18	1211			December 2002:
Apr-01		1-2		1			
May-01				5-8			HI-Q 5
Jun-01	R. A. A.						Archemix 3
Jul-01	6-8		2-3				HR Ross 3
Aug-01							EDI/Klatt 3
Sep-01				1		3-5	Fresh 5
Oct-01		1	2-3				SPIRE 4
Nov-01				1 2	4-6		Balco 3
Dec-01	8 R	1		1 2			JJ Daly 3
Jan-02	8-10		2-3				Oroni
Feb-02				E E			SPC
Mar-02				12 8			Gillette
Apr-02		2-3	2-4	3-6			
May-02	12						
Jun-02							
Jul-02	6-8		4-6	12. 10	4-6	6-8	
Aug-02		1					
Sep-02							
Oct-02			4-5	3-6	4-6		
Nov-02						9	
Dec-02	2						
TOTAL	30	4	20	15	15	11	29
	26-34	3-5	16-24	11-20	12-18	9-13	

NOTES:

Heavy lines show employment quarters (or months planned for employment).

JRT would begin approximately 4 weeks prior to the first highlighted employment month (of the "employment quarter").

Recruitment/Assessment/Enrollment (and participant preparation) would occur 1-2 months prior to JRT.

#### ATTACHMENT C

# BTVC Welfare-to-Work DRAFT - REGISTRATION FORM

Registration Number

								Registration Date
How Did	They Learn of I	Program? (cir	de all	that apply, and sp	ecify whe	possible)		
CDC	DTA		Flyer/Po		-	ob Fair	Church	One Stop Career Center
DOR/CSE	DOC	DSS	MR		WIC	FOR Fa	milies	Housing Authority/Development
Event (specify) Other (specify)								
							Social Security Number	
Address Mailing Address (if different) or Other Place of Contact (Friend/Relative)								
City/Town					City/Towr			
State	Zip Code	Telephone	!		State	Zip Code	Telep	hone
	te of Birth th/Day/Year	Age	Race/E	ithnicity (circle):			Lang	uage(s) Spoken:
MON	u (Day) rea	Female	White	Black Hispanic	America	n Indian 🛛 A	Asian	
		Male	Other	(specify)			Englis	sh: Yes No Limited
FAMILY S	STATUS							
SingleParent inFamilyTeen ParentNoncustodialSingle IndividualParent2-Parent FamilyMember(under 22)Parent(not in family)								
Number of	f Dependent Child	tren Under 18: _		_ Ages of Children _		<u>, ,</u>		Pregnant: Yes No
Specify Ot	her Family Memb	ers Living in Hou	sehold:					
EDUCATI	ON	······································						PROGRAM STATUS
High Scho	ol Attended:							Currently Enrolled in:
Graduated	l: Yes No	Highest G	rade of	Education:	GED:	Yes No	-	Anticipated End Date:
College/Ac	duit Education Pro	ogram:		······································				
Completed	d Program: Yes	No Course	e(s) Cor	mpleted:			-	Location & Program Times:
Currently i	in School: Yes	No F/T	P/T	Location & Program	Times:			
EMPLOYI	MENT HISTORY	/STATUS						· · · · · · · · · · · · · · · · · · ·
Currentiy	Employed: Y	'es No L	Inemplo	oyed Re	ceiving Une	mployment:	Yes N	o Exhausted UI
Current or Last Employer: Location:								
Start Date: End Date: Hours Worked:					Wages:			
Job Title/Description:								
Reason(s)	Reason(s) for Leaving:							
L								

# BTVC Welfare-to-Work DRAFT - REGISTRATION FORM - Page 2

CURRENT TAFDC RECIPIENT:	FORMER TAFDC RECIPIENT:					
Currently in receipt of TAFDC, on behalf of themselves and their	Case Closed Due to Time Limit.					
children (not only for the children in their care).						
Yes No	Yes No					
If No, must meet another eligibility criteria (unrelated to TAFDC). Do not finish this section.	If Yes = 70% Eligible If No, must meet another eligibility criteria (unrelated to TAFDC).					
If Yes, continue: In receipt for $\geq$ 30 months: Yes No						
Length of receipt:	Last Receipt of TAFDC:					
Within 12 months of Time Limit: Yes       No         Date of Time Limit:						
If Yes to <u>either</u> question = 70% Eligible	Note: If within 12 months of receiving TAFDC, may still be eligible for DTA-authorized child care and transportation.					
If No to both questions, but still a current recipient, try for 30% eligibility.						
	empt (has a Time Limit) Work Required Exempt					
CDC Received Documentation from DTA Certifying Above TAFDC	Information: Yes No On Request					
NONCUSTODIA	AL PARENT:					
Unemployed: Yes No Underemployed: Yes N If YES to any of these questions, and if agreeable	lo Has Difficulty Paying Child Support: Yes No to Personal Responsibility Contract, continue:					
Minor Child or Custodial Parent is: current TAFDC recipient AND in receip	ot for $\geq$ 30 months <b>OR</b> within 12 months of Time Limit. Yes No					
Minor Child is eligible for, or is re Minor Child received TAFDC in the past 12 mor	ceiving, TAFDC. Yes No					
Minor Child is eligible for, or is receiving: Foo						
If YES to any of these que	estions = 70% Eligible					
	۲۰ 					
CDC Received Documentation from DOR/CSE & DTA or DMA Cer	rtifying Above Information: Yes No On Request					
CHILDREN AGING OUT OF FOSTER CARE:	CDC Received Documentation from DSS					
Between 18 – 24 Years: Yes No If Yes, AND if before turning :						
Recipients of foster care maintenance payments         Yes         No           In foster care under the state's responsibility         Yes         No	Yes No On Request					
If Yes to either question = 30% Eligible INCOME BELO	W POVERTY					
	mily: Annual Family Income:					
Comparing Wages Documentation to HHS Poverty Guidelines, Income or If Yes = 309						
OTHER BARRIE	RS (circle):					
School Dropout Teen Pregnancy Poor Work History Resides in EZ	Public Housing Substance Abuse Domestic Abuse					
Disability Limited-English Homeless/Shelter Difficulty Completed	ting Programs Other:					
If current TAFDC recipient AND if any o	of the above applies = 30% Eligible					
I hereby certify and attest that the information stated above is true and accurate, and understand that the above information, if misrepresented or incomplete, may be grounds for termination from the program. I acknowledge that the accuracy of the information for eligibility is subject to external verification and may be released for such purposes.						
Applicant Signature Date	CDC Recruitment Manager Signature Date					

# **DEMOGRAPHICS CHART**

CHARACTERISTICS OF	Planned .
THE TARGET POPULATION AND ADDRESS STATES	Numbers
GENDER	
Male	
Female	
ETHNICITY	
African/Caribbean American	
Asian/Pacific Islander	
Cape Verdean	
Caucasian	
Central or South American	
Hispanic or Latino	
Other – Specify:	
BARRIERS	
CORI	
Pregnant, Parenting or Primary Caregiver	
Basic Skills Deficit*	
Disabled (Includes Learning)	
First Language is:	
School Drop-Out	
Homeless	
New Bostonian or Refugee	
TANF Recipient	
BHA Resident	

\*Examples of a Basic Skills Deficit: TABE Reading and Math scores below 9<sup>th</sup> grade for English speakers BEST scores below level 7 for speakers of other languages.

# Work Readiness Training Class Schedule

A
Student Teacher Ratio:

Time ((Start:≕Endi.)	IDENY (CIRGLE DAYS)	Number of Weeks	Number of Days per Week	Hours per Day (Instructional ONLY)	Other Planned Hours per Day	Describe Other Planned Hours
AM	мтw					
PM						
	TH F S					

# Pathways to Success Training & Outreach

# TANF Recipient? Low income? Non-custodial parent?

# <u>ТІМЕ то WORK</u>...

Let us help you find good entry-level jobs in stores, offices, schools, and hospitals!

# PATHWASS TO SUCCESS

# Job Readiness Training, Job Placement and Case Management Services

5-week classes begin September 24 and October 29 at convenient Downtown Crossing locations

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Dorchester Bay Economic Development Corporation Lourdes DeJesus 617-825-4200 x203



A collaboration of Boston workforce development agencies

# **PATHWAYS TO SUCCESS**

Monday, October 29, 2001 - Friday, December 7, 2001

Jewish Vocational Service 29 Winter Street Boston, MA

#### **Program Summary:**

PATHWAYS TO SUCCESS is a welfare-to-work job training program funded by the U.S. Department of Labor and operated by JVS in association with Action for Boston Community Development (ABCD) and Dorchester Bay Economic Development Corporation.

Program components include:

- 5 weeks of Job Readiness Training (JRT)
- workplace education
- pre- and post-employment case management
- structured job search
- customized job-based education and training
- career/educational counseling
- continuing education and training
- job re-placement services
- assistance in upgrading employment

JRT will focus first on personal and career development, then on job search and job retention skills. Activities will include employer visits, practice interviewing, and learning conflict resolution strategies.

JVS instructors and job developers will collaborate closely with employer partners to customize job-based education and training, developing the specific skills and competencies required for targeted jobs.

The Workplace Education curriculum will include basic math and English review, vocabulary development, and an introduction to computers and other office technologies.

Learning activities will incorporate real-world materials and resources in order to provide participants with the practical personal and professional skills needed to secure and retain employment.

Participants will work closely with JVS employment specialists to ensure successful job placement after the completion of the program. Case managers will be assist participants in overcoming barriers to attendance, participation, and employment.

#### PATHWAYS TO SUCCESS... 5 Week Job Readiness Training Cycle

#### Week One:

- Client attends orientation with Career Development Specialist or Case Manager to become familiar with program components
- All discussions, ice breakers, sharing is intended to bond members of the group
- Information, from Dept. of Revenue/Child Support Enforcement, Greater Boston Legal Services and DTA wtw rights, and on CORI's, substance abuse, domestic violence, and any other issues that impact employment
- Life portraits developed to look at personal histories and identify patterns, barriers, strengths and priorities
- Introduction to skills, interests and abilities in preparation for job search, goal setting and interviewing
- Also covered are need for punctuality, using professional vocabulary, dressing for success, time management, managing child care and transportation needs

#### Weeks Two and Three:

- Client attends job readiness classes which cover all aspects of job search. In this time clients will complete:
  - o Resume
  - Cover letters to fit a variety of jobs they seek
  - Mock interviews with instructor and outside evaluators
  - Job Search using the internet, newspaper and leads from job developers
  - Presentations on dressing appropriately, grooming and hygiene
  - Faxing cover letters and resumes
  - Phone skills to follow up and track progress with potential employers

#### Weeks Three and Four:

- Clients will be introduced to goal setting and motivated to narrow their focus and identify their career interests. Classes will introduce clients to:
  - Their learning styles and personality types
  - o Teamwork
  - o Specific goal setting for one month, 3 month and year periods
  - Identifying and articulating interests, skills and ability with confidence, clarity and specificity

# PATHWAYS TO SUCCESS...

Week one: (Orientation) Client will attend orientation with Career Development Specialist where client will become familiar with The "PATHWAYS TO SUCCESS". Ice breaker, information on how to overcome or handle issues and barriers to employment. Orientation consists of introductions of all participants, and reasons for attending program. Participants will also develop a life portrait of themselves following a presentation. This method allows everyone to have a discussion and learn about others. There will be a discussion on skills, interests and abilities, getting to work on time, using professional words. Dressing for success, scheduling, getting to work on time especially with children.

Participants will have an opportunity to know their Case Manager, Job Readiness Instructor, and Career Development Specialist. Professionals guess speakers from a variety of agencies such as Department of Revenue, Welfare to Work rights CORI Information, Drug use and Employment. Professional guess speakers will be invited to represent different Theme/ Subjects when necessary ( ). Participants will take a daily ten-minute break and thirty minutes lunch.

Week two, three and four: Participants attend job readiness classes, Job Instructor reviews career plan, and Participant's presentation of career plan. Skills needed for selected careers, introduction to resume writing... participants will have discussion groups, review information offered during orientation, mock interviews, dressing for success, typing resumes and cover letters, typing cover letters, preparing for interview, filling out applications and job searching faxing and refaxing

# JVS Pathways to Success Program Model

JOB READINESS TRAINING	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5
FOCUS	Wants and needs	Work	Choose a Job	Get the Job	Keep that Job
CORE CURRICULUM	Personal Development	Career Development	Professional Development	Professional Development	Job Retention Skills
			Job Search Skills I	Job Search Skills II	
DAY 1	personal strengths and weaknesses	employer visits and presentations	classified ads, networking, and on- line listings	presentation and appearance	workplace culture and ethics
DAY 2	life skills and daily activities	basic employability skills	applications	interviewing	organization and time management
DAY 3	interests and aspirations	entry-level opportunities, skills, and training	cover letters and telephoning	thank yous	communication and relationship building
DAY 4	barriers to personal growth	career ladders and career planning	employer visits and presentations	decision making	conflict resolution
DAY 5	personal goals and futures planning	resume and references	feedback and follow up	resources, referrals, and supports	stress management

POST JRT			WEEK 6	
FOCUS	Personal Development	Career Development	Structured Job Search	Client Services
ACTIVITIES	re-assess barriers to personal growth re-develop goals and futures plan	job shadowing internship on-the-job training	1:1 with job developer Job Club resource room	resources referrals
	access resources and supports	customized skill building		

.

WORKPLACE EDUCATION	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5
NUMERACY	basic math review	concepts of business math	rounding off and estimating	using a calculator	personal money management
LITERACY	speaking and listening skills	business English	vocabulary development	reading for information	note-taking and note writing
OFFICE SKILLS	answering the phones and greeting customers	taking messages and scheduling	keyboarding and data entry	forms, filing, and copying	faxing and mailing
COMPUTER SKILLS	introduction to PCs and MS Windows	introduction to MS Word and desktop publishing	introduction to Internet, e-mail, and on-line applications	introduction to spreadsheets and databases	customized computer skills upgrade

Leadership Development Workshop

Dorchester Bay Economic Development Corporation Welfare-to-Work Support Team Leadership Development Training 594 Columbia Road, Dorchester MA October 11, 2001

# Agenda

# 2:00 - 2:50 PM

- I. Welcome/Introductions getting to know you (ice breaker)
- II. Purpose of the group and the importance of having a support group
- III. Training information
- IV. A little about Dorchester Bay & WtW program

# 2:50 - 3:00 Ice Breaker

# 3:00 – 4:00 PM

- V. Leadership Development
  - What is a leader
  - Who is a leader
  - Qualities of a leader
  - Leaders role and responsibility
  - Working as a group and skills needed to be a more effective leader

# VI. Group discussion

# VII. Sum-up, evaluation, and schedule next workshop

#### Dorchester Bay Economic Development Corporation Welfare-to-Work Support Team Leadership Development Training

Handout 1

#### What is leader?

A leader is someone who helps show us the directions we want to go and who helps us go in those directions. All of us in our own lives have had people who played that role for us: parents, teachers, friends, spouses, and children. Leaders give us a sense not only of who they are but also of who we are. Good leaders are willing to step outside of themselves into others' lives.

#### Who are leaders?

Leaders are people that others follow.

#### What kinds of people make the best leaders?

There is no one type of person that makes the best leaders. Leaders are women and men, young and old, black, white, Hispanic, and Native American, rural and urban, working and poor. Leaders are born, leaders are made through experience, work, and training.

#### Webster's definition:

Leader: a person or thing that leads; directing commanding, or guiding head, as of a group or activity.

Leadership: the position or guidance of a leader; the ability to lead; the leaders of a group.

#### Styles of leadership

Leaders are different from each other in many ways. Just as all of us respond to different kinds of people, different groups respond to different styles of leadership. Two examples of leaders:

- Leaders who Organize and Implement Group Decisions
- Leaders who Inspire and Build the Group

#### When do people become leaders?

People become leaders when they suddenly see leadership as a real possibility for them.

#### **DBEDC WtW Support Team Leadership Development Training** Handout 2

#### **Qualities of a Leader**

- ✤ A good leader likes people; trust people
- ✤ A good leader is a good listener
- ✤ A good leader makes friends easily
- ✤ A good leader help people believe in themselves
- ✤ A good leader works hard
- A good leader does not get discouraged too often
- ✤ A good leader has a sense of her or his own identity
- ✤ A good leaders is self-disciplined
- A good leader is honest
- ✤ A good leader has vision
- ✤ A good leader has a sense of humor

Good leaders are people who are respected by their friends, their neighbors, their families, and the other people they work with. One of the best qualities a leader can have is the ability to work cooperative with other leaders.

#### Working as part of a group has many advantages

- You feel less isolated
- You can benefit from the ideas that other have
- You have a chance to watch other people working and learn from them
- You have a sense of solidarity

#### Skills that a leader need

- Listening skills
- Ability to set goals
- Ability to identify issues
- Ability to communicate with others
- Ability to work with others
- Negotiations skills

#### Role of a leader

- Directs and guides group
- Develops a follower
- Establishes trust and confidence
- Takes initiative
- Share responsibility
- Conducts meeting

**DBEDC WtW Support Team Leadership Development Training** Handout 3

#### What do people need to become leaders?

#### \* An opportunity to act

Because we learn through doing.

#### ✤ Trust

Becoming a leader is taking a risk. Leaders will only take that risk when they know and trust those around them. It always comes down to building strong relationships.

#### Support and encouragement

Organizers must help potential leaders overcome insecurity and fear by giving praise and recognition.

#### **\*** Knowledge and tools

No one knows how to do the tasks of leadership until they learn. We should take the time to learn.

#### Role models

Leaders teach other leaders. The best leaders inspire people not just to follow the leaders, but to follow themselves, to grow in their own abilities, to give direction to their own lives.

**DBEDC WtW Support Team Leadership Development Training** Handout 4

## How do you recognize a leader?

- Leaders have followers. People listen to them. They are connected to the formal and informal networks in the community.
- Leaders are reliable. They do what they say they are going to do.
- Leaders are motivated. They have a personal reason for becoming involved.
- Leaders take responsibility for their own work, for the group, and for pushing things forward.
- Leaders are willing to learn and to grow.
- Leaders are willing to share power and responsibility. They develop other leaders.

**Economic Literacy Workshop** 

Dorchester Bay Economic Development Corporation Welfare-to-Work Support Team Leadership Development Training II 594 Columbia Road, Dorchester MA December 4, 2001

# Agenda

# 12:00 – 12:45 PM

I. Welcome/Introductions (ice breaker)

II. Job readiness training information

III. Dorchester Bay & WtW program update

# 12:45 – 1:00 Lunch Break

# 1:00 – 3:00 PM

IV. Economic Literacy

V. Group discussion

#### VI. Sum-up, evaluation, and schedule next workshop

## Personal Budget

	Now	Future
Income	Monthly Amount	Monthly Amount
Net Pay Xpay periods=		
Other		
Other		
Other		
. Total income		

Fixed Expenses	Monthly Amount	Monthly Amount
Rent or mortgage		
Car payments		
Credit card payments		
Telephone		
Utilities		
Child care		
Insurance (personal and property)		
Savings		
Other		
Total fixed expenses		

Variable Expenses	Monthly Amount	Monthly Amount
Food		
Clothing		
Transportation (including car and taxis)		
Vacation		
Charitable Contributions		
Cable TV		
Tuition and schooling		
Babysitting		
Other		
Total variable expenses		· · · · · ·

D.	Total fixed and variable expenses(B&C)
	Difference between income and expenses(A-D)

Sample Budget.xl - S. West 12/01

To print article, click **Print** on your browser's **File** menu.

Go back



### Manage Debt

Go to Step by Step

A R T I C L E S Why some people get into trouble with debt

Budget your way to financial freedom

10 ways to find the fat in your budget

Strategies to reduce your debt

Get financially fit by changing your lifestyle

Use the Web to shop for better deals

Lower your credit card fees

Hunting for hidden fees in the fine print

### The Basics 10 ways to find the fat in your budget



You just have to be willing to look. Start with your fixed expenses, then review your discretionary costs. You don't have to give up the things you love to save money. By <u>Mary Rowland</u>

Finding the fat in your budget doesn't sound sexy – until you visualize the new, svelte you.

In a matter of a couple of years, you can change your entire lifestyle to the better by simply adhering to a few budgetary constraints. Here are my top 10 ways to trim up your budget:

- Focus on fixed expenses: Just because they're "fixed," doesn't mean they're not negotiable. Many items are fixed only in that they come out of your paycheck every month or you write checks for them automatically -- like rent and life insurance. So start at the top. Each budget item deserves a full airing.
- Rent or mortgage: Your home is your castle. But can you afford the one you have? Moving is not something you're going to do tomorrow. But if your castle is eating up more than 25% of your income, start making long-term plans. Add extra money to pay down your mortgage. Think about moving to a cheaper home or apartment. The 1997 tax law provides an incentive to trade down: \$500,000 in tax-free capital gains on a home, no matter what your age.
- 3. **Utilities:** Turn down the heat and air conditioning. Analyze your phone needs. Do you need so many lines? Is your cell phone essential?
- 4. Insurance: If your term life insurance policy is five or more years old, you're in for a pleasant surprise. Term rates have been heading straight down over that period. You can almost certainly get a better rate. Increase the deductibles on your auto and homeowner's policies, too, to save money, and drop collision insurance if your car is paid for. Don't skip disability insurance, though. If you can't work due to a disability, you could jeopardize everything without insurance.
- 5. Groceries: Think about the foods that are really pleasurable to you. Don't cut corners there. But how about bottled water? Is there any difference between the brand for \$1.99 and the one for \$3.99? Do you really enjoy the prepared foods you buy? Could you make something

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Credit counseling can help you help yourself

How to restore your credit rating

The 7 guaranteed rights you have as a debtor

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- 6. **Clothing:** What can we say? The biggest enemy of a clothing budget is impulse. You need a strategy. Make a list of what you need. Shop from your list. Buy the best you can afford. Think about all the stuff you have hanging in your closet.
- 7. Transportation: This item can eat up 50% of a budget. Don't tell yourself you're going to stop visiting your girlfriend or significant other on the weekends. But take a hard look at where you can save. Set a budget for transportation. Negotiate for bargain airfares. Cars are better made and last much longer than they used to. Get one you like. Take good care of it. And keep it two years longer. Or three. Walk instead of taking a cab.
- Household and babysitting help: It's tough cutting corners here. If you've found a good caretaker for your children, don't cut his or her pay. Supportive people to help in your business and home can make your life run much more smoothly.
- Credit: This one has lots of opportunities for reductions. Pick up two months' worth of credit-card bills and total up the interest you paid. If you pay off your credit cards, you will save that much every month.
- 10. **Taxes:** Contribute to your 401(k) and make use of health-care and dependent-care spending accounts at work.

Of course, you must focus on discretionary spending as well. The key, however, is to choose something that makes your life better -- that enriches it rather than diminishes it. For example, consider the pat advice to jot down everything you spend in a notebook. How tedious!

But try turning it around. Every time you decide to forgo a purchase, you put that money in your savings bank. You skip a latte, that's \$3. You walk instead of taking the bus or subway, \$1.50. You pack your own lunch, \$10.

So look at discretionary expenses to see what you can do here. Think of positive lifestyle changes. Vacations, too, can be thrilling without being costly if you do some research and plan a trip that allows you to explore and further an interest. "There are lots of ways to economize that have nothing to do with Dacyzyn-like asceticism and that may actually enrich your lives," says Mark Hiatt, referring to Amy Dacyzyn, publisher of the Tightwad Gazette and one of the leaders of the Simple Living movement.

And Mark's right. You can find the fat in your budget. It just takes a little creativity and willingness on your part.

### Adjust your priorities.

If you're like most people, you spend money on things that you really don't need. Or, you don't really manage the money you do have; you just spend as expenses come up. But don't feel bad about this; we've all done it! It takes a little more time to develop a management attitude about your spending habits, but it's essential that you take control of your spending.

Probably the best way to do this, at least at first, is by budgeting. It's a great way to see where you're wasting money. As a family exercise, keep a budget for one month. Don't make it so much trouble that you won't keep it up; just a rough record will do. Whenever family money is spent, jot it down.

At the end of the month you'll probably have a real eye-opener. It's amazing how the little things add up to big dollars!



#### Let's take an easy example:

Suppose you and your spouse each purchase two cans of soda (75 cents each) from the vending machine at work each day — one for lunch and one for the afternoon break.

.75 per soda X 4 sodas per day \$3 X 20 work days a month \$60 spent on sodas!

That's \$60 spent on sodas — just at work! Now there are two things you could do to adjust that expense. You could purchase your sodas in less expensive 12-packs at the grocery store and carry them to work OR you could eliminate your soda habit and drink water instead (it's free and it's better for you!).

You see how just by making one minor adjustment in your activities, you have "instant money?" There are probably many situations like this in your daily life that could be used to free money for building financial security.

After you've done this exercise for one month, sit down with your family members and try to prepare a roughbudget for the future. Allow for items like gifts and put a dollar limit on what you will spend for each category.

The main purpose of a budget is this: it gives you control of your own money. You actively decide what will be spent, and where your money can best be put to good use. There's nothing quite as good as the feeling that YOU are in control of your money, rather, than your activities and expenses controlling you.

### **Budget Guidelines**

35% Housing — Spend no more than 35% of net income on housing. That includes: mortgage or rent, utilities, insurance, taxes and home maintenance.

20% Transportation — Spend no more than 20% of net income on transportation. That includes: car payments, auto insurance, tag or license, maintenance, gasoline and parking.

20% Other — Spend no more than 20% of net income on all other expenses: food, clothing, entertainment, child care, medical expenses, tithing and charity.

15% Debt — Spend no more than 15% of net income on all consumer debt: student loans, retail installment contracts, credit cards, personal loans, tax debts and medical debts.

**10% Savings** — Save at least 10% of income throughout your working life.

### Adjust your lifestyle.

Along with controlling your money comes the matter of priorities. And along with setting priorities comes one tough rule of life: you can't have everything. You have to make conscious decisions about your purchases.

An important part of the budgeting process is separating "wants" from "needs". Do you "need" a new car? Or do you just "want" a new car? Do you "need" a bigger house, or is it a luxury you'd like to have? If you want to achieve financial independence, you may have to make sacrifices for a period of time. It's not that tough, but it is very, very important to your financial health.

#### Earn additional income.

If your family income is very modest, things may be so tight that it's tough to invest more than \$25 a month. If you want to make significant progress, consider taking a part-time job to get the extra income for starting your investment program.

#### Re-align your assets.

Another way to free up additional income for savings and investment is to re-align your assets. This means that you move assets you have around to produce cash. You may be able to "free up" money to get your investment program started immediately.

There are two major areas in which families are not getting their money's worth that are great areas to target for adjustment:

> A. Low-interest savings accounts or accumulations with banks, savings and loans and insurance companies. You can take money from a 3% savings plan and invest it in an area that has the potential for higher returns.

**B.** High-cost life insurance. You can replace your outdated, expensive whole life insurance policies with term insurance and potentially save thousands of dollars in premium over time!

Both of these areas are covered in more detail later in this book.

4

It's amazing how the little things add up to big dollars.



### **Money-Saving Ideas**

Change of Habit	Savings Per Month
Brown bag your lunches	\$80
Cut daily specialty coffee purchase to Two times a week	\$26
Skip one pizza per week	\$50

# **Program Evaluation Survey Sample**

### WtW Evaluation Survey Sample

My Name is \_\_\_\_\_\_ and I am evaluating the Welfare-To-Work Job Collaborative Project in order to determine its effectiveness and its impact in your life and in our community. I would appreciate having an opportunity to hear your opinions about this project. The survey will take about 10 - 15 minutes to complete and your response will be summarized along with those of others who responded, and will be used for future improvements without revealing anyone's name. Would you be willing to participate in this survey?

Yes\_\_\_\_ No\_\_\_\_

- 1. What was/is your involvement in this project (please choose one below)?
  - □ A collaborative member
  - Recruitment Coordinator
  - □ Trainer
  - □ TAFDC recipient
  - □ Employer
  - D Partner

### **Program Coordinators**

2. How would you rate the effectiveness of this project (please rate 1-5; 1=not effective, 5= very effective)? 1 2 3 4 5

- 3. How would you rate the selection criteria?
  - □ Excellent
  - □ Good
  - 🗆 Fair
  - Poor
  - □ Other (please explain)

### Recipients

4. Are you a TAFDC recipient? Yes\_\_\_\_ No\_\_\_. If yes please answer the following questions:

Did you receive any support services from this project (please check all that apply)?

- **D** Transportation
- □ Training
- □ Child care
- □ Car pooling
- □ Social service assistance
- On site orientation
- □ Counseling
- □ Case management services

### 5. How would you rate the quality of training?

- □ Excellent
- $\square \quad Good$
- Did not meet my needs
- D Poor

- □ Very helpful
- □ Helpful
- □ Somewhat helpful
- □ Not helpful

7. Were you employed through this collaborative project? A. Yes <u>B.</u> If yes what type of job

C.Where?\_\_\_\_\_

D. Salary rate per hour (circle one)?

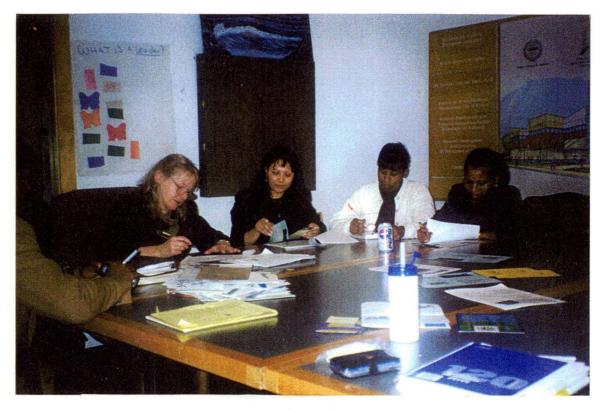
- □ \$8 -\$10
- □ \$10 \$12
- □ \$12 \$15
- □ \$15 +

### **On the Job Retention**

8. Are you an employer?\_\_\_\_\_ a placement coordinator?\_\_\_\_ Other\_\_\_\_ How many TAFDC were employed by you?\_\_\_\_\_\_

9. How many TAFDC keep their job successfully?
10. What are some of the barriers you encountered:
A. Before job-readiness training and employment?
B. During job-readiness training and employment?
C. After job-readiness training and employment?
Please explain:
11. What recommendations would you make to help improve the effectiveness of this project? Please describe (if possible at each stage):
12. What skills have you gained as a result of this project?
13 What experiences have you gained as a result of this project?
Please explain:

### **Photos**



**DBEDC WtW Working Team** 



**Action Team** 



# **Computer Training**



# **Action Team**