

At the Isaacs Center, we believe youth deserve the opportunity to realize their full potential through comprehensive services and supports delivered at no-cost within their community.



Youth Employment & Education Services

The Isaacs Center's award-winning program *Youth Employment & Education Services* (YES) has been around for more than 30 years assisting *out-of-work* and *out-of-school* youth ages 17-24 in developing the essential skills they need to become successful in the workforce. We focus on changing the attitudes that lead to defeat and failure, and teaching young people how to channel their strengths to be their best professional-self in the workplace. We help youth develop goals, enhance their interpersonal skills and embrace a positive work-ready persona.

Intake Process

We get to know our young people. Our three-part intake process allows us to get a clear understanding of their personal, professional and educational goals, the challenges they foresee securing these goals and the steps they're willing to take to offset these challenges. We explore their motivation, fears, behavioral patterns and support systems, paying extra special attention to the latter because we believe every young person needs a strong, committed support system to become the individuals they hope to be.

Once a participant successfully completes the intake process they are formally enrolled into workforce training.

Workforce Training

The goal of our comprehensive training is to prepare youth with no work experience to very little work experience to perform their job duties well and seamlessly handle unexpected challenges at work. We emphasize professionalism and work with program participants to develop essential customer service skills.

The classroom serves as a simulated work environment where participants are challenged with real-world situations employees might face on a job, such as:

- Change in work responsibilities
- Flexing a weekly work schedules
- Managing difficult relationships

To reinforce the work-place environment, participants receive a



At the Isaacs Center, we believe positive, nurturing relationships are the grounds for youth development, growth and change.

nominal daily stipend related to their attendance. Individuals are docked for lateness, unexcused absences, no-call/no-show and other insubordinate behaviors unrelated to work. Stipends are distributed at the end of each training cycle, which allows participants ample opportunities to re-earn docked pay.

We graduate 85% of the youth who enroll in our training program, and successfully help connect 60% to work or educational opportunities.

Graduates of our Employment Training program have become customer service representatives, office assistants, child-care workers, health care professionals and more. Many more have returned to local colleges or completed sector-specific vocational training leading to increase earnings.

Job Development

At the Isaacs Center, we know the challenges that can come with finding employment and establishing

a career. Our Job Development department helps young adults identify career paths that match their interests and lead to meaningful work experiences.

Ready-2-Work

Once a participant completes our core Workforce Training, they're immediately enrolled into Ready-2-Work. Each participant schedules an appointment and meets with one of our Job Specialists to develop a personalized job plan. Once created, the Job Specialist and the participant, depending on the specific need, will work together to accomplish the following:

- Identify and learn how to utilize job search engines efficiently
- Find and apply to job leads
- Update resumes and cover letters according to employment listings and job descriptions
- Complete job applications
- Prepare for interviews
- Cold call or follow up with potential employers

Opening Up Doors

We believe the best job is the one our participants source, contact, land an interview and ultimately, earn. The skills gained through this process helps build life-long employability skills young people need to be successful.

For those facing employment barriers that make it difficult to find work, our Job Specialists network with employers in various fields to identify potential leads. They also conduct research on potential employers to learn more about the needs of their business, employee expectations and their hiring practices.

Once a participant is hired, we work with them to eliminate barriers that often reduce workplace effectiveness. This includes, transportation during the first weeks of their employment, assistance deciphering workplace expectations and arranging for services, such as additional training or childcare.

Case Management

Throughout the program our Case Managers work with youth to help them develop vital social and emotional skills to enhance their self-esteem and self-concept. These skills assist youth in overcoming many barriers that limit their success.

Goal Setting

Setting specific, realistic goals and seeing them through is not an easy undertaking. That's why we work with our young people to set goals (*micro, short-term and long-term*) and help them plot paths to achieve these goals. We provide a safe space, free of judgment for youth to explore their setbacks and strategies for improvement moving forward. Through critical thinking exercises we help youth reframe their experiences and reclaim their lives.

Court Involved Youth

Our Legal Specialist works with youth who have become involved in the court system. We help

participants identify the status of their cases and develop action plans to support the resolution of those cases. In doing so we work with their lawyer and if necessary the court to strengthen the action plan. We also work with a partner agency to run RAP sheets for participants and work to correct errors to ensure incorrect information doesn't bar future success.

Benefits Counseling

Each participant of our YES programs are screened and provided information on public and private benefits available to them. Our trained Benefits Specialist assists participants in understanding the guidelines for Medicaid, emergency food assistance, housing/shelter information and cash benefits assistance. Based on an individuals' eligibility we work with the participant to complete the steps needed to successfully apply for the benefit(s).

At the Isaacs Center, we believe in the goals of continuity and stability for the youth we serve. And we work tirelessly to get them there.



Educational Advisement

Everyone deserves a second chance. Through our educational advisement program we work with out-of-school to re-engage them in high school, GED programs, vocational programs and college programs to improve their current and future earning potential. Each student enrolled meets with an educational advisor to determine the best course of action to accomplish this goal.

If you know a young person who would benefit from our services, reach out to us today. We are always excited to help a young person begin their journey.

Felix Castro

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At the Isaacs Center, we believe in innovative approaches to positive youth development and it is an expectation of every employee who chooses to stand with us.



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