



*Where potential meets opportunity*



**Meet Our Community's New Healthcare Heroes  
Joining the Fight Against COVID-19**





## BARRIE HATHAWAY, PRESIDENT & CEO'S MESSAGE

Dear JobTrain Community,

This last year has tested all of us. We have experienced suffering and loss and we have witnessed extraordinary resilience, generosity and true grit. At JobTrain, we have grown stronger, more agile and more connected, and we have never been more grateful to be part of this community. As we head into the new year, JobTrain is prepared to play an even bigger role in helping our residents stabilize and get back to work. We have streamlined and virtualized our processes and increased our capacity to deliver the services we believe are most needed including supportive services, rapid employment supports and expanded career training capacity. We have developed a new strategic plan to empower our community to thrive, while maintaining focus a bold new vision for JobTrain. Our staff and Board remain dedicated, focused and flexible.

While our community is still suffering, we step into this new year with renewed optimism. The national groundwork is laid for rebuilding and recovery, and we at JobTrain remain strong, actively working to support our community, and poised to help get our residents back to work.

Thank you for your tremendous generosity and support during these incredibly challenging times. We have come far together and, together, we will stay in the fight, ease the terrible burden our community is facing, and build a better future. Happy New Year.

A handwritten signature in black ink, reading "Barrie Hathaway". The signature is fluid and cursive, with a long, sweeping underline.



## In Memory of Paul Cook

Paul Cook was a man synonymous with the phrase, "service before self." JobTrain exists today due to Paul saving the organization from closing its doors in the late 1970's. Our mission became his mission and his strength of heart helped to transform and save so many lives over many years. Let us remind ourselves to move forward with memories of the great deeds he impressed upon the rest of us. The JobTrain family is honored to know Paul Cook – a true champion and friend.

# Working with our Community Partners to Create More Healthcare Heroes

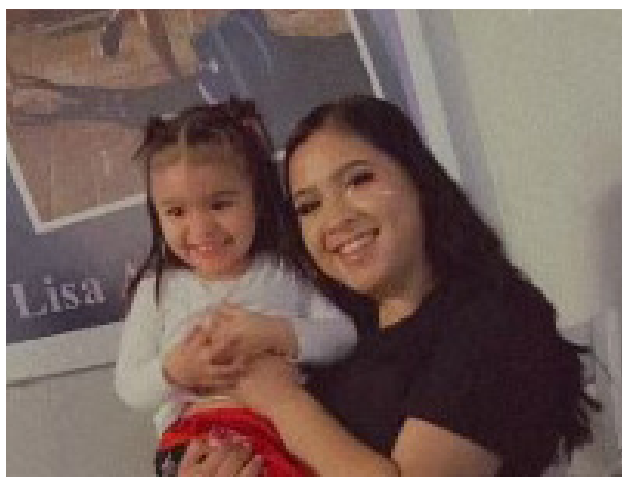
As the pandemic continues to endanger our health, JobTrain is in a unique position to fill the urgent need for healthcare workers to help the community's fight against COVID-19. When shelter-in-place first began, the Medical Assistant Program had a dilemma: "How could we properly train our medical students and have them complete their externships during shelter-in-place?" JobTrain's Instructor, Mrs. G, creatively and methodically developed an online course that provided students with the same level of training and an environment that fostered learning and team building. The new method of learning proved to be a success, and the first virtual cohort had 20 graduates. To date, we have had two virtual classes and 40 graduates.

The final step in the program was for each student to complete a 160 hour externship. Although externships are typically done in-person, the Medical Assistant team quickly worked with community partners, McGraw Hill's Connect and Curative, to create an externship that provides the appropriate training experience that would get the students out in the field where their services are greatly needed.

Of our 40 graduates of the Medical Assistant Program's virtual classes 29 graduates have found employment in the healthcare field and are among our community's Healthcare Heroes. Twenty-eight past and virtual graduates have been deployed at COVID-19 testing sites.



*Above, recent Medical Assistant Graduates working at a COVID-19 testing site.*



"I will forever be thankful for having the opportunity to be a student at JobTrain. Not only did I gain an entry way to start a career for myself, I now have lifelong support from the entire JobTrain staff! I am blessed to say I am the first student from our September cohort to be hired at Stanford! All the pain I endured before joining JobTrain has now been turned into power! Thank you JobTrain!"

Olivia (pictured left), 2020 Medical Assistant Graduate



# What's Happening at JobTrain



## Building Maintenance Program

"The Building Maintenance program at JobTrain is by far the best class I have ever taken. Curtis' (Instructor) approach to teaching has worked for all of us. He met each student at their level of understanding, and presented lessons in different formats to accommodate our different ways of learning. This class was the missing link in my journey to property management."

Pamela, 2020 Building Maintenance Program Graduate



## Holiday Gift Drive Thru

Thank you TE Connectivity employees for donating gifts to 157 children from JobTrain families. Each family was also treated to a gingerbread house kit donated by the San Mateo Credit Union. Families picked up the gifts and gingerbread house kits drive thru style, with Santa in the waiting. Pictured left: Santa and Michelle Enriquez, San Mateo Credit Union.



## Giving a Lasting Gift

Former JobTrain Instructor, Karen Lundberg, enjoyed helping others reach their dreams. She loved her job and she quickly connected with clients. Karen believed in JobTrain's mission and wanted to leave a lasting legacy, by gifting a portion of her estate to JobTrain in her will. This very special gift will continue Karen's belief in investing in people. Pictured, is Karen (right) with a JobTrain student (center), and Alonzo Emery (left), JobTrain's former Vice President of Programs.

# What's New



## Advanced IT Course

At JobTrain, the words “job placement” and “economic mobility” go hand in hand. JobTrain is committed to provide the tools for students to not only land a job, but move upward in their career path to ensure individuals are able to be financially independent. In Spring 2021, an advanced IT course will be launched offering CompTIA Network+ certification. The structure of the program will center around how to move upward in your career, finding the right mentor and creating networking opportunities. Stay tuned for more details.



## Broken Pathways Report

JobTrain's Broken Pathways 3.0 report has arrived. This year, we partnered with Social Policy Research Associates to document economic disparities in Silicon Valley, identify barriers to job advancement for people not accessing the benefits of the region's once-booming economy, and identify promising strategies to promote job advancement. This report builds on two prior Broken Pathways reports and expands the focus to include a section on promising practices for promoting career advancement and historical context. Find the report at [JobTrainWorks.org/About Us/JobTrain Publications & Reports](https://JobTrainWorks.org/About%20Us/JobTrain%20Publications%20&%20Reports).



## Supportive Services

Last March, JobTrain quickly pivoted to provide services and support for the community virtually. Through client surveys, we learned that the effects of the pandemic and economic crisis hit our graduates and clients disproportionately hard, and our focus became helping clients with benefits, support, services, rapid employment, and even cash through a quickly established Crisis Relief Fund. With the help of generous donors, JobTrain has been able to continue to prepare to get our community back to work during and long after COVID-19. For information on benefits and services, visit [www.JobTrainWorks.org](https://www.JobTrainWorks.org).



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## 2020 Highlights

**Thank you to all the 2020 donors.**

(A complete list of donors can be found at [JobTrainWorks.org](http://JobTrainWorks.org).)

### MARCH

- Shelter in Place begins.
- Expands resource referral services and financial support to students and graduates.

### MAY

- Graduation of 1st Virtual Class - IT Support & Services.

### JULY

- 80% of classes go virtual.
- Grand Opening of San Jose Career Center.

### SEPT

- Medical Assistant Program expands to San Jose.

### NOV

- Provided 63 families with assistance.
- 100% of classes are virtual.