

**UNITED PLANNING ORGANIZATION
WORKFORCE INSTITUTE
CAREER PATH VOCATIONAL TRAINING
PROGRAM AND COURSE SCHEDULES
FY 2018-2019**



**UNITING PEOPLE
WITH OPPORTUNITIES**

VISIT US AT: WWW.UPO.ORG

CFC # 90524 / DC One Fund Campaign # 9881 / United Way NCA #9881

The United Planning Organization

Mission Statement:

"Uniting People with Opportunities"

Its' Vision:

"A City of thriving communities and self-sufficient residents. UPO's Washington, DC."

UPO is the designated Community Action Agency for the District of Columbia. UPO is incorporated in the District of Columbia under IRS Section 501(c)(3) as a nonprofit corporation. UPO plans, coordinates, and implements human service programs serving DC's low-income residents.

The UPO Workforce Institute (WFI) has been recognized by the DC State Superintendent of Education as a non-degree, post-secondary institute of higher education, since 2011. Its' educational programming is a collaboration of UPO's former Adult Education & Training; Building Careers Academy; and Workforce Development Divisions, collectively formed as the UPOWFI.

The UPOWFI seeks to accomplish UPO's mission of "Uniting People with Opportunities" by assisting individuals in achieving self-sufficiency through career path vocational training programs leading to professional industry recognized certifications; job assistance and placement; and other supportive services to assist them in their journey to self-sufficiency.

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UPO WORKFORCE INSTITUTE (UPOWFI)

Echoing UPO’s mission, “Uniting People with Opportunity,” and its’ vision, “DC – A city of thriving communities and self-sufficient residents,” the UPOWFI was established as a Non-Degree Institution of Higher Education by the DC Office of the State Superintendent of Education (OSSE), Education Licensure Commission in 2011 to specifically address the vocational training needs of low-income DC residents. The UPOWFI is a collaboration of UPO’s former Adult Education & Training Division, Building Careers Academy and Workforce Development Division programs that offer career path vocational training programs in some of DC’s most in-demand occupations. The UPOWFI employs highly qualified instructors to facilitate and instruct its programs; and provides its students with support services including case management, job readiness training, and job assistance, placement, and retention services to ensure a successful journey on their road to self-sufficiency.

For most UPOWFI programs, the students must have a high school diploma or GED; and must assess at a specific English and mathematics comprehension level in order to understand the curriculum; and become eligible to receive industry recognized professional certification(s) upon successfully passing examination. Each program has different requirements to become enrolled in the program. Pre-requisites may be found under the Program Description section.

CONTACTS AND TRAINING LOCATIONS

Anacostia Community Service Center

1649 Good Hope Rd. SE
Washington, DC 20020

IT Training Site

301 Rhode Island Avenue, NW
Washington, DC 20001

Petey Greene Community Service Center

2907 MLK, Jr. Ave. SE
Washington, DC 20032

Building Careers Academy

915 Girard St. NE
Washington, DC 20017

Child Development Associate Training Site

Edgewood Early Learning Center
601 Edgewood Terrace, NE
Washington, DC 20017

Culinary Arts Training Site

Frederick Douglas Early Learning Center
3240 Stanton Road, SE
Washington, DC 20020

For more information, contact any of the following persons:

Reginald Glenn UPOWFI Training Manager rglenn@upo.org	Darnita Lawrence UPOWFI Outreach Specialist dlawrence@upo.org	Sheri Blue Jones UPOWFI Project Manager sjones@upo.org
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CAREER PATH VOCATIONAL TRAINING PROGRAMS¹

Building Maintenance Professional

(360 total course hours)(approximately 60 days or 3 months)

Program Description: The goal of the Building Maintenance Professional program is to provide training in construction trades that builds 21st century skills and work experience to obtain higher wages, sustainable employment and enhanced skills for higher degrees of self-sufficiency and independence. Students will learn, in addition to trade skills, effective jobsite communication, problem solving, professional behavior, and organizational skills necessary for successful careers in Building Maintenance.

Students seeking employment in this industry receive hand-on experience in common drywall repairs; common painting requirements found in in building maintenance; basic electrical troubleshooting and repair; plumbing troubleshooting and repair; effectively correcting finish carpentry issues in common building maintenance; basic lock skills and replacement processes; basic wall and floor tile installation and repair; basic weatherization processes making a building more energy efficient and other essential building maintenance skills and fundamentals. This program is taught Monday through Friday at the UPOWFI Building Careers Academy, 9:00 am to 3:00 pm. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 6th grade or above English and mathematics comprehension level;
- Must submit a copy of driver’s license or acceptable picture identification;
- Complete and submit all enrollment and admission documentation; attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- If required, must successfully pass a criminal background check.

Learning Track:

1. OSHA-10 Safety Training (30 hours)	6. Basic Plumbing Troubleshooting and Repair (42 hours)
2. Core Curriculum – Introductory Craft Skills (40 hours, including job readiness training)	7. Introduction to Finish Carpentry (48 hours)
3. Introduction to Drywall Repair for Common Maintenance Problems (18 hours)	8. Basic Lock Skills and Replacement Processes (24 hours)
4. Introduction to Basic Painting Skills using Brushes and Rollers (24 hours)	9. Basic Wall and Floor Tile Installation and Repair (24 hours)
5. Basic Electrical Troubleshooting and Repair (42 hours)	10. Weatherization Tactics (30 hours)
	11. Air Sealing (30 hours)
	12. Home Energy Auditing (8 hours)

Professional Certifications: Core Curriculum, Introductory to Craft Skills – issued by NCCER² and OSHA-10 Safety – issued by OSHA³

¹ Programs offered may require academic comprehension or vocational competency assessments before the student may be enrolled.

² The National Center for Construction Education and Research (NCCER) is a nonprofit education foundation created to develop standardized construction and maintenance curricula and assessments with portable, industry-recognized credentials. Visit www.nccer.org for more information.

³ OSHA, Occupational Safety and Health Administration, is the main federal agency charged with the enforcement of safety and health legislation. Visit www.osha.gov for more information.

Child Development Associate (CDA) Program

(120 classroom instruction hours, 480 volunteer hours in UPO Early Headstart (EHS) Classrooms)
(approximately 10 weeks to approximately 6 months, inclusive of instruction and volunteer hours)

Program Description: The Child Development Associate (CDA) Credential™ is a widely recognized credential in early childhood education administered by the Council for Professional Development. It is based on a core set of competency standards, which guide early care and learning professionals. The Competency Standards are the foundational content that support candidates in becoming qualified teachers.

This program is taught: Monday, Tuesday, Wednesday and Thursday from 9:00 am to 12:00 pm at Edgewood Early Learning Center, 601 Edgewood Terrace, NE, Washington, DC 20017. Pre-requisites for enrollment in this program include the following:

- Must be 18 years of age;
- Must have a high school diploma or a GED (a copy is required);
- Must test at a 7th Grade level in Math and Reading on the CASA Exam;
- Must complete an enrollment packet developed by HR which includes:
 - Physical Form from OSSE
 - CPR (Child Protective Registry information)
 - Proof of Income
 - Proof of residency (must be a DC Resident);
- Complete and submit all enrollment and admission documentation; attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- If required, must submit to a physical examination; meet physical requirements; and must successfully pass a criminal background check.

Learning Track

1. Subject area 1: Planning a safe and healthy learning environment
2. Subject Area 2: Advancing Children’s Physical and intellectual development
3. Subject Area 3: Supporting Children’s social and emotional development
4. Subject Area 4: Building Productive relationships with families
5. Subject area 5: Managing an effective program
6. Subject Area 6: Maintaining a commitment to professionalism
7. Subject Area 8: Understanding Principals of Child Development

Professional Certification:

CDA Credential™

Commercial Driver License Training Program

(240 total course hours)(approximately 36 days or 1.5 months)

Program Description: The goal of the Commercial Driver License Training program is to provide professional training for the Class B Commercial Driver's License.

This program is taught Monday through Friday at the 1st CDL of NOVA located at 5716 Telegraph Road, Alexandria Virginia 22303 from 9:00 am to 5:00 pm. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 9th grade or above English and mathematics comprehension level;
- Must submit a copy of current driver's license;
- Complete and submit all enrollment and admission documentation; attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- If required, must successfully pass a criminal background check.

Learning Track

1. Classroom Training
2. Pre-trip Inspection
3. Basic Maneuvers
4. City and Highway Driving
5. Road Skills Test
6. Job Readiness Training

Student Out-of-Pocket Fee

1. \$30.00 for three (3) exams @ \$10 each
2. \$78.00 for CDL Learners Permit
3. \$10.00 for Class B Road Test
4. \$117.00 for Class B License
5. Approximately \$90-\$130 for Medical DOT Card (Note: all students need a Department of Transportation physical examination prior to CDL road test.)

Professional Certification:

Class B Commercial Driver's License.

Culinary Arts Training Program

(360 total course hours)(approximately 60 days or 3 months)

Program Description: This training is in support of food service providers' commitment to produce safe, wholesome food and is designed as a training aid in preparation for the ServSafe Food Protection Manager Examination.

Required Textbooks: ServSafe (National Restaurant Association) Manager 6th Edition Book, Updated with the 2013 FDA Food Code; text is supplemented with a culinary workbook for practical applications.

This program is taught Monday through Friday 11:00 am to 5:00 pm over a course of 3 months at the Frederick Douglas Early Learning Center. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must test at an 8th grade or above English and mathematics comprehension level;
- Complete and submit all enrollment and admission documentation;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours; and
- If required, must successfully pass a criminal background check and drug screening; and meet appropriate physical ability requirements.

Learning Track

1. Chapter 1 Providing Safe Food
2. Chapter 2 Forms of Contamination
3. Chapter 3 The Safe Food Handler
4. Chapter 4 The Flow of Food: An Introduction
5. Chapter 5 The Flow of Food: Purchasing, Receiving and Storage
6. Chapter 6 The Flow of Food: Preparation
7. Chapter 7 The Flow of Food: Service
8. Chapter 8 Food Safety Management Systems
9. Chapter 9 Safe Facilities and Pest Management
10. Chapter 10 Cleaning and Sanitizing
11. Review and Examination
12. Employment Workshop: Job Readiness Training (integrated into total program hours)

Certifications

Students who complete this track will be prepared to take the ServSafe Food Protection Manager professional certification examination.

Electrical Installation Professional (Telecom)

(360 total course hours)(approximately 60 days or 3 months)

Program Description: This program provides training in residential and commercial electrical installation with a concentration in copper and fiber networking. Students seeking the knowledge and skills necessary to become entry-level professionals in the electrical industry with a minor concentration in network cabling will benefit from this program. This program is taught Monday through Friday at the UPOWFI Building Careers Academy, 9:00 am to 3:00 pm. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 8th grade or above English and mathematics comprehension level;
- Must submit a copy of driver's license or acceptable picture identification;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours; and
- Must successfully pass a criminal background check and meet physical ability requirements.

Learning Track:

1. OSHA-10 Safety Training (12 hours)
2. NCCER⁴ Core Curriculum – Intro to Craft Skills (40 hours, including job readiness training)
3. Introduction to Telecommunications (60 hours)
4. Introduction to Network Cabling – Copper-Based Systems (60 hours)
5. Introduction to Network Cabling – Fiber-Based Systems (60 hours)
6. Telephone Systems & VOIP (50 hours)

Professional Certifications: Students who complete this track will be eligible for the following industry-recognized certifications:

1. Core Curriculum, Introduction to Craft Skills – issued by NCCER
2. Telecommunications Technologies – Intro to Telecommunications Certificate – issued by C-TECH⁵
3. Network Cabling Specialist – Copper-Based Systems Certificate – issued by C-TECH
4. Network Cabling Specialist – Fiber-Based Systems Certificate – issued by C-TECH
5. Home Entertainment Residential Audio/Visual Certificate – issued by C-TECH
6. Telephone Systems & VOIP – issued by C-TECH
7. OSHA-10 – issued by OSHA⁶

⁴ The National Center for Construction Education and Research (NCCER) is a nonprofit education foundation created to develop standardized construction and maintenance curricula and assessments with portable, industry-recognized credentials. Visit www.nccer.org for more information.

⁵ C-TECH Associates, Inc. develops and manufactures proven construction industry trades educational programs and training aids. Visit www.c-techtraining.com for more information.

⁶ OSHA, Occupational Safety and Health Administration, is the main federal agency charged with the enforcement of safety and health legislation. Visit www.osha.gov for more information.

Electrical Technician

(360 total course hours)(approximately 60 days or 3 months)

Students seeking a career path to electrician apprenticeships or entry-level positions providing on-the-job training in the electrical trade industry will benefit from this program. This program is an orientation, knowledge-based, no performance tasks program that introduces the student to various career paths/opportunities one might follow in the electrical trade; defines the various sectors of the electrical industry; state the tasks typically performed by an electrician; and explains the responsibilities and aptitudes of an electrician. The program will also introduce the student to principles of alternating current including AC waveform, circuit, inductive reactance, frequency, voltage, transients, capacitive reactance and other fundamentals. This course provides the gateway to occupations such as electrician, electrician apprenticeships and other electrical occupations such as electric installer and/or repair positions. This program is taught Monday through Friday at the UPOWFI Building Careers Academy, 9:00 am to 3:00 pm. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 8th grade or above English and mathematics comprehension level;
- Must submit a copy of driver's license or acceptable picture identification;
- Complete and submit all enrollment and admission documentation;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- If required, must successfully pass a criminal background check.

Learning Track

1. OSHA-10 Safety Training (30 hours)
2. Core Curriculum – Introductory Craft Skills (40 hours)

Electrical Level One

3. Orientation to the Electrical Trade (6 hours)
4. Electrical Safety (12 hours)
5. Introduction to Electrical Circuits (12 hours)

Electrical Level Two

15. Alternating Current (18 hours)
16. Motors: Theory and Application (30 hours)
17. Electrical Lighting (12 hours)
18. Conduit Bending (12 hours)

6. Electrical Theory (12 hours)
7. Introduction to the National Electrical Code (12 hours)
8. Device Boxes (12 hours)
9. Hand Bending (12 hours)
10. Raceways and Fittings (18 hours)
11. Conductors and Cables (12 hours)
12. Basic Electrical Construction Drawings (12 hours)
13. Residential Electrical Services (12 hours)
14. Electrical Test Equipment (6 hours)
19. Pull and Junction Boxes (12 hours)
20. Conduit Installations (12 hours)
21. Cable Tray (12 hours)
22. Conductor Terminations and Splices (12 hours)
23. Grounding and Bonding (8 hours)
24. Circuit Breakers and Fuses (12 hours)
25. Control Systems and Fundamental Concepts (12 hours)

Certifications: Students who complete this track will be eligible for the following industry-recognized certifications-Core Curriculum, Introductory to Craft Skills – issued by NCCER and OSHA-10 Safety issued by OSHA.

Emergency Medical Technician

(640 total course hours)(approximately 80 days or 16 weeks or 4 month)

Students seeking basic entry level training into the Emergency Medical Services career field will benefit from this career path learning track. The program follows the most current National Education Standard Curriculum for EMT. This program trains students to work in the pre-hospital emergency medical environment as an entry level EMT provider. The classes offer a blended learning environment that includes lectures, on-line tutorials and psycho-motor skills.

Upon successful completion of the training program, the student will be capable of performing the following functions: recognize the nature and seriousness of a patient's condition or extent of injury to assess requirements for emergency care; administer appropriate emergency care to stabilize the patient's condition; and lift, move, position and otherwise handle the patient in a way which minimizes discomfort and further injury.

This program is taught Monday through Friday, six hours per day (with lunch and breaks) over a course of approximately 16 weeks. Prerequisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 9th grade or above English and mathematics comprehension level;
- Must submit a copy of driver's license or acceptable picture identification;
- Must complete an entrance exam including short essay;
- Complete and submit all enrollment and admission documentation;
- Must attend in-person interview;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- Must submit to a physical examination by medical doctor, including a drug screening; and
- Must successfully pass a criminal background check.

Learning Track

1. Training Overview (80 hours)
2. Module 1-Preparatory (80 hours)
3. Module 2-Pharmacology and Patient Assessment (80 hours)
4. Module 3-Airway, Shock and Resuscitation (80 hours)
5. Module 4-Medical Hours Skills (80 hours)
6. Module 5-Trauma Hours Skills (80 hours)
7. Module 6-Special Patient Populations (80 hours)
8. Module 7-Ambulance Operations (80 hours)

Certification

National Registry Emergency Medical Technician (NREMT) certification

Hospitality Industry Hotel and Tourism Industry Service Worker

(180 total course hours)(approximately 30 days or 1.5 months)

Students with little to no hotel industry service or work experience and are seeking employment in this industry will benefit greatly from this career path learning track. The Job Readiness components incorporated in this program provides the student with the soft skills necessary to seek, retain, maintain, and advance in employment. Employed students needing refreshment or are seeking advancement in their current employment benefit by acquiring an American Hotel Lodging Association (AH&LA) Skill, Tasks and Results Training (START) international professional certification.

The six-week Skills, Tasks, and Results Training (START) program provides an overview of the hospitality industry and the career pathways available to each student. The program teaches the foundation of lodging operations while promoting the long-term career pathways available to students. Over 400 high schools and community colleges select START as the beginning course to transition to higher-level hospitality coursework. Students will acquire the knowledge and skills needed to become a certified hospitality professional in the lodging (hotel) industry. The program will prepare ready students to go straight from the classroom and into the workforce to pursue high demand employment opportunities in “front and back of the house” positions in the hotel industry. This program is taught Monday through Friday, 9:00 am to 3:30 pm over a six-week period. Pre-requisites for enrollment in this program include:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 8th grade or above English and mathematics comprehension level;
- Must submit a copy of driver’s license or acceptable picture identification;
- Complete and submit all enrollment and admission documentation;
- Must attend in-person interview;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- Must not have visible tattoos or facial piercings;
- Must successfully pass a criminal background check.

Learning Track

1. Module 1-Hospitality Industry (25 hours)
2. Module 2-Delivering long-term Excellent Service (30 hours)
3. Module 3-Impactful Job Readiness Skills (35 hours)
4. Module 4-Front of the House and Back of the House Descriptions (35 hours)
5. Module 5-Front of the House and Back of the House Descriptions (35 hours)
6. Module 6-Personal Development (20 hours)

Certifications

AHLE certification(s) are offered in: Guest Service Professional; Guestroom Attendant; and Front Desk Representative. Students generally choose the certification they identify with and would like to pursue within the programming period they are enrolled.

IT Helpdesk and Application Support Specialist

(800 total course hours) (approximately 160 days or 6 months)

Students seeking custom designed IT training, including help desk, CompTIA A+ certification training, technical professional development and career and social coaching to prepare students to enter the workforce as a Tier 1 Help Desk or Application Support professional. Students will learn the most commonly used help desk software and incorporate hand-on and real world training scenarios. Individuals will be trained to use Bomgar Remote support and Remedy Ticketing software, Microsoft Office Suite 2010 and Microsoft SharePoint 2010. The student will learn to:

- Answers/places technical support calls from/for students and provide Level 1 technical assistance to the end user on applications or technologies.
- Provide accurate and efficient problem diagnosis and dispatching to other contracted service providers or higher level support professionals.
- Extend exemplary student service skills during interactions with students.
- Provide troubleshooting and repair

Students should inquire about the CompTIA Fundamentals portion of this program, requiring successfully passing the fundamental exam and instructor recommendation to continue into the A+ portion of this program.

This program is taught Monday through Thursday from 5:00 pm to 9:00 pm at 301 Rhode Island Avenue, NW, Washington, DC 20001. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 9th grade or above English and mathematics comprehension level;
- Must submit a copy of driver's license or acceptable picture identification;
- Must submit a 500 word essay;
- Complete and submit all enrollment and admission documentation;
- Must participate in a telephone and in-person interview;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- Must submit to a physical examination by medical doctor, including a drug screening; and/or
- Must successfully pass a criminal background check, as required.

A+ Learning Track:

1. Professional Development (125 hours)
2. CompTIA A+ (300 hours)
3. Microsoft Windows Server Administration Fundamentals - Exam 98-365 (125 hours)
4. Microsoft Windows 7 (10 hours)
5. Microsoft Windows 8 (10 hours)
6. SharePoint Services (40 hours)
7. Microsoft Office 2010 (160 hours)
8. HEAT and OS Ticket - Ticketing Software or (10 hours)
9. Bomgar, WebEx, LogMe In Remote Support Software (10 hours)
10. SnagIt Screen Capturing Software (10 hours)
11. Internship (integrated, 12 weeks or as appropriate for student)
12. Employment Workshop: Job Readiness Training (integrated)

Certification:

CompTIA Fundamentals and/or A+ certification

UPO WORKFORCE DEVELOPMENT SERVICES

Orientation

The UPOWFI facilitates a mandatory orientation for all students to ensure what is expected of them and their respective program's requirements. The orientation will cover in detail what the UPOWFI considers compliance with program requirements; the consequences of failing to comply within the program; the ways in which the program can help students while enrolled in the program; and be supportive of the student in completing the program and gaining employment. Orientation is also an opportunity for UPOWFI staff to present supportive services that may benefit the student; and collect required data from students. Orientations may be co-facilitated by Case Managers, Program Managers, Job Developers, Employment Specialists, Trainers and Instructors as required. Most orientations are held at the start of programs. Others may have a date scheduled for orientation before the first day of the course start date. Program staff will notify the student when this is the case. All students must complete orientation within five days of the course start date. Students are in general, observed the first week of class to ascertain if the program is the correct fit for the student.

Case Management

Referred students are likely to require a high level of assistance and individualized support as they navigate through UPOWFI vocational training activities. The UPOWFI provides each student and his or her family with individualized and intensive case management services that support and facilitate the student's (and family) progression and compliance within the vocational training and as required through job placement and retention phases.

Case Management services will be provided as long as the student remains in vocational training or job placement. The case manager will engage the student in developing and maintaining a collaborative working relationship, engaging the student one-on-one or in an appropriate group sessions. The case manager will meet in person with each student on a mutually agreed schedule or as required to monitor the student's progress. The case manager will also engage the student in addressing family stabilization issues (facilitating a two-generational approach) to ensure students are successful in vocational training programs and employment.

Job Readiness Program

Job Readiness training is a minimum of 40 total course hours, students will spend approximately 2-3 weeks in this program. Students with little to no work experience will benefit greatly from this program. Job readiness training provides an essential first step to help unemployed or low-income individuals make the transition from public assistance to self-sufficiency. Training focuses on life skills such as time management, conflict resolution, problem solving, professional dress and demeanor, and communication skills. UPO employer partners have stressed the importance of job readiness in successful recruitment for entry and other level positions. One common factor in successful recruitment is that people interviewing for jobs must have sufficient soft skills to be hired and remain employed. Soft skills are life skills such as a strong work ethic; reliability; punctuality; and good communication skills.

Students will learn how to successfully interview with an employer and help them get the job and maintain employment. This program focuses on the employer's perception of the candidate: first impression, application, resume, emails, phone calls, appearance, professional attire, personal strengths/weaknesses and the candidate's asset/liability to the company. Students will learn to identify qualities employers want, selecting appropriate interview attire, and why the employer's first impression

is important. The program also allows the student to look at their own values and examine how they deal with others. Students will explore how to write a professional resume, cover letter and complete an application.

Additionally, students when seeking employment will be able to identify jobs they would enjoy doing; jobs suited to their interests, values and skills; and jobs that are appropriate for their lifestyles. Students will learn about the Equipped for the Future (EFF) standards that are important for success at work. They will begin by reflecting on their experiences and connecting those experiences to the job they are seeking. The student will also discover their personal learning style and will develop a plan for accomplishing their learning goals. In the 21st century workforce, employees no longer spend their entire career in one company. In today's workforce, it is likely that an employee will change jobs at least 8-12 times in their lifetime. Changing jobs should be the employee's decision not a result of being "fired." This program will teach the student how to make smart choices; how to appropriately and effectively communicate in the workplace and not be fired. The program utilizes both Job Readiness Assessment and Job Search Knowledge Scale and Employability Assessment tools. The student must express commitment to attending a minimum 85% of total course hours. The learning track includes the following training modules:

1. Module 1: Knowing What an Employer Wants
2. Module 2: Finding a Job
3. Module 3: Communication at Work
4. Module 4: Don't Get Fired

Career Exploration Program¹¹

This program is beneficial to students who have not identified a career or college pathway. The program continues to assist the student in identifying jobs they would enjoy doing; jobs suited to their interests, values and skills; and jobs that are appropriate for their lifestyles. Help the student discover their personal learning style and developing a plan for accomplishing their learning goals. Actively engage the student in soft and life skill training focusing on work ethic; reliability; punctuality; time management; conflict resolution; problem solving; professional dress and demeanor; and good communication skills. Identify and understand qualities employers want. The student will also participate in mock interviewing; and assisted with job matching.

Additionally, the program will introduce students to the UPOWFI career path vocational training programs and prerequisites to entering those programs. The program will also identify other providers of education and occupational training in the Washington, DC metropolitan area. The program will also assist students enroll and engage in services, including how to apply to appropriate programs, secure funding and apply for financial aid; and support students in identifying education and occupational skills building opportunities that may be funded through Workforce Innovation and Opportunity Act (WIOA) funds. Students will spend approximately 2-3 weeks in this program.

¹¹ This programming is tentatively scheduled to start in October 2019

CASAS Preparation

The UPOWFI acknowledges that the most of its programs require the student to qualify at certain reading, mathematic and writing comprehension levels. This program is an on-demand (requiring a cohort of at least 5-10 students) with customized hours to prepare students to take the CASAS Exam utilizing the CASAS Practice Test preparing them to assessment/entrance into vocational skills training programs or for other academic preparation.

Life Coaching (One-on-One and Group Sessions)¹²

The UPOWFI asserts that the student's assigned case manager acts as their primary life coach. The case manager assures that life coaching concepts and strategies are woven into day-to-day interaction with students. The case manager will schedule coaching focusing on education progress against the student's goals. Additionally, the case managers and other UPOWFI staff will conduct two life coaching group sessions for students per month. The sessions will focus on assisting students in exploring key factors involved in moving towards goal attainment. The sessions will encourage peer-to-peer engagement and the opportunity to learn from one another's tactics, approaches, successes and challenges. These sessions will also feature motivational speakers and as appropriate provide the opportunity for the student and family to attend together.

Financial Literacy Workshop

The Financial Literacy Workshop is facilitated in collaboration with the UPO Community Reinvestment Division and is a minimum of 20 total course hours. Students will spend approximately 2-3 weeks in this program. One (1) cohort is offered monthly. The Financial Literacy Education Workshop teaches the importance of good credit, budgeting and goal setting. Participants receive free credit reports and one-on-one credit counseling as the initial step to financial management. Individuals will develop skills needed to manage money on a day-to-day basis, while creating, debt reduction and saving plans. Topics covered include:

- Understanding Your Credit
- Creating/Managing A Budget
- Setting Financial Goals
- Saving
- Basic Banking

Through UPO's partnership with Bank on DC, students that do not have a bank or receive limited-banking services due to prior banking issues, may gain access to financial services and products. Bank on DC is a collaborative effort between local governments, financial institutions, and community organizations whose goals are to provide free to low-cost banking services. Students who open a banking account with a Bank on DC bank or credit union receive customized products with the following features:

- No minimum balance requirements
- No overdraft charges
- No monthly fees
- Second chance banking

¹² Ibid.

Job Assistance and Placement Services

Services include helping students to:

- Identify and place students in jobs they would enjoy doing; jobs suited to their interests, values and skills; and jobs that are appropriate for their lifestyles.
- Actively engage in soft and life skill training focusing on work ethic; reliability; punctuality; time management; conflict resolution; problem solving; professional dress and demeanor; and good communication skills.
- Identify and understand qualities employers want.
- Learn how to write a professional resume, cover letter and complete a job application; participate in mock interviewing; assisted with job matching and gain access to internships, apprenticeships, on-the-job training and transitional employment opportunities; and receive other career-counseling services.
- Receive post placement follow-up services. These include the student signing a six month employment “commitment” contract; routine contact with the student and employer and provide student/employee mediation, if appropriate; if student/employee is terminated from employment, staff will reengage the student for suitable second placement; the employment specialist and case manager will help the student/employee secure appropriate transportation and child care; and other supportive services; follow-up routinely, with the student/employee in regard to their employment and family life.

UPO job developers, trainers, coaches, employment specialists and case managers as required will work with the student in providing supportive services, including job readiness training and other soft skill training to ensure that the student is equipped to gain and retain employment.

PROGRAM AND ORIENTATION SCHEDULES

Orientation and Program Schedule

ORIENTATION IS MANDATORY FOR NEW STUDENTS

Orientation and Program Scheduling is based on student demand. Check with UPOWFI staff to determine if the program you are interested in will be offered on the date(s) specified below.

BUILDING MAINTENANCE PROFESSIONAL

Program Location: Building Careers Academy located at 915 Girard Street, NE, Washington, DC 20017

Operating Hours: Monday through Friday, 9:00 am to 3:00 pm

Orientation Date: 10/01/2018	Start Date: 10/01/2018	End Date: 12/21/2018
Orientation Date: 01/02/2019	Start Date: 01/02/2019	End Date: 03/22/2019
Orientation Date: 04/01/2019	Start Date: 04/01/2019	End Date: 06/21/2019
Orientation Date: 07/01/2019	Start Date: 07/01/2019	End Date: 09/20/2019

CHILD DEVELOPMENT ASSOCIATE (CDA)

Program Location: Edgewood Early Learning Center, 601 Edgewood Terrace, NE, Washington, DC 20017

Operating Hours: Monday, Tuesday, Wednesday and Thursday from 9:00 am to 12:00 pm

Contact Program Staff for 2019 Orientation, Start and End Dates.

COMMERCIAL DRIVERS LICENSE (CDL) TRAINING PROGRAM

Program Location: 1st CDL Training Center of Nova, 5716 Telegraph Road, Alexandria, VA 22303

Operating Hours: (Regular Classes) Monday through Friday from 9:00 am to 5:00 pm; (Part-Time Classes) Saturday through Sunday 8:00 am to 4:00 pm

Regular Classes (Monday through Friday)

Orientation Prescheduled	Start Date: 05/14/2018	End Date: 06/11/2018
Orientation Prescheduled	Start Date: 05/29/2018	End Date: 06/25/2018
Orientation Prescheduled	Start Date: 06/11/2018	End Date: 07/06/2018
Orientation Prescheduled	Start Date: 06/25/2018	End Date: 07/20/2018
Orientation Prescheduled	Start Date: 07/09/2018	End Date: 08/03/2018
Orientation Prescheduled	Start Date: 07/23/2018	End Date: 08/17/2018
Orientation Prescheduled	Start Date: 08/06/2018	End Date: 08/31/2018
Orientation Prescheduled	Start Date: 08/20/2018	End Date: 09/14/2018
Orientation Prescheduled	Start Date: 09/03/2018	End Date: 09/28/2018

Orientation Prescheduled	Start Date: 09/17/2018	End Date: 10/12/2018
Orientation Prescheduled	Start Date: 10/01/2018	End Date: 10/26/2018
Orientation Prescheduled	Start Date: 10/15/2018	End Date: 11/09/2018
Orientation Prescheduled	Start Date: 10/29/2018	End Date: 11/23/2018
Orientation Prescheduled	Start Date: 11/12/2018	End Date: 12/07/2018
Orientation Prescheduled	Start Date: 11/26/2018	End Date: 12/21/2018
Orientation Prescheduled	Start Date: 12/10/2018	End Date: 01/11/2019
Orientation Prescheduled	Start Date: 12/24/2018	End Date: 01/25/2019

Part-Time Classes (Saturday and Sunday)

Orientation Prescheduled	Start Date: 05/19/2018	End Date: 07/29/2018
Orientation Prescheduled	Start Date: 06/16/2018	End Date: 08/26/2018
Orientation Prescheduled	Start Date: 07/14/2018	End Date: 09/16/2018
Orientation Prescheduled	Start Date: 08/11/2018	End Date: 10/21/2018
Orientation Prescheduled	Start Date: 09/08/2018	End Date: 11/11/2018
Orientation Prescheduled	Start Date: 10/07/2018	End Date: 12/09/2018
Orientation Prescheduled	Start Date: 11/03/2018	End Date: 01/06/2018
Orientation Prescheduled	Start Date: 12/01/2018	End Date: 01/10/2018

CULINARY ARTS TRAINING PROGRAM

Program Location: Frederick Douglass Early Learning Center, 3240 Stanton Road, SE, Washington, DC 20020

Operating Hours: Monday through Friday from 11:00 am to 3:30 pm.

Orientation Date: 10/01/2018	Start Date: 10/01/2018	End Date: 12/21/2018
Orientation Date: 01/02/2019	Start Date: 01/02/2019	End Date: 03/22/2019
Orientation Date: 04/01/2019	Start Date: 04/01/2019	End Date: 06/21/2019
Orientation Date: 07/01/2019	Start Date: 07/01/2019	End Date: 09/20/2019

ELECTRICAL INSTALLATION TECHNICIAN

Program Location: Building Careers Academy located at 915 Girard Street, NE, Washington, DC 20017

Operating Hours: Monday through Friday, 9:00 am to 3:00 pm

Orientation Date: 10/01/2018	Start Date: 10/01/2018	End Date: 12/21/2018
Orientation Date: 01/02/2019	Start Date: 01/02/2019	End Date: 03/22/2019
Orientation Date: 04/01/2019	Start Date: 04/01/2019	End Date: 06/21/2019
Orientation Date: 07/01/2019	Start Date: 07/01/2019	End Date: 09/20/2019

ELECTRICAL TECHNICIAN

Program Location: Building Careers Academy located at 915 Girard Street, NE, Washington, DC 20017

Operating Hours: Monday through Friday, 9:00 am to 3:00 pm

Orientation Date: 10/01/2018	Start Date: 10/01/2018	End Date: 12/21/2018
Orientation Date: 01/02/2019	Start Date: 01/02/2019	End Date: 03/22/2019
Orientation Date: 04/01/2019	Start Date: 04/01/2019	End Date: 06/21/2019
Orientation Date: 07/01/2019	Start Date: 07/01/2019	End Date: 09/20/2019

EMERGENCY MEDICAL TECHNICIAN TRAINING PROGRAM

Program Location: [Contact Staff for Program Location](#)

Operating Hours: Monday through Friday from 9:00 am to 5:00 pm

Orientation Date: 10/01/2018	Start Date: 10/01/2018	End Date: 12/21/2018
Orientation Date: 01/02/2019	Start Date: 01/02/2019	End Date: 03/22/2019
Orientation Date: 04/01/2019	Start Date: 04/01/2019	End Date: 06/21/2019
Orientation Date: 07/01/2019	Start Date: 07/01/2019	End Date: 09/20/2019

HOSPITALITY INDUSTRY HOTEL AND TOURISM INDUSTRY SERVICE WORKER

Program Location: UPO Anacostia Community Service Center, 1649 Good Hope Road, SE, Washington, DC 20020

Operating Hours: Monday through Friday from 9:00 am to 3:00 pm

[Contact Program Staff for 2019 Orientation, Start and End Dates.](#)

IT HELPDESK AND APPLICATION SUPPORT SPECIALIST

Program Location: 301 Rhode Island Avenue, NW, Washington, DC 20001

Operating Hours: Monday, Wednesday and Thursday from 6:00 pm to 9:00 pm

Orientation Date: 07/24/2017	Start Date: 07/24/2017	End Date: 09/28/2018
Orientation Date: 10/2018	Start Date: 10/2018	End Date: 03/2019
Orientation Date: 03/2019	Start Date: 03/2019	End Date: 09/2019

[Contact Program Staff for exact 2019 Orientation, Start and End Dates.](#)

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UNITED PLANNING ORGANIZATION WORKFORCE INSTITUTE
PROGRAM AND COURSE SCHEDULES
FY 2018-2019

ADDRESS

301
Rhode Island Ave.
NW
Washington, DC
20001
USA

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Website
www.upo.org
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