

This manual is dedicated to the women at the West
County Detention Facility in Richmond, CA

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Handicap accessible
Fees: none

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Handicap accessible
Fees: none



Course Goals

By the end of the course students will have learned:

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1. What skills are necessary to succeed in the job market
2. What their individual skills are, and how to capitalize on them when writing resumes and cover letters
3. What career options might suit them
4. How to conduct a productive job search
5. How to prepare for an interview and succeed in the interview process
6. How to keep a job and manage anger
7. How to set personal goals

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8. Why education can be an important part of succeeding in the community, job market, etc.
9. How to productively pursue adult education
10. How to cope with educational challenges
11. How to receive financial aid, scholarships, grants for educational endeavors

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12. How to balance work and family as well as tap into available government resources
13. Where to look for child care options and how to pay for child care
14. Basic tax terminology and where to seek tax help



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*"Always do your best. What you plant now, you
will harvest later."*

-Og Mandino

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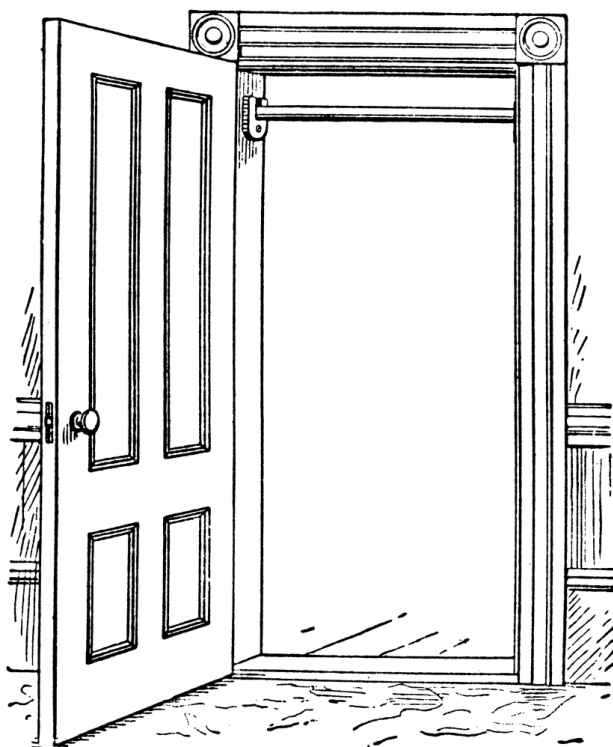
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“If opportunity doesn’t knock,
build a door.”

-Milton Berle



Weeks 1-7

Job-Readiness



Week 1: Introductions

Welcome!

Discuss→ Why are you taking this class? What do you most hope to gain from this course?

Hard and Soft Skills

Employers look for a variety of qualities and skills in their candidates. We can generally break these down into two categories: hard and soft skills. Hard skills are specific, teachable skills that tend to be easily defined or measured. You would generally describe one of these by saying "I can ____" (e.g. write well, give nice haircuts). Soft skills, on the other hand, are usually part of someone's personality and harder to define or measure. You would generally describe one of these by saying "I am ____" (e.g. patient, honest).

Hard Skills "I can"

- Pipefitting
I can fix a sink.
- Landscaping
- Hairdressing
- Knowledge of computer programs
- Typing
- Math ability
- Writing ability
- Languages spoken

Soft Skills "I am"

- Being resilient
I am resilient.
- Being positive
- Being hard-working
- Being professional
- Being flexible
- Being dedicated
- Being reliable
- Being willing to learn new things

You can say someone types at 100 words per minute, or speaks 3 different languages, or knows a certain kind of cooking technique-- but how do you measure their ability to talk to other people (i.e. their "interpersonal skills")? What about the way they pick themselves up after a setback (i.e. their resilience)? See below for more examples of hard and soft skills.

Activity→ Brainstorm a short list of your hard and soft skills then pick one hard skill and one soft skill from your list. When did you use these skills and really shine?

My hard skills:

My soft skills:

The hard skill I choose is my ability to_____.

I highlighted this ability when I _____

_____.

I think this is an important quality when seeking a job because _____

_____.

The soft skill I choose is my ability to_____.

I highlighted this ability when I _____

_____.

I think this is an important quality when seeking a job because _____

_____.

Week 2: Career Options

There are many possible career paths, and what you have done in the past does not dictate what you are capable of doing in the future. However, it is important to be realistic about your career choices. Plan to slowly gain skills and experience in order to work towards your ideal job.

Activity→ Take the career quiz on the following pages and answer the questions below.

-----Career Quiz Reflection-----

My top 3 career clusters are:

1. _____
2. _____
3. _____

Do you think this area is a good match for you? Can you think of any careers in this area you might want to begin working towards? It's ok to have a rough idea at this point.

I think these areas of interest are/ are not a good match for me because

_____ .

I think a career I might want to check out is _____

_____ .

One thing I could do to work towards this career is (e.g. get an apprenticeship, get an internship, take classes, get an entry-level job) _____

_____ .

TIP→ If after taking this quiz you feel unsatisfied with the results, there are many other career assessments you can take. One good resource is the Career One-Stop website, sponsored by the U.S. Department of Labor. It includes many resources such as career/interest/skills assessments, career profiles, as well as information on how to train for those careers. See the appendix for more information about Career One-Stop locations.

Job Search Tips

There are a variety of different places, both online and in person, where you can look for a job. Remember, you don't have to get your dream job right away. Take a look at a list of options below. When conducting your job search, don't exhaust yourself by using all these methods. Instead, limit yourself to 4.

1. Research companies/ organizations in the field you are interested in. See if any of these companies have job openings.
2. Knock on doors. Go directly to the company or companies you are interested in working for and ask if there are openings.
3. Talk to people. If you know someone in the field you are interested in, ask for their advice!
They might be able to tell you where to look, or even know of an opening at their company/ organization.
Local newspaper ads.
5. Visit union hiring halls. You don't usually have to be a member of the union to attend).
6. CalJOBS (caljobs.ca.gov)
7. Craigslist (craigslist.com)
8. Monster (monster.com)
9. Your County Website (e.g. Contra Costa County Jobs
<http://agency.governmentjobs.com/contracosta/default.cfm>)

Be aware that online methods might have a high amount of traffic, and therefore many people may be applying for the same job as you. It is natural to become discouraged in this process. The key is to try not to get attached to any one job opening, and to move on to opportunities.

List the 4 Methods You Will Use To Find a Job:

1. _____
2. _____
3. _____
4. _____

-----Career Clusters Interest Survey-----

Directions: Circle the items in each box that best describe you. You may make as many or as few circles in each box as you choose. Add up the number of circles in each box. Look to see which three boxes have the highest numbers. Find the corresponding career clusters on the pages immediately following this survey to see which career clusters you may want to explore.










BOX 1	Activities that describe what I like to do: <ol style="list-style-type: none"> 1. Learn how things grow and stay alive. 2. Make the best use of the earth's natural resources. 3. Hunt and/or fish. 4. Protect the environment. 5. Be outdoors in all kinds of weather. 6. Plan, budget, and keep records. 7. Operate machines and keep them in good repair. 	Personal qualities that describe me: <ol style="list-style-type: none"> 1. Self-reliant 2. Nature lover 3. Physically active 4. Planner 5. Creative problem solver 	School subjects that I like: <ol style="list-style-type: none"> 1. Math 2. Life Sciences 3. Earth Sciences 4. Chemistry 5. Agriculture 	Total number circled in Box 1 <div style="border: 1px solid black; width: 60px; height: 40px; margin: 0 auto;"></div>
BOX 2	Activities that describe what I like to do: <ol style="list-style-type: none"> 1. Read and follow blueprints and/or instructions. 2. Picture in my mind what a finished product looks like. 3. Work with my hands. 4. Perform work that requires precise results. 5. Solve technical problems. 6. Visit and learn from beautiful, historic, or interesting buildings. 7. Follow logical, step-by-step procedures. 	Personal qualities that describe me: <ol style="list-style-type: none"> 1. Curious 2. Good at following directions 3. Pay attention to detail 4. Good at visualizing possibilities 5. Patient and persistent 	School subjects that I like: <ol style="list-style-type: none"> 1. Math 2. Drafting 3. Physical Sciences 4. Construction Trades 5. Electrical Trades/Heat, Air Conditioning and Refrigeration/Technology Education 	Total number circled in Box 2 <div style="border: 1px solid black; width: 60px; height: 40px; margin: 0 auto;"></div>
BOX 3	Activities that describe what I like to do: <ol style="list-style-type: none"> 1. Use my imagination to communicate new information to others. 2. Perform in front of others. 3. Read and write. 4. Play a musical instrument. 5. Perform creative, artistic activities. 6. Use video and recording technology. 7. Design brochures and posters. 	Personal qualities that describe me: <ol style="list-style-type: none"> 1. Creative and imaginative 2. Good communicator/good vocabulary 3. Curious about new technology 4. Relate well to feelings and thoughts of others 5. Determined/tenacious 	School subjects that I like: <ol style="list-style-type: none"> 1. Art/Graphic design 2. Music 3. Speech and Drama 4. Journalism/Literature 5. Audiovisual Technologies 	Total number circled in Box 3 <div style="border: 1px solid black; width: 60px; height: 40px; margin: 0 auto;"></div>
BOX 4	Activities that describe what I like to do: <ol style="list-style-type: none"> 1. Perform routine, organized activities but can be flexible. 2. Work with numbers and detailed information. 3. Be the leader in a group. 4. Make business contact with people. 5. Work with computer programs. 6. Create reports and communicate ideas. 7. Plan my work and follow instructions without close supervision. 	Personal qualities that describe me: <ol style="list-style-type: none"> 1. Organized 2. Practical and logical 3. Patient 4. Tactful 5. Responsible 	School subjects that I like: <ol style="list-style-type: none"> 1. Computer Applications/Business and Information Technology 2. Accounting 3. Math 4. English 5. Economics 	Total number circled in Box 4 <div style="border: 1px solid black; width: 60px; height: 40px; margin: 0 auto;"></div>








BOX 5	Activities that describe what I like to do: 1. Communicate with different types of people. 2. Help others with their homework or to learn new things. 3. Go to school. 4. Direct and plan activities for others. 5. Handle several responsibilities at once. 6. Acquire new information. 7. Help people overcome their challenges.	Personal qualities that describe me: 1. Friendly 2. Decision maker 3. Helpful 4. Innovative/Inquisitive 5. Good listener	School subjects that I like: 1. Language Arts 2. Social Studies 3. Math 4. Science 5. Psychology	Total number circled in Box 5 <div style="border: 1px solid black; width: 50px; height: 50px; margin: 10px auto;"></div>
BOX 6	Activities that describe what I like to do: 1. Work with numbers. 2. Work to meet a deadline. 3. Make predictions based on existing facts. 4. Have a framework of rules by which to operate. 5. Analyze financial information and interpret it to others. 6. Handle money with accuracy and reliability. 7. Take pride in the way I dress and look.	Personal qualities that describe me: 1. Trustworthy 2. Orderly 3. Self-confident 4. Logical 5. Methodical or efficient	School subjects that I like: 1. Accounting 2. Math 3. Economics 4. Banking/Financial Services 5. Business Law	Total number circled in Box 6 <div style="border: 1px solid black; width: 50px; height: 50px; margin: 10px auto;"></div>
BOX 7	Activities that describe what I like to do: 1. Be involved in politics. 2. Negotiate, defend, and debate ideas and topics. 3. Plan activities and work cooperatively with others. 4. Work with details. 5. Perform a variety of duties that may change often. 6. Analyze information and interpret it to others. 7. Travel and see things that are new to me.	Personal qualities that describe me: 1. Good communicator 2. Competitive 3. Service-minded 4. Well-organized 5. Problem solver	School subjects that I like: 1. Government 2. Language Arts 3. History 4. Math 5. Foreign Language	Total number circled in Box 7 <div style="border: 1px solid black; width: 50px; height: 50px; margin: 10px auto;"></div>
BOX 8	Activities that describe what I like to do: 1. Work under pressure. 2. Help sick people and animals. 3. Make decisions based on logic and information. 4. Participate in health and science classes. 5. Respond quickly and calmly in emergencies. 6. Work as a member of a team. 7. Follow guidelines precisely and meet strict standards of accuracy.	Personal qualities that describe me: 1. Compassionate and caring 2. Good at following directions 3. Conscientious and careful 4. Patient 5. Good listener	School subjects that I like: 1. Biological Sciences 2. Chemistry 3. Math 4. Occupational Health classes 5. Language Arts	Total number circled in Box 8 <div style="border: 1px solid black; width: 50px; height: 50px; margin: 10px auto;"></div>

BOX 9	Activities that describe what I like to do: <ol style="list-style-type: none"> 1. Investigate new places and activities. 2. Work with all ages and types of people. 3. Organize activities in which other people enjoy themselves. 4. Have a flexible schedule. 5. Help people make up their minds. 6. Communicate easily, tactfully, and courteously. 7. Learn about other cultures. 	Personal qualities that describe me: <ol style="list-style-type: none"> 1. Tactful 2. Self-motivated 3. Works well with others 4. Outgoing 5. Slow to anger 	School subjects that I like: <ol style="list-style-type: none"> 1. Language Arts/Speech 2. Foreign Language 3. Social Sciences 4. Marketing 5. Food Services 	Total number circled in Box 9 <div style="border: 1px solid black; width: 50px; height: 50px; margin: 10px auto;"></div>
BOX 10	Activities that describe what I like to do: <ol style="list-style-type: none"> 1. Care about people, their needs, and their problems. 2. Participate in community services and/or volunteering. 3. Listen to other people's viewpoints. 4. Help people be at their best. 5. Work with people from preschool age to old age. 6. Think of new ways to do things. 7. Make friends with different kinds of people. 	Personal qualities that describe me: <ol style="list-style-type: none"> 1. Good communicator/good listener 2. Caring 3. Non-materialistic 4. Intuitive and logical 5. Non-judgmental 	School subjects that I like: <ol style="list-style-type: none"> 1. Language Arts 2. Psychology/Sociology 3. Family and Consumer Sciences 4. Finance 5. Foreign Language 	Total number circled in Box 10 <div style="border: 1px solid black; width: 50px; height: 50px; margin: 10px auto;"></div>
BOX 11	Activities that describe what I like to do: <ol style="list-style-type: none"> 1. Work with computers. 2. Reason clearly and logically to solve complex problems. 3. Use machines, techniques, and processes. 4. Read technical materials and diagrams and solve technical problems. 5. Adapt to change. 6. Play video games and figure out how they work. 7. Concentrate for long periods without being distracted. 	Personal qualities that describe me: <ol style="list-style-type: none"> 1. Logical/analytical thinker 2. See details in the big picture 3. Persistent 4. Good concentration skills 5. Precise and accurate 	School subjects that I like: <ol style="list-style-type: none"> 1. Math 2. Science 3. Computer Tech/Applications 4. Communications 5. Graphic Design 	Total number circled in Box 11 <div style="border: 1px solid black; width: 50px; height: 50px; margin: 10px auto;"></div>
BOX 12	Activities that describe what I like to do: <ol style="list-style-type: none"> 1. Work under pressure or in the face of danger. 2. Make decisions based on my own observations. 3. Interact with other people. 4. Be in positions of authority. 5. Respect rules and regulations. 6. Debate and win arguments. 7. Observe and analyze people's behavior. 	Personal qualities that describe me: <ol style="list-style-type: none"> 1. Adventurous 2. Dependable 3. Community-minded 4. Decisive 5. Optimistic 	School subjects that I like: <ol style="list-style-type: none"> 1. Language Arts 2. Psychology/Sociology 3. Government/History 4. Law Enforcement 5. First Aid/First Responder 	Total number circled in Box 12 <div style="border: 1px solid black; width: 50px; height: 50px; margin: 10px auto;"></div>

BOX 13	Activities that describe what I like to do: 1. Work with my hands and learn that way. 2. Put things together. 3. Do routine, organized and accurate work. 4. Perform activities that produce tangible results. 5. Apply math to work out solutions. 6. Use hand and power tools and operate equipment/machinery. 7. Visualize objects in three dimensions from flat drawings.	Personal qualities that describe me: 1. Practical 2. Observant 3. Physically active 4. Step-by-step thinker 5. Coordinated	School subjects that I like: 1. Math-Geometry 2. Chemistry 3. Trade and Industry courses 4. Physics 5. Language Arts	Total number circled in Box 13 <div></div>
BOX 14	Activities that describe what I like to do: 1. Shop and go to the mall. 2. Be in charge. 3. Make displays and promote ideas. 4. Give presentations and enjoy public speaking. 5. Persuade people to buy products or to participate in activities. 6. Communicate my ideas to other people. 7. Take advantage of opportunities to make extra money.	Personal qualities that describe me: 1. Enthusiastic 2. Competitive 3. Creative 4. Self-motivated 5. Persuasive	School subjects that I like: 1. Language Arts 2. Math 3. Business Education/Marketing 4. Economics 5. Computer Applications	Total number circled in Box 14 <div></div>
BOX 15	Activities that describe what I like to do: 1. Interpret formulas. 2. Find the answers to questions. 3. Work in a laboratory. 4. Figure out how things work and investigate new things. 5. Explore new technology. 6. Experiment to find the best way to do something. 7. Pay attention to details and help things be precise.	Personal qualities that describe me: 1. Detail-oriented 2. Inquisitive 3. Objective 4. Methodical 5. Mechanically inclined	School subjects that I like: 1. Math 2. Science 3. Drafting/Computer-Aided Drafting 4. Electronics/Computer Networking 5. Technical Classes/Technology Education	Total number circled in Box 15 <div></div>
BOX 16	Activities that describe what I like to do: 1. Travel. 2. See well and have quick reflexes. 3. Solve mechanical problems. 4. Design efficient processes. 5. Anticipate needs and prepare to meet them. 6. Drive or ride. 7. Move things from one place to another.	Personal qualities that describe me: 1. Realistic 2. Mechanical 3. Coordinated 4. Observant 5. Planner	School subjects that I like: 1. Math 2. Trade and Industry courses 3. Physical Sciences 4. Economics 5. Foreign Language	Total number circled in Box 16 <div></div>

-----The 16 Career Clusters-----

1  Agriculture, Food & Natural Resources	<p>The production, processing, marketing, distribution, financing, and development of agricultural commodities and resources including food, fiber, wood products, natural resources, horticulture, and other plant and animal products/resources.</p>
2  Architecture & Construction	<p>Careers in designing, planning, managing, building, and maintaining the built environment.</p>
3  Arts, A/V Technology & Communications	<p>Designing, producing, exhibiting, performing, writing, and publishing multimedia content including visual and performing arts and design, journalism, and entertainment services.</p>
4  Business Management & Administration	<p>Business Management and Administration careers encompass planning, organizing, directing and evaluating business functions essential to efficient and productive business operations. Business Management and Administration career opportunities are available in every sector of the economy.</p>
5  Education & Training	<p>Planning, managing, and providing education and training services, and related learning support services.</p>
6  Finance	<p>Planning, services for financial and investment planning, banking, insurance, and business financial management.</p>
7  Government & Public Administration	<p>Executing governmental functions to include governance; national security; foreign service; planning; revenue and taxation; regulation; and management and administration at the local, state, and federal levels.</p>
8  Health Science	<p>Planning, managing, and providing therapeutic services, diagnostic services, health informatics, support services, and biotechnology research and development.</p>
9  Hospitality & Tourism	<p>Hospitality and Tourism encompasses the management, marketing and operations of restaurants and other food services, lodging, attractions and recreation events, and travel-related services.</p>

10		<p>Preparing individuals for employment in career pathways that relate to families and human needs.</p>
11		<p>Building linkages in IT occupations framework for entry-level, technical, and professional careers related to the design, development, support and management of hardware, software, multimedia, and systems integration services.</p>
12		<p>Planning, managing, and providing legal, public safety, protective services and homeland security, including professional and technical support services.</p>
13		<p>Planning, managing and performing the processing of materials into intermediate or final products and related professional and technical support activities such as production planning and control, maintenance, and manufacturing/process engineering.</p>
14		<p>Planning, managing, and performing marketing activities to reach organizational objectives.</p>
15		<p>Planning, managing, and providing scientific research and professional and technical services (e.g., physical science, social science, engineering), including laboratory and testing services, and research and development services.</p>
16		<p>Planning, management, and movement of people, materials, and goods by road, pipeline, air, rail and water and related professional and technical support services such as transportation infrastructure planning and management, logistics services, mobile equipment, and facility maintenance.</p>

Encuesta de Interes de Grupos de Carreras

Direcciones: Circule los articulos en cada caja que mejor lo describa a usted. Usted puede circular cuantos quiera por cada caja que usted escoja. Sume los circulos de cada caja. Determine cual de las tres cajas tiene el numero mayor. Busque la carrera correspondiente en las paginas siguientes de esta encuesta para ver cual carrera es la que usted desea explorar.

CAJA 1	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Aprender como las cosas crecen y siguen vivas. 2. Hacer el mejor uso de los recursos naturales de la tierra. 3. Cazador y/o pescar. 4. Proteger el ambiente. 5. Estar afuera en cualquier tipo de tiempo. 6. Planea presupuesto, y manten tus records. 7. Manejar maquinas y mantenerlas en buenas condiciones. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Confianza en si mismo 2. Amante a la naturaleza 3. Físicamente activo/a 4. Planeador 5. Creativo en resolver problemas. 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Matematicas 2. Ciencias de la vida 3. Ciencias de la tierra 4. Quimica 5. Agricultura 	Total de numeros circulados en Caja 1 <div style="border: 1px solid black; width: 60px; height: 60px; margin: 10px auto;"></div>
CAJA 2	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Leer y seguir las instrucciones de mapas. 2. Crear una foto en la mente de como un producto terminado se va a ver. 3. Trabajar con mis manos. 4. Realizar trabajos que requieran resultados precisos. 5. Resolver problemas técnicos. 6. Visitar y aprender de la belleza histórica, o edificios interesantes. 7. Seguir la logica, procedimientos de paso a paso. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Curioso 2. Eres bueno en seguir direcciones 3. Prestas atencion a detalles 4. Eres bueno en visualizar posibilidades 5. Paciente y persistente 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Matematicas 2. Diseño 3. Ciencia Fisica 4. Oficio de Construccion 5. Oficio Electrico; Calenton, Aire Acondicionado y Refrigeracion; Educacion Tecnologica 	Total de numeros circulados en Caja 2 <div style="border: 1px solid black; width: 60px; height: 60px; margin: 10px auto;"></div>

From: "Student Interest Survey for Career Clusters." *Learning the Works for America CTE*. National Association of State Directors of Career Technical Education Consortium. Web. 1 July 2015. <<http://www.careertech.org/student-interest-survey>>.

CAJA 3	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Uso mi imaginacion para comunicar nueva informacion con otros. 2. Obrar en frente de otros. 3. Leer y escribir. 4. Tocar un instrumento musical. 5. Obrar creativamente, actividades artisticas. 6. Usar video y usar tecnologia. 7. Diseñar folletos y anuncios. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Creativo y imaginativo 2. Buen comunicador, Tienes buen vocabulario 3. Curioso a la nueva tecnologia 4. Se relaciona bien con sentimientos y a pensamientos de otros 5. Determinado/tenaz 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Diseño de Arte/grafico 2. Musica 3. Discurso y drama 4. Jornalismo/Literatura 5. Tecnologia Audiovisual 	Total de numeros circulados en Caja 3 <div data-bbox="1442 537 1528 680" style="border: 1px solid black; width: 53px; height: 68px; margin: 0 auto;"></div>
CAJA 4	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Realizar una rutina, organizar actividades pero puedo ser flexible. 2. Trabajar con numeros y informacion detallada. 3. Ser el Guia de el grupo. 4. Hacer negocios que tengan contacto con personas. 5. Trabajar con programas de computadora. 6. Crear reportes y comunicar ideas. 7. Planear mi trabajo y seguir instrucciones sin una supervision cerca. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Organizado 2. Practico y logico 3. Paciente 4. Prudente 5. Responsable 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Computadora Informacion de Tecnologia y Aplicaciones/- Negocio 2. Contabilidad 3. Matematicas 4. Ingles 5. Economia 	Total de numeros circulados en Caja 4 <div data-bbox="1442 955 1528 1098" style="border: 1px solid black; width: 53px; height: 68px; margin: 0 auto;"></div>
CAJA 5	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Comunicarse con diferentes tipos de personas. 2. Ayudar a otros con su tarea y aprender nuevas cosas. 3. Ir a la escuela. 4. Dirigir y planear actividades para otros. 5. Manipular varias responsabilidades a la vez. 6. Acquirir nueva informacion. 7. Ayudar a las personas a superar sus retos. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Amistoso 2. Tomar decisiones propias. 3. Servicial 4. Innovativo/Inquisitivo 5. Sabes escuchar 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Ingles 2. Geografia 3. Matematicas 4. Ciencia 5. Sicologia 	Total de numeros circulados en Caja 5 <div data-bbox="1442 1430 1528 1572" style="border: 1px solid black; width: 53px; height: 68px; margin: 0 auto;"></div>

CAJA 6	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Trabajar con numeros. 2. Trabajar hasta alcanzar su meta. 3. Hacer predicciones basadas en hechos. 4. Hacer una estructura de reglas por la cual usted trabaja. 5. Analizar informacion financiera y interpretarsela a otros. 6. Manipular dinero con habilidad y formalidad. 7. Tener orgullo en la forma en que me visto y luzco. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Confiable 2. Ordenado 3. Seguro de si mismo 4. Logico 5. Metodico o eficiente 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Contabilidad 2. Matematicas 3. Economia 4. Banco/Servicio de Financiamiento 5. Leyes 	Total de numeros circulados en Caja 6 <div></div>
CAJA 7	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Estar involucrado en politica. 2. Negociador, defensor, y discutir ideas y topicos. 3. Planear actividades y trabajar cooperativamente con otros. 4. Trabajar con detalles. 5. Hacer una variedad de trabajos que pueden cambiar a menudo. 6. Analizar informacion y interpretarsela a otros. 7. Viajar y ver cosas que son nuevas para mi. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Buen comunicador 2. Competitivo 3. Expecto en Servicio Social 4. Bien organizado 5. Resuelve problemas facilmente. 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Gobierno 2. Ingles 3. Historia 4. Matematicas 5. Idioma 	Total de numeros circulados en Caja 7 <div></div>
CAJA 8	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Trabajar bajo presion. 2. Ayudar a las personas enfermas y animales. 3. Tomar decisiones basadas en logica y informacion. 4. Participar en clases de ciencia y salud. 5. Responder rapido y calmadamente en emergencias. 6. Trabajar como miembro de un equipo. 7. Seguir los requisitos con precision y hacer frente a normas exstrictas con exactitud. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Comprensivo y preocupado. 2. Bueno en seguir direcciones. 3. Escrupuloso y cuidadoso. 4. Paciente 5. Eres bueno en escuchar. 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Ciencia Biologica 2. Quimica 3. Matematicas 4. Clases de Salud. 5. Ingles 	Total de numeros circulados en Caja 8 <div></div>
CAJA 9	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Investigar nuevos lugares y actividades. 2. Trabajar con todas las edades y tipos de personas. 3. Organizar actividades en las cuales las personas las disfrutan. 4. Tener un itinerario flexible. 5. Ayudar a las personas a tomar decisiones. 6. Comunicarme facilmente, prudentemente, y cortesmente. 7. Aprender de otras culturas. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Prudente 2. Motivador 3. Trabajo bien con los demas 4. Sobresaliente 5. No me enojo facilmente 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Lenguage de Artes/Discurso 2. Idioma 3. Ciencia Social 4. Mercado 5. Servicios de Comida 	Total de numeros circulados en Caja 9 <div></div>

CAJA 10	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> Preocuparme por las necesidades y problemas de las personas. Participar en los servicios de la comunidad y/o servir de voluntario. Escuchar el punto de vista de otras personas. Ayudar a las personas para que sean mejores. Trabajar con las personas desde la edad de pre-escolar hasta la edad adulta. Pensar en formas diferentes de hacer las cosas. Hacer amigos con diferentes tipos de personas. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> Buen Comunicador/Ser bueno al escuchar Cuidadoso No soy materialista Uso la intuicion y la logica No juzgo 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> Ingles Sicologia/Sociologia Ciencias de Familia y Consumidor Financiamiento Idioma 	Total de numeros circulados en Caja 10 <div></div>
CAJA 11	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> Trabajar con computadoras. Razono claramente y logicamente para resolver problemas complejos. Uso maquinas, tecnicas, y procesamientos. Leo materiales tecnicos y diagramas y resuelvo problemas. Me adapto a los cambios. Juego juegos de video y me doy cuenta rapido como trabajan. Puedo concentrarme por periodos largos sin ser distraido. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> Logico/analitico Veo detalles en fotos grandes. Persistente Buena habilidad de concentracion Preciso y correcto 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> Matematicas Ciencias Computadora Tecnologia/-Aplicaciones Comunicacion Diseño Grafico 	Total de numeros circulados en Caja 11 <div></div>
CAJA 12	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> Trabajar bajo presion o en el peligro. Tomar decisiones basadas de mis propias observaciones. Interactuar con otras personas. Tener una posicion de autoridad. Respetar reglas y regulaciones. Debatir y ganar discusiones. Observar y analizar las conductas de las personas. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> Aventuroso Dependiente Facultad de llevarse bien en la comunidad. Decisivo Optimista 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> Ingles Sicologia/Sociologia Gobierno/Historia Leyes Primeros Auxilios 	Total de numeros circulados en Caja 12 <div></div>
CAJA 13	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> Trabajar con mis manos y aprender de esa forma. Armar/Pegar cosas. Hacer una rutina, y hacer un trabajo organizado y adecuado.. Realizar actividades que den resultados palpables. Aplicar la matematica para trabajar las soluciones. Usar la manos y herramientas fuertes para operar equipos/maquinas. Visualizar objetos de tres dimensiones desde dibujos. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> Practico Observador Fisicamente Activo Alguien que piensa poco a poco. Coordinado 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> Matematicas, especialmente Geometria Quimica Cursos de Negocios y Industria. Fisica Ingles 	Total de numeros circulados en Caja 13 <div></div>

CAJA 14	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. De compras e ir a las tiendas. 2. Estar a cargo. 3. Exhibir y promover ideas. 4. Dar presentaciones y disfrutar el hablar en publico. 5. Persuadir a las personas para que compren productos o para que participen en actividades. 6. Comunicar mis ideas a otras personas. 7. Tomar ventajas de oportunidades para hacer dinero extra. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Entusiastico 2. Competente 3. Creativo 4. Motivador 5. Persuasivo 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Ingles 2. Matematicas 3. Education de Negocios 4. Economia 5. Aplicatciones de Computadora 	Total de numeros circulados en Caja 14 <div></div>
CAJA 15	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Interpretar formulas. 2. Buscar respuestas a preguntas. 3. Trabajar en un Laboratorio. 4. Descubrir como trabajan las cosas e investigar cosas nuevas. 5. Explorar nuevas tecnologias. 6. Experimentar para encontrar la mejor manera de hacer algo. 7. Prestar atencion a detalles y ayudar para que las cosas sean precisas. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Orientador 2. Inquisitivo 3. Imparcial 4. Metodico 5. Inclinado a la mecanica 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Matematicas 2. Ciencias 3. Diseño/Auxiliar de Diseño de Computadora 4. Electronica/Cadena de Computadora 5. Clases Tecnicas/ Educacion en Tecnologia. 	Total de numeros circulados en Caja 15 <div></div>
CAJA 16	Actividades que describe lo que me gusta hacer: <ol style="list-style-type: none"> 1. Viajar. 2. Ver bien y tener reflejos rapidos. 3. Resolver problemas mecanicos. 4. Designar procesamientos eficientes. 5. Anticipar nececidades y prepararse para ellas. 6. Manejar o montar. 7. Mover cosas de un lugar a otro. 	Cualidades personales que me describen a mi: <ol style="list-style-type: none"> 1. Realistico 2. Mecanico 3. Coordinado 4. Observador 5. Planeador 	Materias de la escuela que a mi me gustan: <ol style="list-style-type: none"> 1. Matematicas 2. Cursos de Negocios e Industria 3. Ciencia Fisica 4. Economia 5. Idioma 	Total de numeros circulados en Caja 16 <div></div>

Week 3: Initial Applications & Resume Building

What Information Will I Be Asked to Provide on an Initial Application?

Commonly required information on job applications includes a Social Security Number (SSN), permanent address, and phone number. Do not leave any fields blank. If for any reason you feel as though you cannot answer a question, write N/A if not applicable or "will discuss in interview."

If you need a replacement Social Security card, call 1-800-722-1213.

If you don't have a permanent address, you may use the address of a friend or family member. You may also apply to use Reach Fellowship International as your mailing address.

Rules Regarding Background Checks

California places greater restrictions than most states on the use of background checks-- but that doesn't mean employers can't still use them against you. See below.

1. A public employer may NOT ask about criminal history on any initial employment application. Many cities (e.g. Richmond, East Palo Alto, Oakland, Berkeley, and San Francisco) have enacted "ban the box" legislation for private employers as well. Exceptions include positions in law enforcement, positions working with children, positions working with the elderly or disabled, and other sensitive positions.
2. Employers may later run a background check, however they must first obtain written consent from the applicant, and then provide the applicant with a copy of the report. Pushing background checks to later in the process allows applicants a chance to fairly present themselves.
3. The decision not to hire an individual must be related to the job, (i.e. meaning the record indicated that person could be a liability in that position).
4. Employer may ask about convictions. However, they may NOT ask about arrests or detentions that did not lead to conviction, convictions that were expunged or sealed, and misdemeanor convictions for which probation was successfully completed or otherwise discharged. However, they MAY ask about arrests for which an individual is awaiting trial. They also may NOT ask about marijuana offenses that are more than 2 years old.
5. Felonies, arrests, and misdemeanors are only reportable for 7 years.

Resume Building

Another word for resume is "curriculum vitae" or CV. Your resume, or your CV, is an important part of your job application. It is one of the first items, along with your cover letter, that an employer will see from you.

TIP→ Make sure your resume is tailored to the specific job you are applying to. This generally means you will submit a slightly different resume to each employer you apply to.

How do I format my resume?

A good resume includes your objective, prior work experience, skills, and credentials (such as certifications or education). See sample categories below. Make sure you write clearly and concisely, with separate headers for each category. Your resume should be no more than one page. Don't worry if your resume looks sparse, everyone starts somewhere, and you can always build on your resume in the future.

Contact Information

Include your name, address, phone number, and email at the top of your resume.

Objective

What position do you want?

Summary

This is where you can give the employer a snapshot of what kind of worker you are. This is a good place to insert the soft skills you identified in Week 1.

Highlights

This section tells the employer about your skills, degrees, or certifications you might have. Focus on hard skills in this section, but remember, there are no rules to resume writing!

Work Experience

This section lists your past job, paid or unpaid, starting with the most recent. Provide the dates you worked there, your title, name of employer, and location.

What is a reference?

Along with your resume and cover letter (stay tuned-- we will discuss cover letters next week!) you may be required to include a reference. A reference is a person who can verify the information you provided in your resume as well as speak about your skills and work experience. If asked to, provide the name, title, and contact information for your references on a separate sheet of paper with your contact information at the top.

A good reference can make the difference between getting the job, and not getting the job. In order to secure a reference, contact this person by phone or in person. Tell them about the job you want and if they'd be willing to be a reference for you. Consider following up with a thank you note to show your appreciation!

Activity→ Start creating your resume by using the template on the next page. Remember, you can choose to organize your resume in whatever way you feel is best. Almost nobody organizes their resume in the same way. What is important is that you showcase your skills and abilities in a clear and concise manner.

Name:

Address: _____

City/ State/ Zip: _____

Phone: _____

Email: _____

Objective

Summary

Highlights

- _____

- _____

- _____

- _____

Work Experience

Job Title: _____ Company Name: _____

City/ State: _____ Dates: _____

Responsibilities;

- _____

- _____

- _____

Job Title: _____ Company Name: _____

City/ State: _____ Dates: _____

Responsibilities;

- _____

- _____

- _____

"The right thought plus the right people in the right environment at the right time for the right reason= the right result."

Week 4: Professional Emails & Cover Letters

How to Write a Professional Email

First, let's take a look at the general framework for writing a professional email. This skill will serve you well in your job search, and later once you have secured a job. Remember, the most important part of writing a professional email is that you express yourself clearly. You should still sound like yourself.

TIP→ Although emails seem less formal than handwritten letters, In the business world you should always make sure your emails are formal. Since it is difficult to figure out the tone of an email, you should take extra care to be courteous and thankful at all times.

Step by Step Guide to Professional Email Writing

1. Begin with a greeting
Dear _____, Hello/ Hi _____, To Whom It May Concern,
2. If your email is a response, this is where you thank them
Thank you for your reply. Thank you for your response.
3. State the purpose of your email
I am writing to inquire about _____ I am writing in reference to _____
4. Write the body of your email
5. Include a closing remark
Thank you for your time. Thank you for your consideration.

If you have any questions or concerns, feel free to contact me.
I look forward to hearing from you.
6. Sign the email
Sincerely, Best regards, Thank you,

How to Write a Cover Letter

Now we're ready to talk about cover letters. In order to apply for a job, you may be asked to include a cover letter. A cover letter is a short "letter" or email in which you introduce yourself to the employer and describe some of your relevant skills and/or accomplishments. You should always include a cover letter unless the application explicitly states not to. Don't forget to include your name and contact information at the top of the cover letter. If you know the name of the person who posted the advertisement, include that along with the company name and address.

Step by Step Guide to Cover Letter Writing

1. Begin with a greeting
2. Include a few sentences about who you are and how you learned about the job opening.
3. Why are you interested in this job? What about this job speaks to your skills and interests?
4. What about this company or organization makes them a good match for you? What can you “bring to the table” for this particular employer?
5. Thank the person for their consideration.

In order to answer these questions effectively and intelligently you will have to research your chosen company/ organization. What you learn from this research will not only help you write your cover letter, it will also help you tailor your resume and prepare for the next stage of the application process-- the interview!

Activity→ Write a cover letter of your own! See the next page for further instructions.

-----Practice Cover Letter Activity-----

Directions: This is a role-play activity that will allow you to practice the skill of cover letter writing. You may work in small groups to complete this activity.

1. Recall the important components of a cover letter.
2. Then, read the description below, and circle the information you think should be included in the cover letter.
3. Next, draft the cover letter!

Your name is Shanice Jones and you live in Richmond with with your mother, who is retired. You have been unemployed for a long time and would like to start providing for your mother. You are a hairdresser with 1 year of experience and a Cosmetologist license from the state of California. You have great interpersonal skills and you specialize in modern, edgy haircuts. You have been looking up all the hair salons in Richmond to ask if there are any open positions. You are beginning to get discouraged, until one day...there is an opening! You were browsing Craigslist when you came upon a job posting for “Deanna’s Hair Salon.” You have walked by this salon in the past, and remember that all the women working there seemed very happy. It is located at 647 Luna Street, Richmond, CA 94802. This is very close to where you live, at 52 Treeline Avenue, Richmond, CA 94801. You are asked to provide a resume, which you have already completed, and a cover letter which you will submit by email. Your phone number is 555-874-9030 and your email is shanice.jones@email.com.

(date)_____

_____,

I am writing to inquire about your company’s job posting on (say where you saw the posting)_____. I have (experience/ a certification/ a license in)_____

_____. I believe my (skill/ ability/ expertise)

_____ would be a great asset to your company. (Insert why you want to work for this company in particular here)_____

I would love to be a member of your team. Thank you for your consideration and I look forward to hearing from you soon.

"Keep your thoughts positive because your thoughts become your words...keep your words positive because your words become your behavior...Keep your behaviors positive because your behaviors become your habits...Keep your habits positive because your habits become your values...Keep your values positive because your values become your destiny."

Week 5: Interviewing

What are the most important components of a job interview and how can I master them? See below for the "ABCD's" of interviewing.

- **Attitude:** Project a positive attitude. You should view yourself as a valuable asset with skills and abilities the employer wants.
- **Body language:** Your body language should convey self-assurance and self-confidence.
 - Begin and end the interview with a firm, brief handshake. Make eye contact while giving the handshake. Try to maintain a eye contact with the interviewer during the interview. Looking down or away signifies a lack of confidence.
 - Face your prospective employer and sit upright or lean forward slightly, whichever feels most natural. You want to show that you are confident in yourself and engaged in what the employer is saying.
 - Nodding approvingly will also show the employer you are engaged. Try not to fidget as this indicates disinterest on your part.
- **Communication:** Try to communicate as clearly and effectively as possible. Do not use slang but DO sound like yourself. Speak calmly and naturally and get to the point. Try not to say "umm" too much. Remember, you will communicate best if you've done your research and have prepared your answers to basic interview questions!
- **Dress:** Dressing well will help you make a good impression on your prospective employer. Remember, your clothing should not distract from the interview.

More on Attire:

- Tops: Nice shirts or blouses. It is best to steer away from really bright colors or bold patterns. Blazers also look professional.
- Bottoms: Longer skirt (loose and no shorter than just above the knee) or dark colored pants. No jeans (even dark colored).
- Wear light or natural looking makeup and keep perfume minimal.
- Your hair should be clean and conservatively styled.
- No jewelry is better than bulky or cheap jewelry. Stay away from dangling earrings.
- Shoes should be fairly conservative with shortish heels.

What Questions Am I Likely to be Asked?

Below is a useful list of common interview questions that you may want to prepare for before walking into your interview.

- Tell me a little about yourself.
- Why do you want this job?
- Why do you think you would be a good fit? Why should we hire you?
- Why is there a gap in your employment?
- What are your strengths as an employee? What are your weaknesses?
- Tell me about a professional challenge you faced and how you overcame it.
- Tell me about an instance in which you showed leadership.
- What do you do in your free time?

If you want to take a look at more practice questions, see: <http://www.careeronestop.org/jobsearch/interview/common-interview-questions.aspx>

How Do I Answer Questions About My Criminal Record?

While you will likely not be required to disclose anything about your criminal record in your initial application, you may have to answer questions about it in your interview. Below is one way you could deal with these tough questions.

1. Be honest. Background checks are easy to perform and you don't want to be caught in a lie as this could be grounds for termination.
2. Take responsibility. Admit the conviction and offer an explanation. Keep it brief.
3. Discuss. Talk about concrete things you have done to turn your life around such as completing a drug program, taking classes (like this one!), getting your GED, pursuing further education...etc.
4. Mention. You can mention the Federal Bonding Program and the Federal Work Opportunity Tax Credit (WOTC). These are programs that may incentivize an employer to hire you. (See next page)
5. Move on. Your explanation should last no more than 2 minutes total.

You can use this template: "I'd also like to bring your attention to the fact that I served ____ months/years of time at a correctional facility ____ months/years ago. Here's what I learned from it (list 2-3 learning lessons). ... Here's how I changed my life (point to 2-3 concrete examples of change). Here's how I'll bring value to your company (mention 2-3 ways you will contribute)."

How Do I Address Other Gaps in my Employment?

Again, it is best to be brief. You do not have to go into detail. If you were struggling with a drug problem, and were unable to work during that time, you may say something along the lines of “I needed a rest period in between these jobs to get my personal life straightened out” or “I went through a trying experience in my personal life, and I came out of it a stronger person as a result.”

What Questions Can I Ask?

You may also choose to take this opportunity to ask the employer questions. (Stick to three or fewer). Not only does this allow you to gain more information about your potential employer, it also shows the employer that you are interested and engaged. Besides, your employer is bound to ask “so do you have any questions for me?” Below is a helpful list of questions you might draw from.

1. Ask questions specific to the company or organization, based on your research. For example “I read on the website about _____. Could you tell me more about _____?”
 - Employers like to see that you are prepared and have done some research.
2. What skills and experiences would make for an ideal candidate?
 - If the employer mentions something you didn’t, now is your chance!
3. Can you describe a typical work day and the kinds of things I would be doing?
4. What duties are most important in this job?
5. Is it possible to be promoted in this job?
6. How did you start working for the company/ organization? What have you enjoyed most about working here?
 - This will give you insight into what it is like to work for them, and show interest in the experiences of the interview themselves).
7. What is the next step in the process?
 - This shows that you are interested in moving along in the process and invites the interviewer to tell you how many other people have applied.

More About the Federal Bonding Program and the WOTC

- The Federal Bonding Program provides bonds for up to 6 months for “at risk” job-seekers. There are no costs to the employer or the employee. These funds can be made available through state agencies. See “Week 12: Review” for coordinator contact information.
- The WOTC is a federal tax credit available to employers for hiring individuals from certain target groups who have faced barriers to employment. Target groups include ex-felons, unemployed veterans, Temporary Assistance for Needy Families (TANF) recipients, Food Stamp (SNAP) recipients, Supplemental Security Income (SSI) recipients, and other categories.

Activity→ Practice your interview skills!

*Don’t forget to write a thank you letter to your prospective employer.

-----Mock Interview Activity-----

Pre-"Interview" Directions: Get into groups of three. There will be one observer, one interviewee, and one interviewer (the employer). Information on interviewee and employer profiles can be found on the next few pages. Good luck! Everyone will get the chance to play each role.

-----The Observer-----

The observer should take notes in the chart below and then share the results with their other group members.

	Notes
Attitude -Did the interviewee have a positive attitude?	
Body Language -Firm handshake? -Eye contact? -Are they showing interest?	
Communication -Did the interviewee communicate clearly and effectively?	
Did the interviewee ask the employer thoughtful questions?	
Did the employer ask about criminal background? If so, how did the interviewee handle it?	

-----The Interviewees-----

Ida Brown

You were convicted of felony drug possession. After you got out of jail, you participated in a 90 day live-in drug program for meth addicts, and have dutifully attended NA meetings ever since. However, you still struggle with depression, which you believe to be the main reason you haven't been able to get a job for 2 years. At this point, you are ready to get back on track with your life and have begun a serious job search. You now live in Roseville with your daughter Janelle, with whom you have a great relationship.

You were browsing Craigslist one day when you came across a job opening for a receptionist at a local maid service. The job isn't glamorous, but the pay is decent, and you believe you have the skills to do the job well. Although you don't have much work experience, you were able to hold the same job at "New Magazine" for 5 years. Unfortunately, you did not have the best relationship with your boss, so you do not have a reference for this job. However, you were able to take several classes relevant to your desired profession at Sierra College (Finance, Business Writing, and Communications).

Jane Thurber

When your uncle fell ill with lung cancer in 2009 you had to quit your job at Jacques' Restaurant after only 3 months. You became his primary caretaker for a whole year. After your uncle passed away, you got a job at Chez Elizabeth. However, with two sons to feed, you continued to struggle financially. And after 5 years at Chez Elizabeth, you served time for felony fraud unrelated to your job at Chez Elizabeth.

One day, while walking around in Oakland, you happened across Louisiana Restaurant. They are just opening up, and are in need of a head waiter. Even as head waiter you will not make as much as you used to make working at higher-end French restaurants, but you aren't picky. Besides, you think you will be familiar with some of the dishes because of your past experience working at French restaurants. You also know a position as head waiter will look good on your resume, so you decide to give it a shot.

Lucia Gomez

You make most of your money working odd hours babysitting for friends and family. You were always very good with children and you've never had anyone complain about your care. You have one child of your own.

In 2012 you found yourself in a toxic relationship and ended up spending several months in jail for misdemeanor assault. When you got out you decided you wanted a job besides sitting, so you began taking classes at Contra Costa College. You are interested in retail, and therefore took classes in Interpersonal Communication Skills, Public Speaking, and Persuasion & Critical Thinking. You recently spoke with one of your old professors at Contra Costa Community College, agreed to be a reference for you.

Notes: _____

Ida Brown

300 Main Street
Roseville, CA 95661
(555) 475-9463
ida.brown@email.com

Objective

Position as receptionist

Summary

Committed and motivated Office Assistant with exceptional customer service skills. Strong work ethic, professional demeanor, and great initiative. Flexible, organized, and proficient at learning new procedures.

Highlights

- Typing and transcription
- Reception area management
- Filing, faxing, and mailing
- Microsoft Word, Excel, and Powerpoint

Experience

New City Magazine

Roseville, CA October 2005-Nov 2013

- Called subscribers to check on customer satisfaction
- Followed scripts to make sure information was properly gathered
- Suggested additional subscription services where appropriate

Education

Sierra College

Coursework in Finance, Business Writing, and Communications

Jane Thurber

2803 Limer Street
San Pablo, CA 94806
(555) 349-7483
jane.thurber@email.com

Objective

Position as Head Waiter

Summary

Experienced server, trained in customer service with knowledge of French cuisine. Exceptional interpersonal skills, works well under pressure, and highly reliable.

Highlights

- Experienced in high volume dining situations
- Excellent customer service
- Trained in food service
- Obtained California Food Handlers card
- Understanding of food safety
- Friendly and positive employee

Experience

Waitress

Oakland, CA March 2008- March 2013

Chez Elisabeth

- Trained new waiters and floor staff on guest service expectations, safety procedures, food handling, and restaurant protocols
- Monitored dining room to ensure guest satisfaction
- Assisted guests in making menu choices
- Answered customer inquiries and resolved issues quickly

Waitress

Oakland, CA Jan 2007-March 2007

Jacques' Restaurant

- Delivered friendly and fast service
- Answered questions about menu selections
- Accurately recorded orders
- Managed closing duties, including restocking items
- Routinely cleaned linens, table settings, glassware, counters, and floors

Lucia Gomez

400 Green Gate Lane,
Richmond, CA 94802
(555) 547-4930
lucia.gomez@email.com

Objective

Position as Sales Associate

Summary

Highly reliable and friendly worker with great interpersonal skills. Able to work well under pressure and learn new skills.

Highlights

- Highly recommended childcare provider
- Certified in CPR, First Aid

Experience

Sitter

El Cerrito, CA

March 2005- May 2012

- Worked for several families
- Recommended to other families numerous times
- Prepared meals for children
- Maintained a health and safe environment for children
- Supervised homework

Education

Contra Costa College

-Coursework in Interpersonal Communication Skills, Public Speaking, and Persuasion & Critical Thinking

Lucia Gomez

400 Green Gate Lane, Richmond, CA
(555) 547-4930
lucia.gomez@email.com

References

Demetrius Walker
Professor of Communications
Contra Costa Community College
2600 Mission Bell Drive, San Pablo, CA 94806
(555) 273-9837

-----The Employers-----

Ida's prospective employer
Kay Morrison, CEO of Spic N Span
562 Mint Lane,
Roseville, CA 95661

You used to manage another, larger cleaning service until you decided you wanted to open your own company. Spic N Span is a small business, but very well-liked by customers. You are always around and you love to get to know your employees. You have employees of various races and backgrounds. If the interviewee communicates well, you will be willing to look past their convictions.

- Ability to receive all incoming calls for the business
- Ability to schedule appointments for customers
- Ability to greet visitors warmly
- Ability to schedule equipment maintenance and order supplies
- Skilled in typing and transcription
- Ability to answer questions about company for customers

Jane's prospective employer
Agata Lavalier, Owner of Louisiana Kitchen
25 Lunetta Street
San Pablo CA 94806

You have a passion for food, but you have never owned a restaurant before. You need someone reliable and friendly to help you get your business going. Your signature dish is a fried chicken sandwich. You have employees of various races and backgrounds. If the interviewee communicates well, you will be willing to look past their convictions.

- Previous restaurant experience necessary
- Familiarity with food safety procedures
- Great team player
- Excellent interpersonal and customer service skills
- Not afraid to do the "dirty" work such as doing dishes
- Ability to train new staff

Lucia's prospective employer
Jacinta Smith, Manager at Janel's Fashions
400 Juniper Street,
Richmond, CA 94802

You have a passion for clothing and have been working for Janel's fashions for 3 years. After 2 years you were promoted from Sales Associate to Manager. You love to grab burritos at the restaurant across the street during your lunch breaks. You have employees of various races and backgrounds. If the interviewee communicates well, you will be willing to look past their convictions.

- Previous retail experience preferred but not required
- Strong interpersonal and communication skills
- Ability to meet and make a connection with customers
- Ability to inspire the customer to buy
- Ability to restock the floor and clear out dressing rooms as needed
- Friendly and enthusiastic

-----Reflection-----

Post-“Interview” Directions: Discuss in your group how you think the exercise went. What did the interviewee do well? What can they improve upon?

NOTE: Whether someone did “well” or “badly” is irrelevant. Even if someone performed well, there is always something they can improve upon.

Ida’s interview for Spic N’ Span

Jane’s interview for Louisiana Kitchen

Lucia’s interview for Janel’s Fashions

-----Follow-Up Letter-----

Following up with your prospective employer is extremely important. You should send your letter/ email the same day as your interview or the next day. In the letter/email, thank the employer for taking the time to meet with you and reiterate your interest in employment with the company/ organization as well as your relevant qualifications.

Directions: Recall the previous lesson about professional email writing. Make sure to include the employer's name, title, and company address at the top of the email/ letter. Include your address, phone number, and email address at the bottom. Practice following up as your interviewee character below.

(date)_____

Dear _____,

Thank you for taking the time to speak with me (date)_____ to discuss your company's_____position. I wanted to tell you again how interested I am in the position. I believe that my _____(skill/experience), _____(skill/experience), and _____(skill/experience) make me a great match for this job. I look forward to hearing from you soon. I can be reached at (phone number)_____. Please do not hesitate to contact me with any questions or concerns.

_____,

Week 6: Keeping Your Job

How does one negotiate a balance between work responsibilities and family responsibilities? What kinds of activities or hobbies make you happy?

Activity → Take the time to plan an ideal day that consists of work time, family time, school time, and any hobbies you want to include.

Why do people lose their jobs?

1. Dishonesty: When employees are dishonest, employers may feel like their employees do not value their job. Therefore, regardless of the situation, be honest with your employer. This will let them know that you are committed to your position and appreciate the opportunity to work for them.
2. Late or Absent: Make sure that you let your employer know if you are going to be late or miss work and include the reason so that your employer better understands your situation.
3. Problems Collaborating with Others: Try to be receptive to different points of view. If there is a conflict, avoid aggression and instead try to see if you can come up with a solution by discussing the problem together.

Strategies:

Try to be open to guidance, direction, and critique. Stay calm. Be flexible. Work hard but remember to look after yourself. And above all else, try to keep a positive attitude.

Anger Management: Tips and Tricks

Everyone experiences anger occasionally; don't be afraid to feel frustrated now and again. However, learning how to deal with anger is an important skill that will help you maintain success at home, at work, and in school.

- Relaxation: Practice simple relaxation techniques in tense situations in order to lessen angry feelings. Some examples are deep breathing or visualizing relaxing imagery.
- Problem Solving: Frustrating situations can stem from the inability to find a solution. Instead of focusing on the solution, try to think about how you approach the problem and come up with a plan or strategy. If you run into challenges that are out of your control, do not blame yourself. Try your best and know that you put forth your best effort.

- Better Communication: If your anger is directed at someone, try to listen through what they are saying and take some time to think through your responses.
- Changing your Environment: Try to occasionally give yourself a break from your immediate surroundings and take personal time to focus on yourself.

Activity → Take some time to fill out the anger management worksheet below. This exercise will allow you to think about your triggers and more productive ways to deal with anger. In the triggers box write about a type of situation that makes you angry. In the bigger box write about how you will deal with this frustration: by either letting your anger go or by thinking of alternative ways to approach the situation.

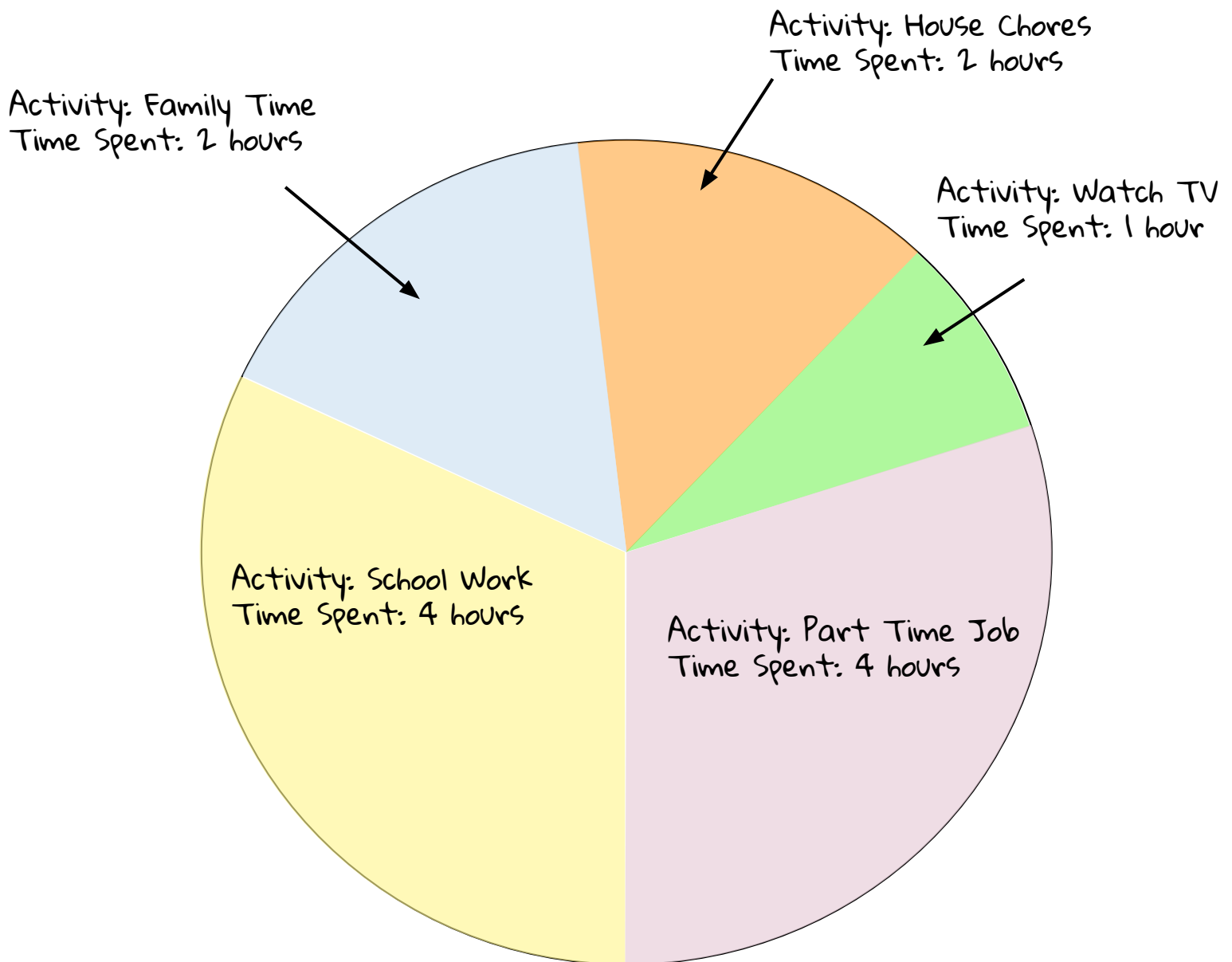
-----Anger Management Worksheet-----

Triggers	Letting Go OR Solving the Problem
Someone jumps ahead of me in line at the supermarket.	Tell myself, "This happens, it is not personal and it doesn't matter" OR calmly ask this person to wait their turn.

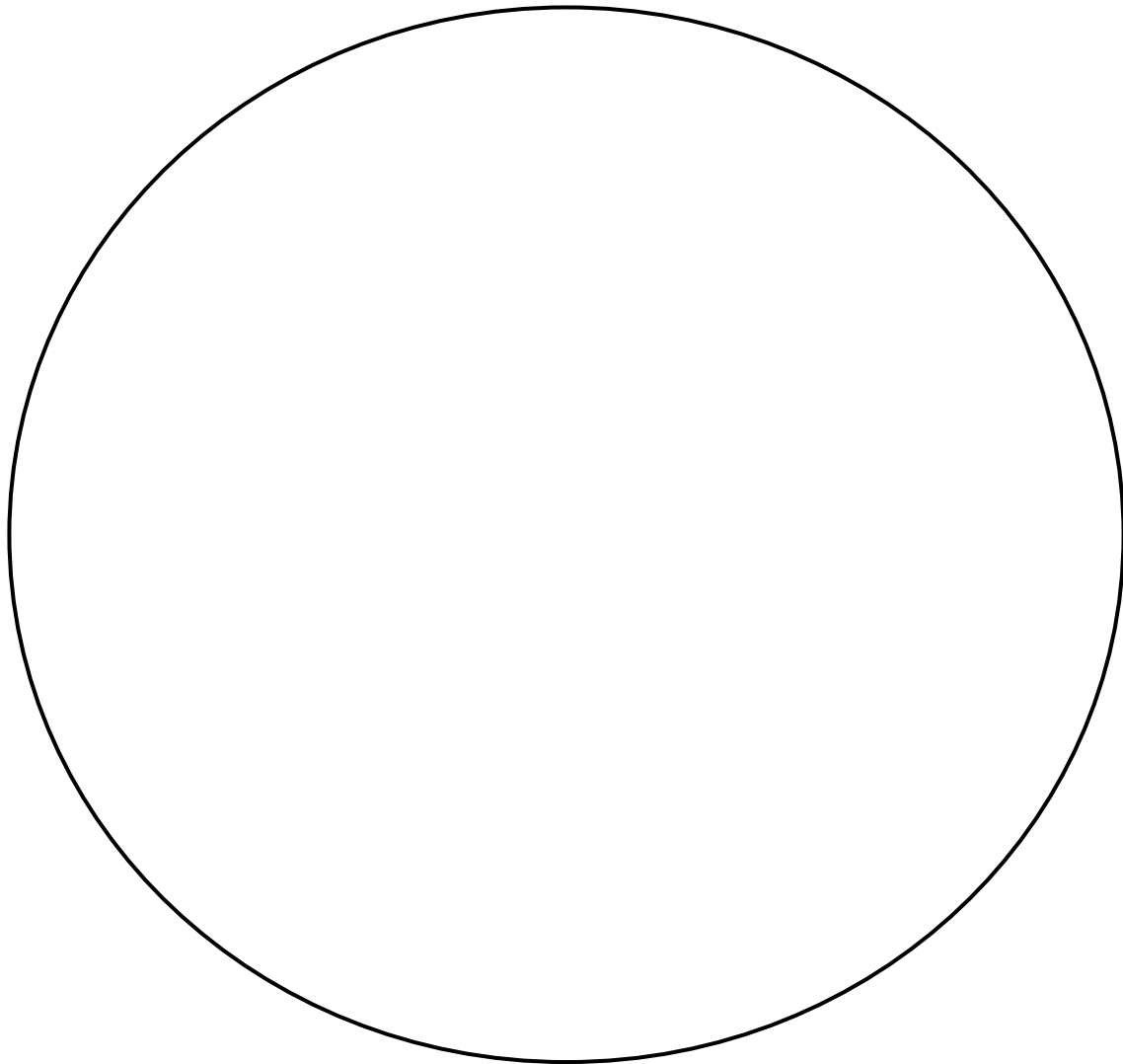
Triggers	Letting Go OR Solving the Problem

-----My Ideal Day Activity-----

Directions: Section off portions of the pie chart on the next page. Label what you will do on your ideal day and how many hours you will spend on each activity. Some examples of activities you may decide to include: family time, school, work, hobbies. Remember that there are only about 12 to 17 hours a day to work with. The below pie chart is an example for reference!



-----My Ideal Day: Activity Continued-----



When planning my ideal day, I prioritized _____ over
_____ because _____
_____.

How easy was it to allocate time for all of your activities?

Week 7: Paying Taxes

Why do we pay taxes?

There are four main purposes to taxation:

1. **Revenue.** The government needs revenue to pay for roads, schools, health care, the armed forces,
2. **Redistribution.** Tax money is gathered and "redistributed" in order to help those in need like the poor and the elderly. The money goes towards programs like SNAP, Supplemental Security Income (SSI), Childcare assistance, the Earned Income Tax Credit (EITC) ...etc.
3. **Repricing.** Taxes are levied on things like tobacco in an effort to get people to buy less of these things. By taxing individuals for buying these things, it is as though the government is "repricing" these items.
4. **Representation.** Ever heard the phrase "no taxation without representation"? What is implied by this phrase is that in exchange for paying taxes, we as citizens get "representation." We get to vote for those who lead us and demand accountability from these people.

What Are Some Important Tax Terms?

W4

- Form that you fill out when you get a job.
- On this form, you declare your exemptions and status (among other things). You can take one exemption for yourself, and one for each of your dependents. Exemptions relate to how much money your employer will withhold every two weeks from your paycheck.

W2

- Form that your employer fills out and then sends to you and the IRS. It shows your annual wages and how much money was withheld from your paycheck.
- You use this form to fill out your tax returns on the 1040 form.

1040 Form

- This is the form you use to file your income taxes every year. The IRS and the state will use this form to determine whether you owe more taxes, or you are owed a refund. This form usually needs to be submitted around April 15th of every year for your previous year's earnings.

Filing status

- Are you single, head of household, or married?
- The category you choose determines the rate at which you will be taxed.

Dependency

- What is your dependency status? Do you have any qualifying children or other qualifying relatives?
- The IRS has an online quiz that can help you determine who you can claim as a dependent.

Credits

- Credits are an amount of money that you can subtract from the amount of taxes you owe the government.
- Examples of credits include the Earned Income Tax Credit (EITC), Education Credit, Child and Dependent Care Credit, Saver's Credit.
- If you think you may be eligible for a tax credit, and want help filling out your tax forms, consult an expert.

What is the Earned Income Tax Credit?

The Earned Income Tax Credit (EITC) is one of the most beneficial tax credits for low income families. Most people overlook it, but financial planners and tax experts all agree it is something all low income families should explore.

Facts About the EITC

1. You must work to get it.
2. The amount of the credit increases for every dollar you earn (until you make enough that you no longer need government support).
3. The EITC is most beneficial for families with children. Working families with children that have annual incomes below about \$38,500 to \$52,400 (depending on marital status and the number of dependent children) may be eligible. Working-poor people without children that have incomes below about \$14,600 (\$20,000 for a married couple) may be eligible to receive a very small benefit.
4. In 2013 over 27 million working families and individuals received it.
5. Also, in 2013, the EITC lifted about 6.2 million people out of poverty, including about 3.2 million children

Where can I go for help?

Don't be overwhelmed. The tax code is complex and there are a variety of programs and companies that can help. Many public libraries will offer tax preparation services for free. Here are two other options:

- VITA and TCE
Volunteer Income Tax Assistance and Tax Counseling for the Elderly both offer free income tax help to people with lower incomes, persons with disabilities, and limited English speaking taxpayers. The website offers a comprehensive list of things to bring to a VITA site and how to find the closest one near you:
<http://www.irs.gov/Individuals/Free-Tax-Return-Preparation-for-You-by-Volunteers>
<http://www.irs.gov/uac/IRS-Offers-Free-Tax-Help-1>
- AARP Tax Aide
Tax-Aide also provides tax help to low income taxpayers. Their website also includes eligibility requirements and an option to find the closest open site near you:
http://www.aarp.org/money/taxes/info-2004/about_aarp_taxaide.html

Weeks 8-12

Educational Readiness & Other Resources



Week 8: Childcare Options

Who will take care of my children when I am not there?

Regulated Care: Child care centers are nursery schools or after school programs that run year round. Licensed family care homes are where children are taken in as an extension of the provider's own family. Both types of care are regulated by California State Law.

In addition, a majority of college campuses in California offer daycare for student families. Consider this feature when considering colleges to attend!

Non-Regulated Care: Babysitters and nannies are unlicensed individuals that are hired on an hourly basis and can work around your schedule. Another form of care is having relatives or friends care for your children while you are unable to.

Finding a Childcare Option that Fits

1. Contact several child care providers and arrange a visit. If, for any reason, you need to cancel the visit, do it immediately since child care programs can be very busy.
2. During the visit, let the child care provider know about your family and any concerns or any expectations you may have. Don't be afraid to ask questions!
3. Read the child care contract carefully before you sign it.
4. Choosing a childcare option that suits you can be overwhelming, remember that there are people to help you! The Contra Costa Child Care Council provides free referrals to all parents:
<http://www.cocokids.org/resource-referral/child-care-referrals/>

Activity → What will you look for in childcare? What of the childcare options that has been covered so far is most appealing to you and why? Write a list.

How do I pay for child care?

- **CalWORKS Child Care:** A program in California that provides both money and assistance to eligible families: <http://ehsd.org/benefits/calworks-cash-aid/>
- **Childcare Alternative Payment Program:** A program that is provided to those who are already receiving aid through CalWORKS. Amount of cash assistance provided is dependent on income and family situation:
<http://ehsd.org/headstart/childcare-preschool/childcare-alternative-payment-programwelfare-to-work-stage-ii/>

Week 9: Why is Education Important?

How do I gain new skills and advance myself professionally? How can education help me reach my goals?

Economic Benefits of Pursuing Education

1. Those who attend college are employed at higher rates. Those without a high school degree are three times as likely to be unemployed than someone with a bachelor's degree.
2. The more schooling you have the likelier you are to have a higher salary.
3. Individuals who have attended a college are often able to work in different environments and with a variety of people leaving them with a larger selection of jobs to choose from.

Social Benefits of Pursuing Education

1. Those who have attended college are often more satisfied with their careers and daily lives. In addition, they have higher self esteem and direction.
2. Those who have attended college generally are allowed more freedom in their jobs and are more interested in what they do.

How do I set effective goals for myself?

Even if pursuing your education further is not appealing to you, many pathways to success require some form of education. Think about goals that you have for the future and the ways in which education may help you attain these goals. Remember to keep them specific, measurable, attainable, and within a set time-period!

Activity → Set 3 goals for yourself and detail how education will help you reach these goals. Brainstorm how you will reward yourself for taking steps to reach these goals.

My Goals for the Future:

1. _____

2. _____

3. _____

Week 10: Options for Education

There are many options for education out there. Do not be overwhelmed by all your choices; instead carefully consider every option and try to figure out which one best fits your needs.

GED

What is the GED exam?

- The GED is the General Education Development exam that is equivalent to high school credentials and is designed for adults over the age of 16. It is a seven hour test that covers Mathematics, Science, Writing, Reading, and Social Science. The format includes both multiple choice and essays.
- To pass you must score a minimum of 410 on each subject with an average score of 450. You can retake the test if you do not meet requirements to pass the first time you take it. In California you can retake each subject at a discounted price.
- Taking the GED exam is a great first step if you are looking to pursue higher education or other professional positions!

How do I take the GED exam?

- The GED exam is offered at certain testing centers. Information about local testing centers and testing times can be found online at: <https://wsr.pearsonvue.com/testtaker/registration/SelectTestCenterProximity/GEDTS>
- The cost of taking the GED exam in California is \$140 with each of the four modules costing \$35 each (both language arts section are grouped into one module).

What resources can help me prepare for the GED exam?

- The GED website with which you will sign up in order to pay for the test also offers free practice tests and study resources to students: www.GED.com
- Many websites offer free sample questions and study guides to students. If you type “GED Study Guide” or “Free GED Practice Exam” into your search engine you will find lots of resources for studying!
- Visit any kind of bookstores and look for relatively current GED practice books. It is important that these books are recent because GED material does vary from year to year. Many of these books are very comprehensive; some well known GED Test Book brands are Kaplan, Barron’s, and Princeton Review.

HiSET

HiSET® (High School Equivalency Test) exam has emerged in recent years from Educational Testing Services (ETS) as a competitor to the GED® test.

To pass the HiSET, test-takers must score a minimum of 8 out of 20 on each of the five subjects and must have a minimum combined score of 45.

To learn more about the test you can visit the E.T.S website: <http://hiset.ets.org/> Much of the general information about the GED can be applied to the HiSET, like where to find resources and test subject areas.

GED vs. HiSET

1. It doesn't matter if you take the HiSET®, the GED® test: as long as you pass the test you will receive your high school equivalency credential. In fact the two tests are very similar
2. The HiSET® is structured to similar to the older GED® exam that included five different sections for the test taker to complete. The question set-ups are essentially the same for both tests.
3. For the HiSET after paying the initial fee you are allowed up to two free retakes if needed. However, the GED requires you to pay a discounted fee every time you retake the exam.

Community College

Community college is a great and affordable way to receive a higher education degree. In California, community colleges are required to admit California residents who have an high school diploma or equivalent credentials.

Steps for Enrolling in Community College

1. Financial Aid: Before enrolling in community college classes you will need to fill out the FAFSA form. Information about FAFSA and how to fill out the form will be covered in the next lesson!
2. Submit an Application: Go to the CCCApply Website <http://home.cccapply.org/apply> and submit an application for your local community college. This website allows you to apply to any California Community College and redirects you to the specific college website so you can read information about the programs offered. The applications generally ask for name, SSN, address, email.
3. Visit the College: After you submit the Community College Application, either visit the Admissions and Records Department of the school that you applied to or search online to learn about the orientation and assessment process.
4. Assessment: Before you enroll in classes, you will need to take a Math and English assessment test that you can schedule with the Assessment Department. This test will help place you in the most appropriate courses so try your best! Also try to take this test as early as possible so that you have more than enough time to schedule an appointment with your counselor and together figure out the best course schedule for you.

5. New Student Orientation: You will need to attend an orientation which will introduce you to the school's resources, services, policies, and programs. This orientation may be offered online depending on your school.
6. Counselor Meeting: Meet with your counselor to discuss educational goals and your course schedule. Bring assessment scores and any other academic records that you might have to the meeting. Prepare questions for your counselor and let them know if you are planning to transfer or participate in any specific programs.
7. Registering for Classes: Once you have had the meeting with your counselor hopefully you will have an idea of what classes you will take. Prepare this list before your registration time. Write your registration time down on a planner or in your notes so that you don't forget about it; forgetting your registration time may prevent you from registering for classes that you need!

Transferring to a Four Year University

- If you are considering transferring to a four year university, the more information that you know earlier the better! Often admission to four year universities and transferring credits requires a minimum GPA; if you know about these requirements early, then you will be able to make sure you score well above these minimum grades in your classes.

Questions to Ask

Go to you counselor. Come prepared with questions, some useful questions to ask:

Q: Does the community college I'm considering have a transfer relationship with any four year college?

A: Often transfer relationships between a two year and four year college mean that credits transfer over more easily.

Q: Will my credits easily transfer over to the four year colleges that I am interested in?

A: Transferring credits over to a four year university means that you can potentially skip out of classes that you have already taken and start at the four year university at a higher level. This process will save you both time and money.

Q: What grades do I need to receive in my community college classes in order to get credits transferred to the four year university?

A: There is usually a minimum GPA.

Q: What application deadlines does this school have and where can I go to find out more information about transferring to this school?

A: Often the four year universities have transfer advisers that can help you with these questions. Online school resources are also extremely helpful.

Certifications

A certification is a designation earned by an individual in a field letting employers know he/she is qualified for some position. Examples include nursing, web design and development, and project management.

What certifications are there out there for me?

There are many certifications available. The Career One-Stop website can help you find a certification that fits your needs. This website will also tell you about respective eligibility requirements and exams: <http://www.careeronestop.org/certification-finder.aspx>

Since certification requirements vary, so it is important to know which certification you want to pursue before researching exam information and eligibility!

Brick-and-Mortar Schools vs. Online Schools

Definitions

Brick-and-mortar schools are schools that have a physical campus, classrooms, etc. Online Schools are schools that only have a virtual presence. All classes are taken online and all communication that students have with professors and classmates is through the Internet.

What are the differences?

Scheduling Ability

- Brick-and-mortar colleges require students to choose classes that meet at predetermined time periods. This scheduling method is rigid and best for students who desire structure and a routine.
- Online colleges offer flexible schedules; which may be a good option for students with work or family commitments outside of school. However, since classes are often self paced it is the student's responsibility to keep up with assignments and lectures.

Interacting with Professors

- Brick-and-mortar colleges tend provide students with more opportunities to interact with their professors, as professors and students see each other in class.
- Online college professors may be easy to contact but there will be no opportunity for face-to-face contact. This aspect of online schools should be considered if you think you will need extra help or learn more productively in a classroom setting.

Social Experience

- Students who want a college experience filled with social events and student collaboration may be better suited for a brick-and-mortar institution, whereas an online education better fits those who are not interested in social interactions with other students.

Tuition and Financial Aid

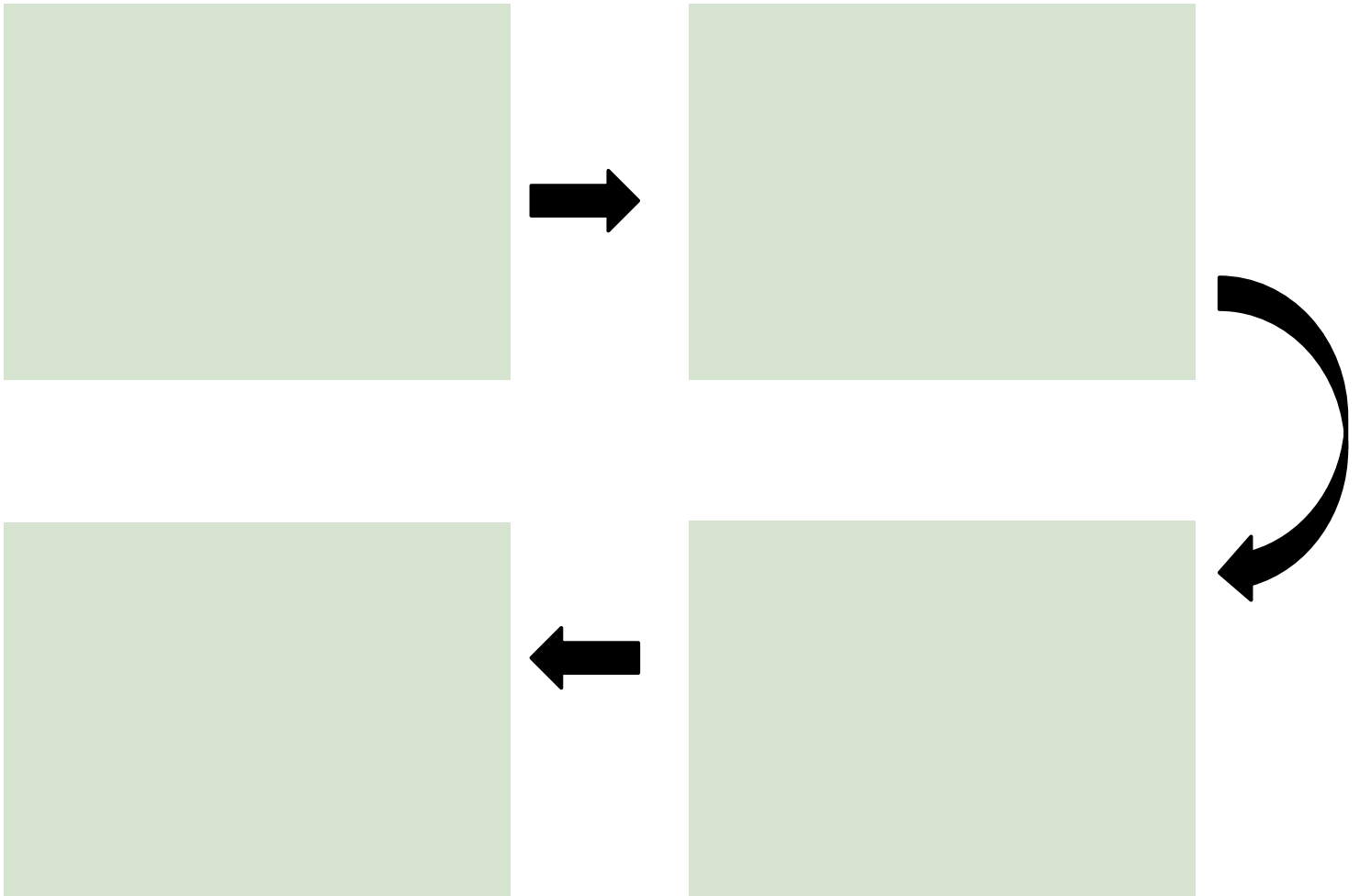
- Online colleges and brick-and-mortar schools are similar in the cost of tuition. However, living at home and attending an online college may save a considerable amount of money in the way of gas, rent, and meals.

-----Steps Toward Success-----

The education option that appeals to me most is _____.

This option is appealing to me because _____

These are the steps I will take to reach my goal:



“There will be days when you feel like giving up, but just keep your head up. Remember that tomorrow is another day and it can always get better. “

Week 11: Paying for Education

Forms of Financial Assistance

- Scholarships are financial awards given to students who meet certain requirements. Some may require the student to complete essays, community service, etc. Scholarship funds that are *not* spent on tuition, supplies, fees, or books are taxable.
- Grants are similar to scholarships in that they are financial awards that do not need to be repaid. Often those who provide the grant will determine what it will be used for (tuition, research, etc.)
- Student Loans are a form of low-interest debt that will need to be repaid eventually. Often for loans of this sort, the interest will begin to accumulate a few months after graduation.
- Federal Work Study allows students to work part time jobs in order to pay off their educational expenses. You can apply to work study through the school that you attend and more information about your work study program can often be found in the school's Financial Aid Office.

Applying for Federal Financial Aid and Scholarships

Free Application for Federal Student Aid (FAFSA) is a online form that allows the U.S. Department of Education to determine how much financial aid you are eligible for.

Eligibility

To be eligible for FAFSA you must: be either a United States citizen or permanent resident, have a valid social security number, have high school equivalent credentials, and be working toward a degree or certificate in a program at a school that participates in the federal student aid programs.

Applying

You can apply online at the FAFSA website <https://fafsa.ed.gov/> where you will need to “Start a New FAFSA”. The FAFSA form can initially seem daunting, but if you explore the website, you will find resources to help you fill it out!

Your eligibility for FAFSA may be suspended if you were convicted of a drug-related offense while receiving federal aid but there are ways in which this suspension can be lifted: <https://studentaid.ed.gov/sa/eligibility/criminal-convictions#incarcerated>

To fill out the FAFSA application, you will need your SSN, and all completed tax forms. Many questions on the FAFSA form will involve your income and dependency status. Being honest on your FAFSA application is very important; if you are not, you may be faced with federal charges.

How can I save money when buying school supplies and textbooks?

- Buy used textbooks and sell these textbooks online, back to the student store or to other students one you have completed the respective class. Alternatively, go to the library and borrow textbooks. Both of these practices will save you more money than you think!
- Many local businesses offer products or services at discounted prices if you show your student ID. Make sure to take advantage of these kinds of opportunities!
- Communicate with your professors before you buy books and supplies to ask about potentially cheaper alternatives. Professors may be able to recommend older and less expensive editions of the textbook that are still appropriate for the class. If the class does not rely heavily on text, you may even be able to print out lecture handouts or slides instead of buying the textbook.
- And of course, always be searching and pursuing scholarships, even after your first year! These scholarships can be used to cover school supplies, textbooks, and any other school related fees.

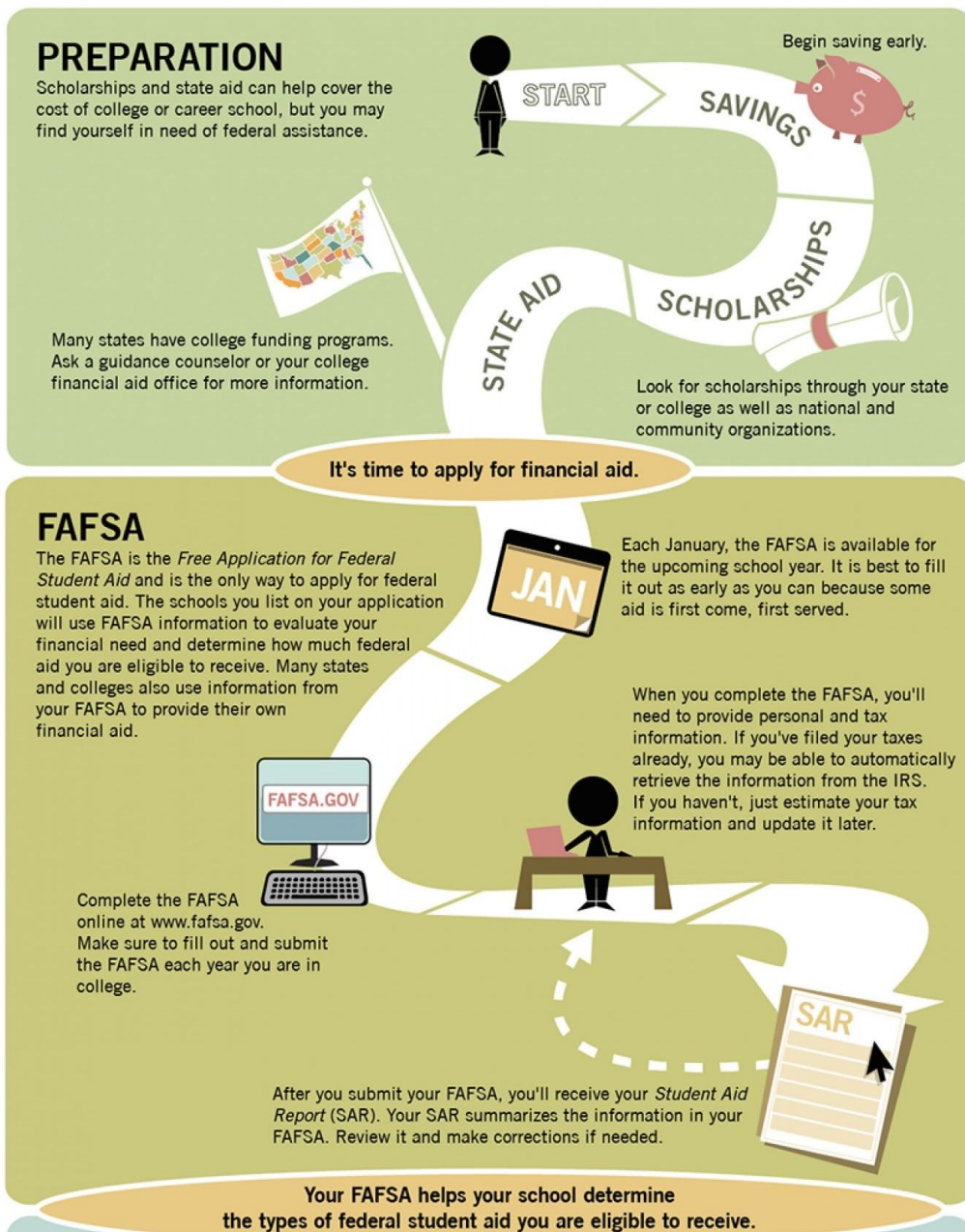
-----Paying for Education: Infographic-----

The infographic below helps to clearly explain the financial aid process and is provided by the Federal Aid website. Carefully go through the sections of the infographic and annotate each section with your thoughts, concerns, or comments. After you are finished, share out with the class!

THE FINANCIAL AID PROCESS

Finding financial aid can seem overwhelming when you're trying to get ready for college or career school. The U.S. Department of Education's office of Federal Student Aid is here to help you get the money you need to pay for your education.

Annotations:



-----Infographic Continued-----

TYPES OF FEDERAL STUDENT AID

As the largest provider of financial aid, the U.S. Department of Education's office of Federal Student Aid provides grants, loans, and work-study funds.



Grants are free money that do not have to be repaid.



Student loans are real loans (like a car or home loan) that need to be repaid with interest.



A work-study job gives you the opportunity to earn money to help pay your educational expenses.

AWARD

Your award letter explains the combination of federal grants, loans, and work-study a college is offering you. The offer might also contain state and institutional aid. If you receive award letters from multiple colleges or career schools, you should compare them and decide which school works best for you.



COLLEGE

Every year, millions of new students attend college or career school for the first time. Your college or career school has a financial aid office to help guide you along the way.



BEYOND EDUCATION

WORKFORCE

When you take the time to plan for your education and let Federal Student Aid help you along the way, you'll be setting the foundation for a bright future and success in the workforce.



Once you leave school, you will need to repay your student loans. Contact your loan servicer to discuss your repayment options.



Annotations:

[illegible]

*“I hope you wake up STRONG ,
POWERFUL, and CAPABLE.”*

Week 12: Review

Below are some resources other than this guide that you can check out for more information.

1. Career One Stop

This site offers Interest Assessments and Skill assessments that will allow you to determine what kind of job might best suit you. Using the “Career Profiles” tab you can learn about over 900 different jobs! Compare occupations to determine relative salary levels, compare different skills required, what licenses and/or certifications may be needed, and what the typical level of education required is. Contact information for East Bay centers can be found in the appendix.

2. Federal Student Aid

This site allows you to access the FAFSA form and complete it while providing you with information on how to fill it out and eligibility requirements. There is also a section that details eligibility of the formerly incarcerated. The website offers a variety of sample applications that you can attempt to fill out before you fill out the official form.

3. Contra Costa Child Care Council

This site has an incredible amount of information about finding and paying for affordable childcare. Contra Costa Child Care Council also provides phone numbers for many of the services so that one can call resource centers, etc. if one has more questions about childcare options. Under the parenting tab, there is a list of additional resources that parents may find useful, especially the ‘Childcare Checklist’ page and the ‘Tips for Parents’ page.

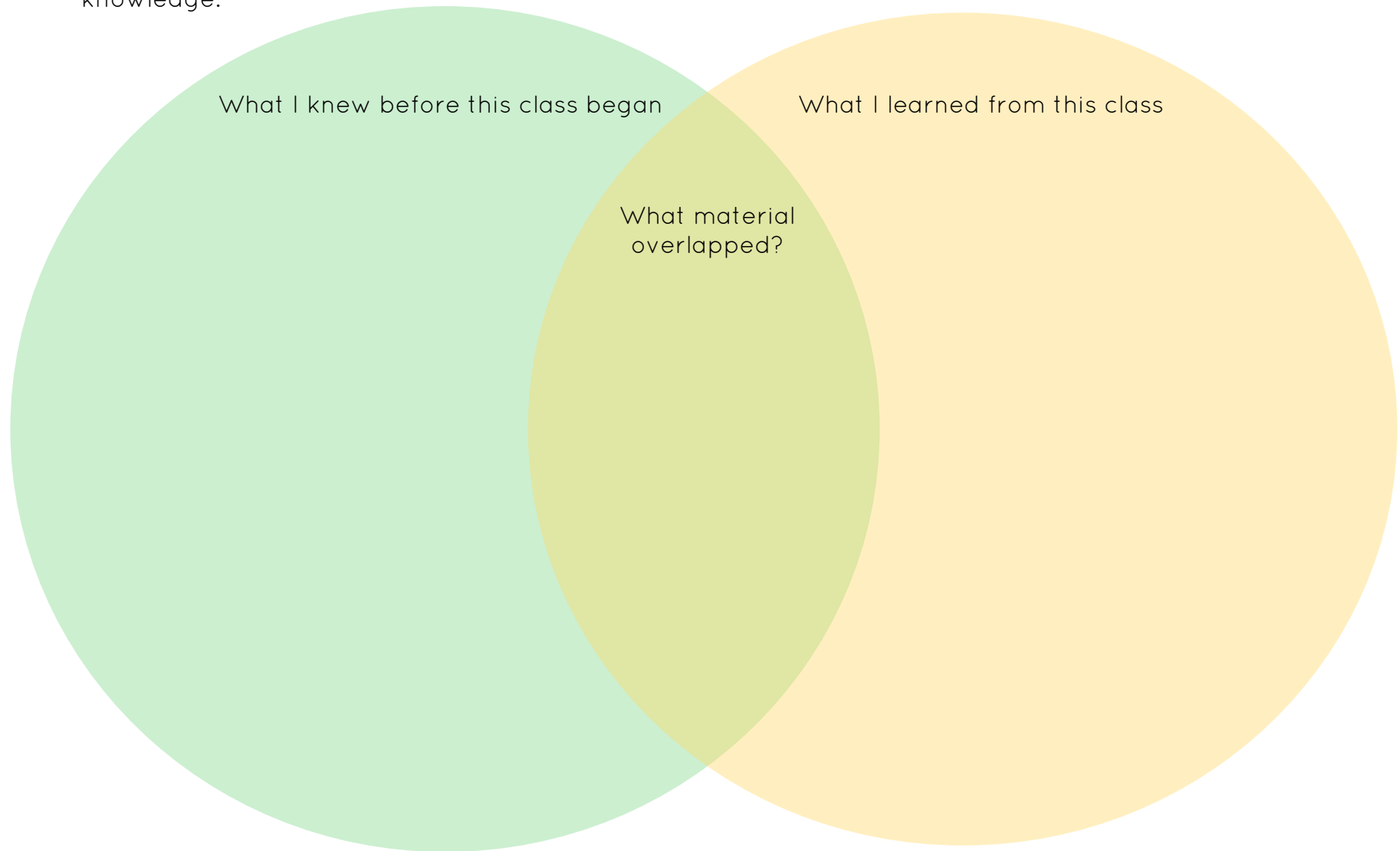
Activity→ Discuss what you have learned in the past 12 weeks. What sticks out to you the most? What are some new goals that you have using the knowledge that you have gained in this class? Share out.

Activity→ Work on the Venn Diagram worksheet to compile a list of both your new and old knowledge.

Thank you for participating in this class and
we hope you learned a lot!

-----Review Activity-----

A Venn Diagram like the one drawn below is a great way to put together a complete list of the knowledge you gained through this class, the knowledge you were already equipped with before the course began, as well as material in the class that may have overlapped with your previous knowledge.



How will you use what you've learned in this class?

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

-----Sample Answer: Practice Cover Letter Activity-----

Directions: This is a role-play activity that will allow you to practice the skill of cover letter writing. You may work in small groups to complete this activity.

1. Recall the important components of a cover letter.
2. Then, read the description below, and circle the information you think should be included in the cover letter.
3. Next, draft the cover letter!

Your name is Shanice Jones and you live in Richmond with with your mother, who is retired. You have been unemployed for a long time and would like to start providing for your mother. You are a hairstylist with 1 year of experience and a Cosmetologist license from the state of California. You have great interpersonal skills and you specialize in modern, edgy haircuts. You have been looking up all the hair salons in Richmond to ask if there are any open positions. You are beginning to get discouraged, until one day...there is an opening! You were browsing Craigslist when you came upon a job posting for "Deanna's Hair Salon." You have walked by this salon in the past, and remember that all the women working there seemed very happy. It is located at 647 Luna Street, Richmond, CA 94802. This is very close to where you live, at 52 Treeline Avenue, Richmond, CA 94801. You are asked to provide a resume, which you have already completed, and a cover letter which you will submit by email. Your phone number is 555-874-9030 and your email is shanice.jones@email.com.

Shanice Jones
52 Treeline Avenue, Richmond, CA 94801
(555) 874-9030
shanice.jones@email.com

x
Deanna's Hair Salon
647 Luna Street
Richmond, CA 94802

(date) June 1st, 2016

To Whom it May Concern,

I am writing to inquire about your company's job posting on (say where you saw the posting) Craigslist. I have (experience/ a certification/ a license in) a Cosmetologist license and 1 year of experience as a hairstylist. I believe my (skill/ ability/ expertise) interpersonal skills and expertise in modern, edgy haircuts

would be a great asset to your company. (Insert why you want to work for this company in particular here) I have noticed how friendly and dedicated your employees are and
I would love to be a member of your team. Thank you for your consideration and I look forward to hearing from you soon.

Sincerely,

Shanice Jones

-----Sample Follow-Up Letter: Ida-----

Following up with your prospective employer is extremely important. You should send your letter/ email the same day as your interview or the next day. In the letter/email, thank the employer for taking the time to meet with you and reiterate your interest in employment with the company/ organization as well as your relevant qualifications.

Directions: Recall the previous lesson about professional email writing. Make sure to include the employer's name, title, and company address at the top of the email/ letter. Include your address, phone number, and email address at the bottom. Practice following up as your interviewee character below.

Kay Morrison, CEO
Spic N Span
562 Mint Lane,
Roseville, CA 95661

(date) July 1st, 2016

Dear Ms. Morrison,

Thank you for taking the time to speak with me (date) yesterday to discuss your company's receptionist position. I wanted to tell you again how interested I am in the position. I believe that my customer service (skill/experience), typing (skill/experience), and filing (skill/experience) make me a great match for this job. I look forward to hearing from you soon. I can be reached at (phone number) (555) 475-9463. Please do not hesitate to contact me with any questions or concerns.

Sincerely,
Ida Brown

300 Main Street
Roseville, CA 95661
(555) 475- 9463
ida.brown@email.com

-----Sample Follow-Up Letter: Jane-----

Following up with your prospective employer is extremely important. You should send your letter/ email the same day as your interview or the next day. In the letter/email, thank the employer for taking the time to meet with you and reiterate your interest in employment with the company/ organization as well as your relevant qualifications.

Directions: Recall the previous lesson about professional email writing. Make sure to include the employer's name, title, and company address at the top of the email/ letter. Include your address, phone number, and email address at the bottom. Practice following up as your interviewee character below.

Agata Lavoler
Owner, Louisiana Kitchen
25 Lunetta Street,
San Pablo, CA 94806

(date) August 1st, 2016

Dear Ms. Lavolier,

Thank you for taking the time to speak with me (date) today to discuss your company's Head Waiter position. I wanted to tell you again how interested I am in the position. I believe that my customer service skills (skill/experience), ability to work well under pressure (skill/experience), and my previous experience working at a French restaurant (skill/experience) make me a great match for this job. I look forward to hearing from you soon. I can be reached at (phone number) (555) 349- 7483. Please do not hesitate to contact me with any questions or concerns.

Thank you again,

Jane Thurber

2803 Limer Street
San Pablo CA 94806
(555) 349- 7483
jane.thurber@email.com

-----Sample Follow-Up Letter: Lucia-----

Following up with your prospective employer is extremely important. You should send your letter/ email the same day as your interview or the next day. In the letter/email, thank the employer for taking the time to meet with you and reiterate your interest in employment with the company/ organization as well as your relevant qualifications.

Directions: Recall the previous lesson about professional email writing. Make sure to include the employer's name, title, and company address at the top of the email/ letter. Include your address, phone number, and email address at the bottom. Practice following up as your interviewee character below.

Jacinta Smith
Manager, Janel's Fashions
400 Juniper Street,
Richmond, CA 94802

(date) July 1st, 2016

Dear Ms. Smith,

Thank you for taking the time to speak with me (date) today to discuss your company's Sales Associate position. I wanted to tell you again how interested I am in the position. I believe that my

ability to work well under (skill/experience), interpersonal skills (skill/experience), pressure, and coursework in Persuasion & Critical Thinking (skill/experience) make me a great match for this job. I look forward to hearing from you soon. I can be reached at (phone number) (555) 547- 4930. Please do not hesitate to contact me with any questions or concerns.

Best,
Lucia Gomez

400 Green Gate Lane
Richmond CA, 94802
(555) 547- 4930
lucia.gomez@email.com

Appendix

- Career One-Stop

There are Career One-Stop Locations throughout California. They provide FREE employment services to job-seekers and employers. Chances are there is a location near you! To find these locations, visit, www.careeronestop.org and select "Find Local Help." Below is the contact information for several "comprehensive" (full-service) centers:

RichmondWORKS

330 25th Street Richmond, CA 94804

Phone: 510-307-8014

Hours: M-Fri 8:30am to 5:00 pm

EASTBAY Works One Stop Career Center - San Pablo

2300 El Portal Dr Suite B San Pablo, CA 94806

Phone: 510-412-6740

Hours: Monday-Friday 8:30 a.m. - 5:00 p.m.

North Cities One-Stop Career Center

1701 San Pablo Avenue Berkeley, CA 94702

Phone: 510-644-6630

Hours: Mon/Tues/Thurs: 10 to 4:30, Wed: 11 to 6, and Fri: 9 to 12 (Computers Close 15min Prior)

Marin Employment Connection Career Resource Center

120 N Redwood Drive San Rafael, CA 94903

Phone: 415-473-3300

Hours: Monday-Friday, 8am-4pm

Oakland One-Stop Career Center

1212 Broadway Suite 100 Oakland, CA 94612

Phone: 510-622-4333

Hours: 8:30 - 5pm Monday -Friday

Alameda One Stop Career Center

555 Ralph Appezato Memorial Parkway Portable P Alameda, CA 94501

Phone: 510-748-2208

Hours: M, T, TH 10:00 - 4:30, W 10:00 - 5:30, F 8:30 - 12:00

Solano Employment Connection

1440 Marin Street Vallejo, CA 94590

Phone: 707-648-4024

Hours: M - F, 8:00 am to 5:00 pm

PeninsulaWorks - Daly City

271 92nd St Daly City, CA 94015

Phone: 650-301-8440

Hours: M-F 8am - 5pm, Computers open 8:30am - 4pm

America's Job Center - EASTBAY Works

4071 Port Chicago Highway Suite 250 Concord, CA 94520

Phone: 925-671-4500

Hours: M-F 8:30am-5pm

Solano Employment Connection

320 Campus Lane Fairfield, CA 94534

Phone: 707-863-3500

Hours: M - F, 8:00am to 5:00pm

Eden Area Multiservice Center 24100 Amador Street 3rd Floor Hayward, CA 94544

Phone: 510-670-5700

Hours: W - 8:30 - 7:00pm ; M, T, Th, F - 8:30 -5:00 pm

- Federal Bonding Coordinator Contact Information

Susan Felt

State Bonding Coordinator Contact

CA Employment Development Dept

800 Capitol Mall

Sacramento, CA 95814

916 654 7799

wsbbonding@edd.ca.gov

-----Adult Schools in the Bay Area-----

Below is information pulled off websites from various adult schools. It is not an exhaustive list of schools, nor is it a complete list of the classes offered at each school. Some websites contain more information than others. For more detailed information, research or call the school you are interested in. Prices may change. If you are unsure what classes you want to take, ask if there is a student advisor who can talk to you.

West Contra Costa Adult Education

Serra Campus

Address: 6028 Ralston Avenue, Richmond, CA 94805

Phone: (510) 215-4666

Alvarado Campus

Address: 5625 Sutter Street, Richmond, CA 94804

Phone: (510) 559-2660

“Whether it's adult basic education, job related courses or personal enrichment, our Adult Education program has it all. The teachers and staff are second to none in knowledge, skill and customer service. Everyone in this program is proud to assist community members who take our classes and programs. The program is set up so that busy people can take advantage of the classes we offer. This program is so good that it's been recognized as one of the best in the state and the nation.

I invite you to try us out. If you take just one course, I'm confident you'll be back for others. Nearly all our students take more than one course. Once they've joined us, our students see how helpful our Adult School can be and join thousands of others in lifelong learning.”

List of Departments (including a snapshot of classes offered):

Arts & Crafts (\$25-\$85)

- Art Journal: Mixed Media
- Crochet Multi-Level
- Figure Drawing
- Soap Making Workshop

Business & Finance (\$20-\$75)

- Advanced Planning Strategies for Social Security
- Introduction to Real Estate
- Start a Small Business
- Tax Debt Resolution – Owe the IRS or

State?

- Write a Business Plan

Communication (\$15-\$60)

- Coaching Yourself- Personal Transformation Series
- Getting Organized for Non-Linear

Thinkers

- Life Skills for Personal Development and Growth

Computers (\$50-\$100)

- Introductory/keyboarding classes

English

- Microsoft application classes (word, Excel, and more)

Dance & Music (\$18-\$75)

- Salsa Dancing
- Lyrical Dance with the Beauty of Poetry
- Flute/ Saxophone
- Piano Keyboards

Clases en Español (\$20-\$120)

- Entrenamiento para obtener el certificado en preparacion de alimentos: seguridad e higiene
- Certificado de reparacion y mantenimiento de edificios (principiante y avanzado)
- Soldadura (principiante y avanzado)
- Clase de preparacion para GED
- Introduccion a la computadora

ESL & Citizenship

- Clases de Ingles como segunda idioma
- Clases de ciudadanía

Food & Nutrition (\$30-\$50)

- Chinese cooking
- Simple bread making

Food Services

- Food Safety and Sanitation Certification Training

Health & Fitness (\$20-\$55)

- Acupressure classes
- Yoga

Health & Safety (\$10-\$55)

- CPR/ First Aid
- Personal Care-Aide Training Program

High School Diploma (Adult Basic Ed/ GED) (\$25)

- GED Exam
- GED Test Orientation
- GED Test Preparation
- GED Distance Learning

Languages

- Sign Language Classes
- Modern Chinese
- Arabic
- French
- German
- Italian
- Portuguese
- Russian
- Spanish

Medical Programs (\$125-\$1,000)

- Intro to Medical Office Specialist and Management
- Certified Nurse Assistant (CNA)
- Home Health Aide (HHA)
- Introduction to Medical Insurance and the -Medical Billing Process
- Medical Terminology

Sewing/ Fabric (\$30-\$125)

- Basic Beginning Sewing
- Continuing Sewing
- Hemming

Special Interest (Free-\$180)

- Photography
- Welcome to Medicare
- Growth into Mindfulness

Trades (\$75-\$190)

Plumbers and Pipefitters Apprenticeship Program

- Electrical Controls
- Facility Maintenance Repairer Certificate
- HVAC (Heating, Ventilation, and Air Conditioning) I & II
- Solar Technology: Solar Jobs, Energy,

Power,

- and Safety
- Welding Fundamentals
- Welding Certificate
- Woodworking

Berkeley Adult School

Address: 1701 San Pablo Avenue, Berkeley, CA 94702

Phone: 510.644.6130

"The mission of the Berkeley Adult School is to provide adult learners with equal access to learner-centered lifelong education in a safe, supportive multicultural environment."

Academic Classes:

- Adult Basic Education
- GED Preparation (only after completion of Adult Basic Education) (\$35/ semester)
- Basic English Review
- Life Skills Class
- General Math, Geometry, Algebra I
- Social Sciences: Economics, US History, American Government, World History

Career Technical Education (CTE)

- Culinary Career Training
Those who complete the program will receive a Certificate of Completion and a Food Handlers Certificate
Phone: (510) 644-4575
- Certificates for First Aid and CPR
- Medical Terminology Class
- Business Communication and Career Preparation
- Writing/Speaking/Telephoning in a Multicultural Business
- Keyboarding
- Accounting Clerk Certification Program

ESL Classes also offered.

Loma Vista Adult Center- High School Diploma, GED Prep & Basic Skills Improvement

Address: 1266 San Carlos Ave., Concord CA 94518

Phone: 925-685-7340 (Ext) 6745

"We offer free courses for adults to finish their high school diploma, study for high school equivalency and exit exams, and enhance basic reading and math skills."

High School Diploma and High School Equivalency

- Adult High School Diploma
- GED and Test Preparation
- Skills Development (Adult Basic Education)

San Leandro Adult School

Address: 2255 Bancroft Ave, San Leandro, CA 94577

Phone: (510) 667-6287

“San Leandro Adult School’s mission is to provide our diverse community with comprehensive programs, engaging curriculum, and dynamic instruction that inspire lifelong learning. By mastering 21st century skills, students will reach their educational, professional, and personal goals in our global society. They will achieve measurable success towards program standards in a safe and supportive environment that promotes perseverance and celebrates success.”

GED Preparation Class (y español) (\$75)

Medical Career Technical Education (CTE)
(\$95-\$2,399):

Phone: (510) 618-4429

- Introduction to Healthcare Careers
- Clinical Medical Assistant Course
- Medical Office Assistant Course
- Pharmacy Technician Course
- Medical Terminology Course
- Homecare Worker Program (y en español)
- Certified Nurse Assistant (CAN) Certificate
- Home Health Aide (HHA) Certificate

Computer CTE (\$20-\$299)

- Administrative Assistant Certificate Program
- Microsoft Office Certification
- Computer Classes

Accounting and Business CTE

- Accounting Technician Certification Program
- Administrative Assistant Certification Program

Apprenticeship Programs:

- Bricklaying & Allied Craftworkers
- Phone: (209) 830-7200

-Meat Apprentice (Meat Clerks)
Phone: (510) 583-8425

-Utility and Landscaping
Phone: Miquel Iniquez (707) 644-0355

-Plumbers and Steamfitters
Phone: (707) 557-0509

-Cosmetology and Barbering
Phone: Mille Biglen (925) 324-1544
Email: norcalapprentices@yahoo.com

-Field Ironworker
Phone: (707) 746- 7666 for San Francisco/ Oakland areas
Phone: (408) 988-5511 for Santa Clara area

-Sprinkler Fitters
Phone: (410) 312-5202 or (800) 638-0592

Personal Development (\$20-\$95)

- CPR and First Aid
- Yoga
- Machine Knitting

Childcare

“Childcare is available at some sites for children 2.9 years to kindergarten. During the evening, childcare may be available for our students’ school-age children (5-12). San Leandro Adult School requires adult learners to volunteer in childcare and parents must be in class at the site while children are in childcare. No minors allowed in classes for adults.”

Family Literacy Preschool
Free Preschool if you qualify
Phone: (510) 667-6287

Castro Valley Adult School

Address: 4430 Alma Avenue
Castro Valley, CA 94546
Phone: 510-886-1000

“Castro Valley Adult and Career Education inspires, prepares, and empowers all individuals to achieve their educational, career, and personal goals.”

- GED Test Preparation
- GED for Non-Native Speakers
- Starting Up Your Business
- So You Want to be a Realtor?

-Effective Communication Classes
-Introduction to Programming with Javascript
-Game Development in Javascript
-Becoming a Notary Public
-Keyboarding classes
-Citizenship Preparation

- English as Second Language
- Business Protection and Succession Planning
- Let's Raise Kids to be MONEY SMART
- Social Security Planning
- Gardening classes
- First Aid
- CPR
- Meditation and Yoga
- Sports and Exercise
- Healthcare Administration Program
- Medical Terminology
- Anatomy and Physiology
- Medical Coding Classes
- Clinical Medical Assistant Program
- Interview Skills
- Funding Your Business
- Parenting, Music, Arts, and Woodworking classes sometimes offered

Oakland Adult & Career Education

Address: 2607 Myrtle Street, Oakland, CA 94607
Phone: 510-273-2310

"OACE strives to be the resource for positive and continuous growth, enabling adult students to become contributing workers, lifelong learners, global citizens and full participants in their diverse communities."

- GED Program (y español)
- Family Literacy Classes

Martinez Adult Education

600 F Street, Martinez, CA 94553
Phone: 925-228-3276

"Our award winning staff provides an expansive selection of classes to enhance your professional, academic, and personal life. We take pride in offering our students individual attention to assist in defining and achieving goals. We thank the Martinez Unified School District for its support and acknowledgment of the benefits adult education offers our community. Come join us this fall at MAE!"

Certificates

- Accounting Specialist Certificate
- Administrative Assistant Certificate
- Certified Biller & Coder Certificate
- Electronic Medical Records Specialist Certificate
- Executive Administrative Assistant Certificate
- Medical Coding & Billing Specialist Certificate

- Medical Front Office Receptionist Certificate
- Medical Transcriptionist Certificate
- Microsoft Office Suite Certificate
- Computer Aided Drafter (CAD) Certificate
- Food Safety Certification
- CPR
- Parent/ Family Education
- GED Program

San Lorenzo Adult School

Address: 820 Bockman Rd, San Lorenzo, CA 94580
Phone:(510) 317-4200

"Our mission at the San Lorenzo Adult School is to promote lifelong learning. The needs, interests and desires of adults are as varied as their abilities, attitudes, and backgrounds. The Adult School curriculum and methodology are varied and flexible. We encourage and help each student to fulfill his/her educational goals."

- High School Diploma Classes (\$30/term)
- Citizenship Classes (\$30/term)
- English as Second Language Classes
- Computer Education (\$60/term)
- Health and Fitness Classes (\$50)
- Home Economics Classes (\$75)
- Art Classes (\$75)

San Francisco Adult Education

Address: 825 Southwood Drive, South San Francisco, CA 94080
Phone: 650.877.8844

South San Francisco Adult Education educates adults so that they will develop collaborative, communicative, creative, and critical thinking skills necessary to transition toward advanced education, employment and success in achieving productive and socially conscious lives.

- Adult Basic Education
- American Line Dancing
- Parenting Classes
- Citizenship Preparation
- Computer Classes
- English as Second Language
- Fine Arts
- High School Diploma
- Sewing Class

Hayward Adult School

Address: 22100 Princeton Street,
Hayward, CA 94541

Phone: (510) 293-8595 Phone

“The mission of The Hayward Center for Education & Careers (Adult School) is to provide quality, life long educational opportunities resulting in enhanced workplace skills and bridges to further education as we respond to the needs of our diverse community.”

Childcare services available to students for \$50/week

Career and College Readiness Classes
(\$95/session, Waived for currently enrolled ESL, HSD, GED, CTE)

Career Technical Education (\$65)
-Computer classes
-Work readiness

Apprenticeships→

Boilermaker (Bloomington Group)	Bloomington	(909)877-9382
Boilermaker (Pittsburg Group)	Pittsburg	(925)427-4121
Bricklayer	Tracy	(209)830-7200
Floor Coverer	Hayward	(510)259-1102
Glazier/Metal & Glass Worker	Hayward	(510)782-4232
Marble Finisher	Tracy	(209)830-7200
Marble Mason	Tracy	(209)830-7200
Meat Cutter/Sausage Maker	San Jose	(510)636-8555
Pointer, Cleaner, Caulker (PCC)	Tracy	(209)830-7200
Stationary Engineer	San Francisco	(415)285-3939
Terrazzo Finishers	Tracy	(209)830-7200
Terrazzo Mechanics	Tracy	(209)830-7200
Tile Finisher	Fresno, Hayward, Sacramento, Vallejo	(510)632-8453
Tile Layer	Fresno, Hayward, Sacramento, Vallejo	(510)632-8453

-----Community Colleges in the Bay Area-----

There are an abundance of community colleges in the Contra Costa County area and beyond. An easy way to locate the closest colleges near you is using the website: <http://home.cccapply.org>. In addition to locating nearby community colleges, this site allows you to compare possible degrees, learn about specific programs, and redirects you to college websites. It is a great resource! Below is a list of profiles of community colleges in the Contra Costa County Area that might help you guide your community college search!

Berkeley City College

Address: 2050 Center Street
Berkeley, CA 94704-1295
Phone: 510.981.2800

Mission Statement:

“Berkeley City College, established in 1974, is part of the Peralta Community College District in downtown Berkeley. The college serves students seeking general education courses, transfers to four-year universities, degrees and certificates in liberal arts and occupational areas, as well as career preparation.

The student body represents a diverse mix of ethnic, cultural and economic backgrounds. There are high school students enrolled in advanced courses, full-time workers seeking professional development, people who wish to transfer to a four-year university, and lifelong learners. Minority students comprise approximately 54 percent of the student body.”

Departments:

- American Sign Language
- Arts and Cultural Studies
- Business
- Computer Information Systems
- English & Education
- ESOL
- Liberal Arts
- Mathematics
- Modern Languages
- Multimedia Arts
- Science and Biotechnology
- Social Sciences

Notable Programs:

Personal Initiative and Social Transformation

PERSIST is a program that acts as a gateway toward achievable workforce preparedness and knowledge-based careers. Students in PERSIST identify and focus on an issue vital to their living and learning environment, working in teams on a semester-long project, gaining academic skills as well as insight on the problems facing their communities. Different learning styles are identified as strengths, and PERSIST students use them to develop communication and leadership skills while acquiring math, writing and critical thinking skills crucial to a certificate program or degree.

Contra Costa College

Address: 2600 Mission Bell Drive
San Pablo, CA 94806-3195
Phone: 510.235.7800

Mission Statement:

“Contra Costa College is a public community college serving the diverse communities of West Contra Costa County and all others seeking a quality education, since 1949. The College equitably commits its resources using inclusive and integrated decision-making processes to foster a transformational educational experience and responsive student services that ensure institutional excellence and effective student learning.”

Unusual Departments:

- Administration of Justice
- African American Studies
- Anthropology
- Astro/Engineering/Geo/Physics
- Biotechnology
- Culinary Arts Management
- Early Childhood Education
- Economics
- Emergency Medical Sciences
- Geography
- History
- Journalism
- Medical Assisting & Office Technician
- Music
- Nursing
- Philosophy & Humanities
- Physical Education/Kinesiology
- Real Estate

Notable Programs:

Career Technical Programs

Contra Costa College has many career and technical programs from Automotive Services to Real Estate. You may earn a **certificate of achievement** or an **AA degree** in the college's career technical programs and prepare for a rewarding career. All career technical programs have active advisory boards composed of local business leaders to insure that programs are up to date and preparing students for employment.

Ohlone College

Address: 43600 Mission Boulevard
Fremont, CA 94539-0911
Phone: 510.659.6000

Mission Statement:

"The mission of **Ohlone College** is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported, and continually assessed."

Unusual Departments:

- Arts and Social Sciences
- Athletics; Physical Education
- Registered Nursing
- Respiratory Therapist
- Broadcasting: Film and Television
- Broadcasting: Radio
- Business Services: Finance
- Contract Education: Workforce Development and Corporate Education
- Deaf Studies
- Health Sciences and Environmental Studies
- Information Technology
- International Programs and Services
- Fine and Performing Arts

Notable Programs:

Community Education Program

Community Education classes are offered in addition to Ohlone's instructional program. Their goal is to provide a wide range of programs designed to meet the not-for-credit, continuing education needs of individuals in the Tri-Cities area. They aim to promote lifelong learning through courses designed for personal enrichment, professional development, skill development, and recreational enjoyment.

Workforce Development Program

The mission is to provide high quality, accessible training and services that provide businesses, industries, and government with a competitive advantage and enable the Fremont-Newark community to maintain prosperous career opportunities and enhance their quality of life. Through business partnerships, certificate courses, not-for-credit classes, and customized training programs, Corporate Education can help business improve the bottom line. No matter what the business need, the qualified staff at Corporate Education can work with businesses to develop high quality solutions that fit their budget.

City College of San Francisco

Address: 50 Phelan Avenue E200
San Francisco, CA 94112-1898

Phone: 415.239.3000

Mission Statement:

“**City College of San Francisco** provides educational programs and services that promote student achievement and life-long learning to meet the needs of our diverse community. Our primary mission is to provide programs and services leading to

- Transfer to baccalaureate institutions;
- Associate Degrees in Arts and Sciences;
- Certificates and career skills needed for success in the workplace;
- Basic Skills, including learning English as a Second Language and Transitional Studies.

In the pursuit of individual educational goals, students will improve their critical thinking, information competency, communication skills, ethical reasoning, and cultural, social, environmental, and personal awareness and responsibility.”

Departments:

Behavioral & Social Sciences and Multicultural Studies

- Behavioral Sciences (Anthropology,
- Philippine Studies
- Women’s Studies / Project Survive
- Diversity Collaborative

Business, Fashion & Hospitality

- Culinary Arts and Hospitality Studies
- Real Estate Education
- Small Business Development

ESL, International Ed, and Transitional Studies

- English as a Second Language (ESL)
- International Student Program
- Study Abroad Programs
- Transitional Studies

Fine, Applied, and Communication Arts

- Broadcast Electronic Media Arts
- Speech Communication
- Visual Media Design

Health, PE & Social Services

- Administration of Justice and Fire Science
- Child Development & Family Studies
- Registered Nursing

Science and Mathematics

- Architecture (includes Interior Design & Construction Management)
- Astronomy
- Computer Networking & Information Technology

Notable Programs Offered:

Working Adults Degree Program

The Working Adults Degree Program (WAPD) is designed for students to attain their Associate degree while fulfilling general education requirements that are transferable for a Bachelor’s degree. This program is offered at the Mission Campus and classes are available that meet as many requirements as possible for both degrees. The WADP is characterized by a high degree of support for students, priority registration, and convenient daytime, evening, and weekend classes.

Napa Valley College

Address: 2277 Napa Vallejo Highway
Napa, CA 94558-6236
Phone: 707.253.3000

Mission Statement and Historical Origin:

“**Napa Valley College**, founded in 1942 in Napa, held its first class with just 16 students, only one of whom was male. In 1982, Napa College changed its name to Napa Valley College. The official opening of a permanent Upper Valley Campus in 1994 brought educational opportunities close to home for upper valley residents and added new dimensions to the college curriculum. Napa Valley College celebrated its 60th anniversary in 2002 and continues to seek new avenues of service to students and the community.”

Degree Breakdown of Departments:

Transfer Degrees

- Administration of Justice
- Anthropology
- Art History
- Business Administration
- Communication Studies
- Early Childhood Education
- English
- Kinesiology
- Mathematics
- Music
- Political Science
- Psychology
- Sociology
- Spanish
- Studio Arts
- Theater

Arts Degrees

- Art History
- Ethnic Studies
- Graphic Design
- Humanities and Philosophy
- Psychology
- Social and Behavioral Sciences
- Spanish for Heritage Speakers
- Spanish for Non-Heritage Speakers

Associate in Science Degrees

- Administration of Justice
- Business Administration
- Culinary Arts
- Digital Design Graphics Technology
- Emergency Medical Technician: Paramedic
- Hospitality and Tourism Management
- Human Services
- Machine Tool Technology
- Natural Science and Mathematics
- Nursing
- Photography
- Psychiatric Technician

MESA

The MESA (Mathematics, Engineering, Science Achievement) California Community College Program provides science, technology, engineering and math (STEM) academic development to educationally disadvantaged community college students so they will excel academically and transfer to four-year institutions in calculus- based majors.

Umoja

The UMOJA Community is a learning community and critical resource, dedicated to enhancing the cultural and educational experiences of African American and other students. The UMOJA community seeks to educate the whole student-- mind, body, and spirit. We believe that when the voices, and histories of African American students are deliberately and intentionally recognized, the students will view themselves as valuable, and worthy of an education. The program provides Counseling courses, Speech courses; workshops (Math, English), career related assessments, tutoring, leadership opportunities, cultural field trips, college tours, and academic counseling that will assist students in earning the following: a certificate, degree, and/or in transferring to a baccalaureate degree-granting college or university.

WorkAbility III

Students who have physical, mental, and/or emotional disabilities and have qualified for academic and vocational services with California Department of Rehabilitation (DOR) are referred for services to the WAll program. WorkAbility III's purpose is to provide services to NVC/DOR students who have a goal of transferring to the workplace with the assistance and support of the Napa Valley College community. WorkAbility is located in the McCarthy Library, Building 1700, Room 1769, or call (707) 256-7370 for further information on program services.

-----Medi-Cal Insurance-----

Medi-Cal is a form of health insurance. Getting medical insurance is an important part of protecting yourself and your family from high, unexpected medical costs. Besides, those who don't sign up for any kind of insurance (you don't necessarily have to sign up for Medi-Cal) get charged a penalty. In 2014 the penalty was \$95 per person (with a family maximum of \$285) or 1% of family income, whichever was greater. It is estimated that the fine could reach as high as \$695 by 2016.

Medi-Cal Overview

Medi-Cal is free or low-cost health coverage for low-income adults, families with children, pregnant women, seniors, people with disabilities, children in foster care and former foster youth up to age 26.

Who Can Qualify for Medi-Cal?

For many individuals who enroll in Medi-Cal, there is no premium, no co-payment, and no out of pocket cost. Some households will see low, affordable costs, like low monthly premiums.

Out of Pocket Cost:

The amount of money you pay for your health plan (like Medi-Cal) when you first sign up.

Premium: The amount of money you pay every month in order to have health insurance.

Copayment: The fixed cost you pay the doctor's office every time you have an appointment. This is usually a very small amount.

Table A

Family size	Limit
1	\$600
2	\$750
3	\$934
4	\$1,100
5	\$1,259
6	\$1,417
7	\$1,550
8	\$1,692
9	\$1,825
10	\$1,959

Table B

Family size	Limit
1	\$16,105
2	\$21,708
3	\$27,311
4	\$32,913
5	\$38,516
6	\$44,119
7	\$49,722
8	\$55,325
9	\$60,927
10	\$66,530
11	\$72,133
12	\$77,736

Table A shows income maximums for "No-Cost" Medi-Cal

Table B shows income maximums for "Low-Cost" Medi-Cal

Where Can I Sign Up?

1. You can apply by mail with a single streamlined application. You can mail the document to:

Covered California
P.O. Box 989725
West Sacramento, CA 95798-9725

Or mail it to your local county office.

2. You can apply in-person at your nearest County Social Services Office. Find your nearest location here:

<http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>

3. Or you can apply online at:

<http://www.coveredca.com>

-----Transportation in the Bay Area-----

	DETAILS	PRICE
T R A I N	<p>BART</p> <p>Locations: Stations are located throughout the Bay Area</p> <p>Hours:</p> <p>Weekdays (4:00 am - Midnight)</p> <p>Saturday (6:00 am - Midnight)</p> <p>Sunday (8:00 am - Midnight)</p> <p>On weekdays trains run every 15 minutes. On nights and weekends trains run every 20 minutes.</p>	<ul style="list-style-type: none"> • Children age 4 and under ride free • \$1.85+ • Fares increase by number of stations traveled.
	<p>CalTrain</p> <p>Locations: Stations are located along the bay, from San Francisco to Gilroy</p> <p>Hours: Early morning till around 10:30 pm-1:30 am</p>	<ul style="list-style-type: none"> • \$3.25+ • Fares increase by number of “zones” traveled
B U S	<p>Richmond Paratransit</p> <p>Eligibility: Seniors and individuals with disabilities</p> <p>Locations: Richmond</p> <p>Hours: Monday - Friday (excluding weekend and holidays) 8:30 am - 5:00 pm</p>	<ul style="list-style-type: none"> • One way trip scheduled from 1 to 10 days in advance – Coupon Value of \$4.00 • One way trip scheduled the same-day – Coupon Value of \$5.00 • One way taxi trip – Flat rate is Coupon Value of \$5.00

East Bay Paratransit

Locations: Alameda, Albany, Berkeley, Castro Valley, El Cerrito, El Sobrante, Emeryville, Fremont, Hayward, Kensington, Milpitas (part), Newark, Oakland, Piedmont, Pinole (part), Richmond, San Leandro, San Pablo, Union City

Hours: Same hours as AC Transit and BART

Eligibility: Only available to people who are prevented by a disability from using regular transit like AC Transit's or BART's regular service without the aid of another person.

- 0-12 miles= \$4
- 12-20 miles= \$6
- 20+ miles= \$7

GRTC

Locations: GRTC serves the City of Richmond and Henrico County, with express route services to Petersburg and a small portion of Chesterfield County.

Hours: City of Richmond: 5:00 am - 1:00 am, 7 days a week

Henrico County: 6:00 am - 7:00 pm, Monday - Friday (no weekend service)

*NOT all routes operate on all days.

- One child under 5=free
- Adults and children ages 5 and over= \$1.50
- Transfers: \$0.25

AC Transit

Locations: The Alameda-Contra Costa Transit District is the third-largest public bus system in California, serving 13 cities and adjacent unincorporated areas in Alameda and Contra Costa counties. AC Transit serves 5,500 bus stops with 124 local lines; 32 transbay lines; and six All-Nighter lines. AC Transit's service provides connections with 21 BART stations, six Amtrak stations, three ferry terminals, and nine other bus systems.

Hours:

- Lines 1-299 operate normal hours. Normal hours are, at a minimum, the commute periods, 6 a.m.-9 a.m. and 4 p.m.-6 p.m., weekdays. Almost all operate all day on weekdays and many operate weekday evenings and weekends as well.
- Lines 200-299 serve the areas of Fremont and Newark, while other lines serve other parts of the East Bay from Richmond to Hayward.
- Lines 300-399 do not operate during the commute period. They operate at other times of the day: for example, mid-days only, weekends only, or evenings only. Some lines operate only a few days per week (for example, Tuesdays and Thursdays).
- Lines 600-699 are timed to match the instruction hours of local schools, and operate only when schools are in session. They may have altered schedules when local schools have minimum day or alternative schedules. These lines are open to all passengers at regular fares.
- Lines 800-899 are All Nighter lines, operating from 1 a.m.-5 a.m. daily. Some may operate somewhat earlier or later (especially on weekends).

- Adult local single ride: \$2.10
- Youth (age 5-18)= \$1.05
- Senior (age 55+) or disabled= \$1.05

C A R	<p>Ways to Work Program</p> <p>The Ways to Work program provides low-interest car loans and financial education to working families in need of reliable transportation. They also offer financial education classes and budget consulting.</p> <p>Location: Richmond, CA</p> <p>Eligibility:</p> <ul style="list-style-type: none"> - Resident of Alameda or Contra Costa County - Valid CA driver's license - 18+ years old with challenged credit - Caregiver or parent of dependent child(ren) with proper documentation - Ability to repay loan and cover expenses related to car ownership and insurance - Employed at least 3 months, working 20+ hours/week OR enrolled in school full or part-time - You must also meet certain income requirements 	<p>Ways to work offers Auto Purchase Loans, Auto Repair Loans, and Auto Refinancing services.</p> <p>See website for pricing http://chdcnr.com/programs-services/ways-to-work/index.php</p>
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