

Good Enough Isn't





ANNUAL IMPACT REPORT 2025-26

JOBTRAIN

Where potential gets to work.

LETTER FROM OUR PRESIDENT & CEO

A Commitment to Keep Improving



Listening, learning, and building better pathways to economic mobility.

A JOB CAN BE an important first step. But lasting progress may also require training that fits around family responsibilities, help getting to work, a credential that opens another door, or someone who stays connected after graduation. Our clients' and students' stories remind us that progress rarely follows a straight line, and so we continually adapt and improve our approaches.

We're redesigning workforce development from the ground up.

Karla had put her college plans on hold when she became a mother. Our Medical Assistant training program gave her a way to keep moving toward her goal of nursing. As she put it, "I was pregnant and thought I had to stop, but JobTrain showed me this is not where I stop."

Mia's path shows what sustained, practical support can look like. With help from a JobTrain employment specialist, she built a career plan, practiced interviewing, secured transportation resources, and earned credentials as she moved through several food service jobs. She advanced from a part-time concession position paying $26.01 an hour to a prep cook role paying $28.25 an hour, while continuing to work toward her longer-term goal of a healthcare career. Each step contributed to the forward movement in her career path.

We are also working to strengthen the support people need beyond our programs. After piloting the EMPath Mobility Mentoring model with staff, we refined how we engage graduates and added an Alumni Coach and Mobility Mentor. Alumni participation tripled in the role's first four months — an encouraging sign that graduates want continued connection. Community college visits are one way alumni can build relationships, learn about further education, and consider their next steps.

The same commitment shapes our work with employers and community partners. We are building employer relationships around both hiring needs and opportunities for workers to grow in their jobs. And we have completed the design phase for a Partner Ecosystem intended to make referrals and support more coordinated with organizations in San Mateo County. The goal is to make it easier for people to find the right help without navigating disconnected systems alone.

"Good enough isn't" is our driving force to keep listening, learning, and improving, alongside the people and communities we serve. We are grateful to our staff, employers, partners, and supporters for continuing our commitment to keep improving.



Barrie R. Hathaway

Our Impact

JobTrain is an engine of opportunity, helping people move from economic hardship to stability and upward mobility.

We provide free job search and employment assistance through a network of Economic Advancement Centers (EACs) and free career and technical education (CTE) programs with supportive services to propel people toward meaningful, sustainable careers and upward economic mobility.

6,076 CLIENTS SERVED

13,363 SERVICES PROVIDED

Average Hourly Wages

Economic Advancement Centers

Individuals who were able to report wages earned prior to getting assistance from JobTrain:

BEFORE SERVICES $23.51

AFTER SERVICES $24.71

Including those who had zero income prior to JobTrain:

BEFORE SERVICES $13.88

AFTER SERVICES $25.63

INCREASE OF **84%**

Career Training & Education

Individuals who were able to report wages earned prior to getting assistance from JobTrain:

BEFORE SERVICES $23.19

AFTER SERVICES $27.05

Including those who had zero income prior to JobTrain:

$4.05

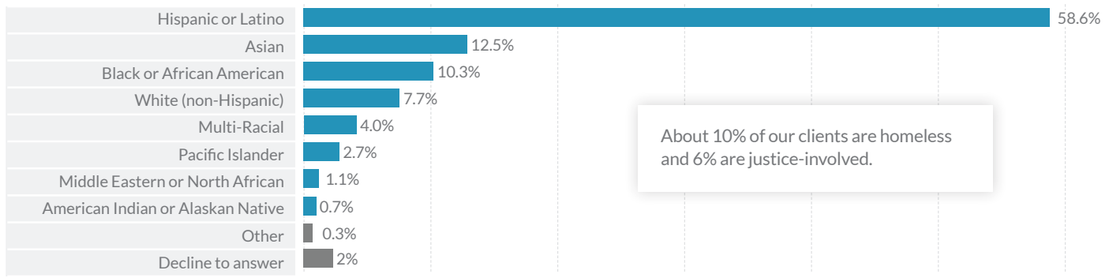
AFTER SERVICES $24.86

INCREASE OF **513%**

Who We Serve

Our clients come from a range of backgrounds, life circumstances, and educational attainment. Our programs are designed to address the needs of these diverse populations.

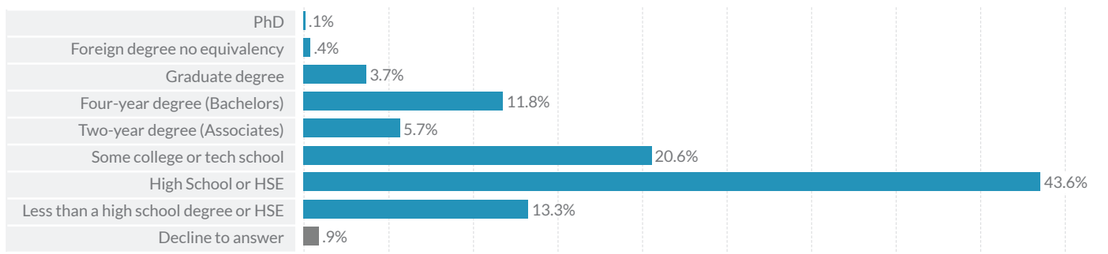
Distribution by Ethnicity



About 10% of our clients are homeless and 6% are justice-involved.

Note: Percentages are based on the 4,937 unique clients with a reported ethnicity. 1,139 clients (18.7% of 6,076 total) had no ethnicity recorded and are excluded from the distribution above. Near-duplicate source labels were combined.

Highest Level of Education Completed



Note: Percentages are based on the 4,822 unique clients with a reported education level. 1,254 clients (20.6% of 6,076 total) had no education level recorded and are excluded from the distribution above.

Client names in the stories have been changed to protect their identities.

Our Locations

JobTrain has Economic Advancement Centers and Career Training locations throughout the Bay Area and Peninsula. The services at each location are tailored to the specific needs of the population in that area.

Oakland Property Management Class

We combine job placement, skills training, and whole-person care for people working toward housing and financial stability, so employment can set a strong foundation for their life.

We bring together career services, small business support, and youth and wellness programs, creating a full-service hub under one roof in South San Francisco.

North San Mateo County Economic Advancement Center

North San Mateo County Medical Assistant Class

We connect job seekers with one-on-one career coaching, job search support, and wraparound resources, helping them take the next step toward stability and growth.

Maple Street Correctional Center

East Palo Alto Career Center

Opportunity Center of the Coastside

Our Half Moon Bay location features Spanish-language navigation assistance and farmworker training in pesticide safety.

North Fair Oaks Economic and Employment Center

Providing a safe, welcoming space with bilingual staff and trusted partners to a largely Spanish-speaking immigrant community.

HEADQUARTERS Menlo Park

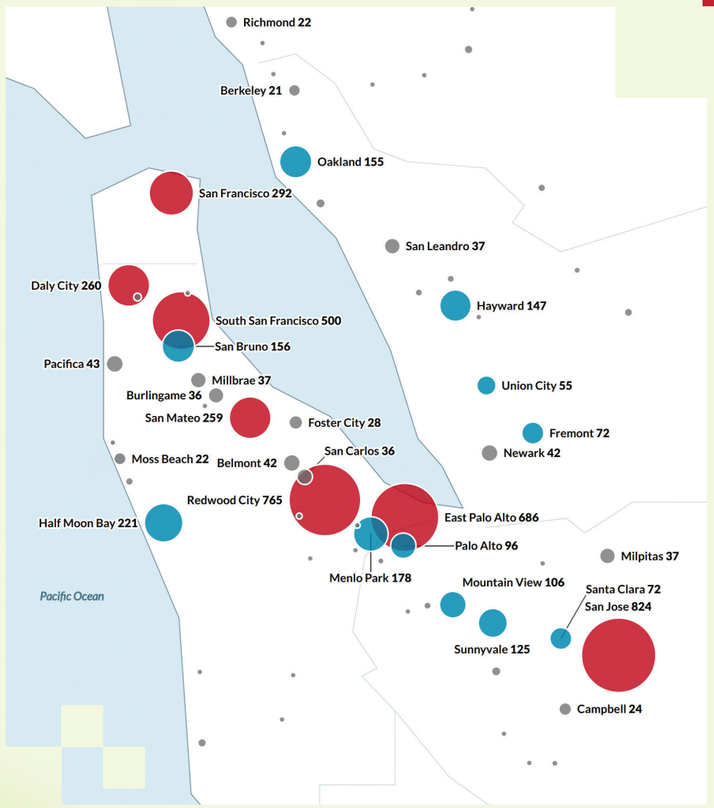
Our hands-on training is backed by childcare, stipends, and support to help students thrive.

San José Medical Assistant Class

San Jose Economic Advancement Center, Servicing Santa Clara County

We support individuals with rapid rehousing, immediate career help, trauma-informed care, and pathways to income.

Where Our Clients Live



TOTAL CLIENTS MAPPED

5,842 Clients with city of residence reported

129 cities across Northern & Central California

CLIENTS PER CITY

- 250 or more
- 50 – 249
- Fewer than 50

10 100 500

TOP 10 CITIES

San Jose	824
Redwood City	765
East Palo Alto	686
South San Francisco	500
San Francisco	292
Daly City	260
San Mateo	259
Half Moon Bay	221
Menlo Park	178
San Bruno	156

> *My communication skills definitely changed. My confidence improved drastically, and my ability to become more independent definitely changed.*
>
> ***JobTrain was life-changing.***
>
> *It really changed everything.*

— Student in our Medical Assistant Program

OUR MODEL

Building a Better Path Forward

An evolving model to help people move from immediate needs to economic independence.

At JobTrain, our approach follows three stages that guide our work. By listening to participants and learning from their experiences, we continue to refine the support that helps them move forward. As financial pressures grow and barriers to employment change, we challenge assumptions, adapt our programs, and strengthen the connections between them.



PRE-STABILITY

Addressing immediate needs. Our **Economic Advancement Centers** help people find employment quickly, connecting job seekers with guidance and supportive services through our **Partner Network** to begin building stability.

STABILITY

Opening higher-earning career paths. Our **career training programs** help participants develop skills for careers with greater earning potential, moving beyond immediate employment toward a stronger financial foundation.

ECONOMIC INDEPENDENCE

Supporting continued growth through **Mobility Mentoring**, which helps participants work toward longer-term goals and continued career advancement, with the aim of earning sufficient income and benefits to thrive where they live.

> *Before I came to JobTrain, I felt stuck. I wanted something with purpose, but I didn't know how to take that first step. When I found out about JobTrain's Medical Assistant program — and that it was free — it felt like the opportunity I had been waiting for. This experience changed everything. I built friendships here, people I now call family. The instructor believed in me, even when I wasn't sure I believed in myself. And that meant everything.*
>
> ***Now, I'm walking into a future that once felt impossible.***
>
> — Student in our Medical Assistant Program

OUR PARTNER NETWORK

Creating More Connections to Social Support

One cohesive system to track outcomes across a range of service providers.

WHEN PEOPLE are trying to regain stability, their needs rarely fit within one organization's boundaries. A job search may be affected by housing, recovery, health, transportation, education, or access to childcare. Yet residents often have to navigate those services one agency at a time, repeating their story and hoping each next step connects to the last.

JobTrain and community partners in San Mateo County are working to make that journey more coordinated. In the design phase of the Partner Ecosystem, participating organizations are developing shared referral and tracking practices to help providers understand where to connect a person, make warmer handoffs, and follow progress across services. The goal is a more human-centered system in which people can reach the support they need without having to map the entire safety net on their own.

The ecosystem aims to make coordination more reliable across organizations, so a promising handoff does not depend only on who happens to know.

To make that happen, we are investing in a shared system to track an individual's usage of services across providers. Our aim is to make the partner system of support more responsive to their needs to help people achieve better outcomes.★



Jacob's Story: From Homeless to Technician

The need for connection is already visible in individual journeys. Jacob came to JobTrain's South San Mateo County Economic Advancement Center through a referral from Project 90, which supports people in recovery. After prolonged homelessness, he was working to rebuild his health, confidence, education, and career. JobTrain helped him connect with a local gym, retrieve his academic records, enroll in an electrician program at Cañada College, and plan for employment. His path led to full-time work as a residential plumbing technician. He has been entrusted with a company vehicle and continues taking classes after work.



EMPLOYER PARTNERSHIP PROGRAM

A Job Should Lead Somewhere

Connecting employer needs with opportunities for workers to grow.

A JOB PLACEMENT matters. So does what comes after it: a stable schedule, a wage that supports a household, skills that can transfer, and a chance to advance.

JobTrain is deepening its relationships with employers to understand their workforce needs and align training and employment services with the opportunities available. The aim is to connect people not only to openings, but to employers and roles where they can build experience and move forward.

That work includes helping employers understand the conditions that can affect a person's ability to obtain, succeed in, and sustain employment. By discussing these Social Determinants of Work with employers, staff can work toward stronger hiring relationships and more supportive pathways.

For our career training education students, JobTrain prioritizes employers offering competitive starting wages, professional development, and advancement. Stanford University, Stanford Health Care, and Lucile Packard Children's Hospital Stanford are among our established employer relationships. For clients of our Economic Advancement Centers, JobTrain also works with employers such as FedEx, San Francisco International Airport, and the U.S. Postal Service, which have consistent hiring needs across the region.

Our client Ernesto's story shows why the first job is not always the end of the story. After more than 20 years working at San Francisco International Airport, he lost his job and worried that his experience would not transfer elsewhere. JobTrain initially helped him pursue higher-paying work. When those opportunities did not materialize, coaching helped him reconsider how his airport experience could support a longer-term path. He accepted a parking attendant position at Stanford, then continued searching while employed. Within a week, he had an interview with United Airlines. He returned to work at the airport in a role with structured, step-based training and potential pathways for advancement.

Getting hired is only the beginning. Good enough isn't good enough. We must strive for more than placement. We must create pathways to self-sufficiency and economic independence.

Ernesto's journey illustrates the principle behind the work: a first placement can provide stability, while a better-aligned role and continued development can open a path forward. JobTrain is continuing to build and test employer practices that make that kind of progression more attainable.★





SUCCESS STORY

A Future in Healthcare, Built Step by Step

WHEN LAURA enrolled at JobTrain, she was determined to build a stable career for herself and her family. She completed JobTrain's Certified Nursing Assistant and Medical Assistant programs while navigating a difficult relationship, single parenthood, and childcare without a reliable support system.

Ready to advance in healthcare, Laura enrolled in Radiologic Technology at Cañada College. When she later experienced homelessness and her education was interrupted, JobTrain stayed connected. Her Employment Specialist provided career coaching, supportive services, and housing referrals to help her continue toward her goal.

As Laura approached graduation, JobTrain helped her prepare a resume and cover letter, practice for interviews, and focus her job search. She interviewed with Stanford Health Care and Sutter Health and received an offer from each. After graduating, she began her career as a Radiologic Technologist.

Laura's journey shows how training, individualized employment support, and help addressing challenges outside the classroom can come together to support someone's next step.★

When Laura experienced homelessness and her education was interrupted, JobTrain stayed connected.



MOBILITY MENTORING PROGRAM

Support That Continues After Graduation

Building the relationships and next steps that help people keep moving.

THE PAST YEAR has been an important learning experience as we piloted the EMPath Mobility Mentoring model with JobTrain employees. This research-based coaching approach is designed to help people experiencing poverty build the skills, resources, and networks needed to achieve and sustain economic independence.

Building on what we've learned through the pilot, JobTrain has refined our approach to engaging graduates after they complete their programs. One area we have focused on is social capital—the relationships and networks that can help individuals access information, opportunities, and support. For many of our students, the concept of social capital is new. However, once they enter the workforce, they increasingly recognize the value of building and leveraging relationships in the workplace and beyond.

Introducing social capital as part of our post-program engagement has produced encouraging results. JobTrain counselors who have supported students throughout their training introduce the Mobility Mentoring model, after which our new Alumni Coach and Mobility Mentor continues the work with graduates. In just four months in this role, Lisa, who heads the program, has tripled alumni participation, demonstrating strong interest in continued support beyond program completion.

One particularly popular offering among our alumni has been visits to local community colleges, where participants tour campuses, learn about educational opportunities, and meet directly with college staff. These experiences are helping alumni expand their networks while exploring pathways for continued education and career advancement.★

Alumni participation tripled in the first four months of the program. While it's not yet a measure of long-term outcomes, it's an early sign of interest in continued support after graduation.

4 Components of the EMPath Mobility Mentoring Model

Coaching for Economic Mobility

Participant-directed one-on-one partnership in which coaches work with participants to strengthen their decision-making, persistence, and resilience over time.

Economic Mobility Bridge

This visual tool helps program participants chart a path to upward economic mobility. It acts as both a framework for the participant and an assessment tool for the mentor.

Goal Setting

Participants determine their own goals, and mentors support participants in prioritizing what they'd like to work on, strategizing around potential barriers and challenges, and thinking through additional options.

Recognition

Acknowledging a participant when they are working toward and when they accomplish a goal. This may include celebrations of success, certificates, supportive messages, or earned incentives.





CLIENT LETTER

Dear JobTrain,

I first came to JobTrain in March 2026 while searching for a high-level position as an Executive Housekeeper for private estates in the Bay Area and Peninsula. As a senior with a learning disability, **I faced many challenges navigating the modern job search process**, including handling online applications, emails, resumes, PDF documents, and virtual interviews.

The staff provided me with the resources, guidance, and encouragement I needed to stay focused and continue moving forward. Throughout my journey, Lupe Valencia, my Employment Specialist, played an important role in supporting me and helping me overcome obstacles. With her assistance and ongoing encouragement, I was able to interview for several opportunities and ultimately **secure a full-time position in Hillsborough, California, as an Executive Housekeeper earning $65 per hour.**

This position has been life-changing for me.

It has provided financial stability, renewed confidence, and a brighter future. I am extremely grateful to the staff for their dedication and commitment to helping individuals like me achieve meaningful employment.

J.B.











DIGITAL LITERACY PROGRAM



Graduates of a JobTrain digital literacy class in East Palo Alto. Through this partnership program, participants build computer skills and take home a refurbished laptop.

Getting Online Is a First Step

Digital skills, a computer, and help getting connected remove barriers throughout the employment journey.

A JOB SEEKER may have the experience, determination, and qualifications an employer needs and still be stopped by an online application. Today, finding and keeping a job can require uploading identification, creating accounts, completing virtual training, selecting benefits, and submitting electronic timesheets. That makes digital access an essential part of workforce development.

Through partnerships with Everyone On and Tech Exchange, JobTrain offers beginner digital literacy workshops through our Economic Advancement Centers. No previous computer experience is required. Participants complete four interactive, two-hour sessions over two weeks. Those who finish the program receive a refurbished laptop to keep, along with information about affordable internet service and how to apply.

Getting hired is just the beginning. Digital skills, a computer, and ongoing support help people navigate the demands of working life.

The laptop allows participants to continue practicing and handling employment tasks at home. But JobTrain's support does not end with the class. Staff regularly help clients navigate online applications and hiring requirements. Even after someone secures a job, they may return for help uploading documents, completing required training, navigating online benefits forms, or submitting a timesheet.

"People just see our employment services, but they don't see these other pieces," said Ruben Avelar, Senior Director of Career Center Services.

Through this partnership, JobTrain has helped hundreds of community members gain access to technology. By combining instruction, a computer, connectivity resources, and ongoing assistance, we help ensure that a lack of digital experience does not stand between someone and their next opportunity. ★

SUCCESS STORY

"I Have a Purpose"

JobTrain helped Michael turn a longtime connection to caregiving into a new career in healthcare.

THE DEATH of Michael Andin's mother impacted his life in ways nobody could have predicted. He was the first in his family to graduate from college, majoring in both finance and management information systems. He was slated to move to New York City in the summer of 2001 and begin working in the World Trade Center. But his mother became ill and he decided to stay closer to home.

His mother's health did not improve. She lost her battle with cancer and received hospice care.

"I felt helpless. My mother was one of the great influences in my life and she still motivates me today."

Michael began his Medical Assistant training in JobTrain's San Jose location in January 2026. Six months later, he secured his current position.

Today, Michael, 47, works at Sutter Health's Infusion Centerin Sunnyvale, assisting more than 40 patients per day who receive critical infusion therapy care — like chemotherapy.

Wearing scrubs today, is vastly different for the man who spent 20 years as a mortgage underwriter. That job allowed him to work from home and schedule his time around the activities of his three children.

"JobTrain has prepared me for this. The program has been life changing. I have a purpose. My wife and I talk a lot about healthcare and sometimes there's not enough emphasis on care. Compassion, empathy, and the human touch are so important for all of us."

But caregiving and medical assisting is prevalent in Michael's family. His wife is currently a Licensed Vocational Nurse and will shortly move into a Registered Nurse role — a process that has taken nearly 20 years. Nieces and sisters also are nurses, and his children are also interested in the medical field. His eldest child is following him and is slated to enroll in JobTrain's Medical Assistant program in 2027. Michael is busy looking at local programs so he too can become an RN.

As a Medical Assistant, Michael is helping patients through difficult moments and inspiring the next generation of his family to follow.



"This is my second chapter and it's totally different from what I did before. But now I get to help people who are facing critical challenges. I have an opportunity to help — and I care for everyone like I would care for my mother."

"I have a purpose. This is my second chapter and it's totally different from what I did before. But now I get to help people who are facing critical challenges. I have an opportunity to help — and I care for everyone like I would care for my mother."★

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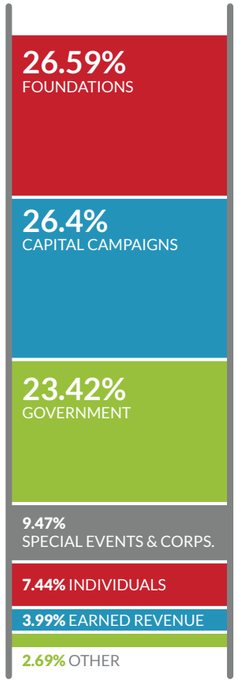
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* Preliminary, unaudited financials

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