



# THE SPOTLIGHT

**Education Management Corporation**

**Summer 2004**

## Message from EMC's President and CEO Val Randolph



Val Randolph

Thanks to all who provided feedback regarding our inaugural newsletter which was distributed earlier in the Spring of this year. Your comments were very productive and well received and will help us to improve this and future editions of our newsletter. As mentioned in our inaugural newsletter, this publication is meant to provide you with opportunities to learn more about our company and

our projects, and share with others uplifting news from throughout our organization. Should you have any information that you would like to share with the rest of our organization in our next newsletter please contact us at our corporate office.

EMC representatives from each of our projects recently attended the annual Job Corps Alpha Leadership Conference and Awards Program in Washington D.C. The agenda included recognizing departing National Director Richard Trigg for his outstanding contributions and service to the program during his tenure, as well as welcoming and introducing our new National Director, Ms. Grace Kilbane. We had the pleasure of meeting Ms. Kilbane during her meetings with Center operators. Please read more about our visit on page 6. Also, The National Job Corps Association (NJCA) recently announced that the digital broadcast of the Alpha Awards Program has been posted on Nortel's Kidz Online, a partner in Job Corps. To view this as well as the award winners and the agenda, visit [www.kidzonline.org/alphaawards/](http://www.kidzonline.org/alphaawards/).

Our Student Government Officers from the Whitney M. Young Job Corps Center attended the ResCare Student Leadership Conference, along with Student

Government Members from all of the ResCare Centers, held concurrently with the Alpha conference. Our students and staff had the opportunity to meet with Congressional representatives during their visit. For more information regarding this visit please see page 5.

This time of the year is special in that we have the opportunity to celebrate with our recent Job Corps graduates in their Graduation ceremonies. Ceremonies were held at the Whitney M. Young Job Corps Center, the Blue Ridge Job Corps Center, and the Edison Job Corps Academy. You can read more about each of these ceremonies on page 4. Please join me in congratulating our recent graduates and wishing them well as they embark in the next stage of their lives, as well as congratulating our staff members at each of our centers for their continued commitment in making a positive difference in our students' lives.

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**EMC HAS BECOME INVOLVED IN SEVERAL INNOVATIVE PILOT PROGRAMS AT SEVERAL OF OUR CENTER LOCATIONS, AS NOTED BELOW:**

**IC<sup>3</sup>** - This program is a technology, computer, and Internet certification program. Pilot programs are being conducted at Whitney M. Young Job Corps Center, Edison Job Corps Academy, and Blue Ridge Job Corps Center. Please see page 7 for more information regarding the IC<sup>3</sup> program.

**The Pacific Institute** will be providing comprehensive staff training in order to strengthen retention through the concepts of staff modeling, mentoring, and motivating. Pilot sites for this program are at the Whitney M. Young Job Corps Center and the Edison Job Corps Academy. Please see page 6 for more information regarding the Pacific Institute program.

**Also, the Excel in Reading through Technology (ERT) program** will be conducted as a pilot program at our Whitney M. Young Job Corps Center. This program is an innovative research-based model that accelerates learning by integrating technology with best practices in reading development. For more information regarding this program, please contact our corporate offices.

Our Whitney M. Young students are continuing to use the PLATO and WorkKeys programs available on-line through the Kentucky Virtual Adult Education (KYVAE) web site. These programs are designed to help students prepare for the GED and to enhance their job skills, respectively. For more information regarding these programs you can contact staff at our Whitney M. Young Center, or visit the web site: [www.kyvae.org](http://www.kyvae.org).

If any of the above programs are of particular interest to you, I strongly urge you to contact staff at the pilot sites in order to learn more about the programs. If you need specific contact information for one of the above locations, please contact our corporate offices. These are the types of innovative programs which will assist in our mission to provide quality services to our students.

As we start another Job Corps program year, we all need to be aware of the challenges that lie ahead. The National Office recently announced the new OMS measures that are now in effect – see Appendix 501a through 501d in the Job Corps Policy and Requirements Handbook, as well as the announcement from Ms. Kilbane regarding the literacy and numeracy measures. We all need to be cognizant of these changes as we continue in our mission to provide quality service to the youth whom we serve. Working together as a united team, we can rise to these challenges and continue to succeed. Let us keep our eye on the prize.

**Valaida W. Randolph**  
President and CEO

**EMC AWARDED NORTHWEST TEXAS OUTREACH & ADMISSIONS CONTRACT**

On June 25th, the Dallas Regional office of the Department of Labor (DOL) awarded to EMC the Northwest Texas Outreach & Admissions contract. This contract will call for EMC to recruit 719 arrivals for the North Texas and Treasure Lake Job Corps Centers. Offices for this contract will be established in Fort Worth, Amarillo, Lubbock, and San Angelo. Transition activities began on July 1st, with EMC taking on full responsibility for the contract on August 1st. We welcome our new staff in Texas and we look forward to providing quality services to our partnering centers and Job Corps Dallas Region. Ms. Margarita De La Cruz Thomas will serve as our Project Director and she can be reached at 817-451-3065.

## Whitney M. Young Job Corps Center Celebrates Cinco de Mayo

Students and staff from the Whitney M. Young Job Corps Center hosted a Cinco de Mayo celebration of the traditional Mexican Independence holiday. The Center made this a special celebration for Cinco de Mayo by involving many of our local Shelby County partners. The festivities started with traditional food and snacks being served, followed by dance/salsa lessons, costume making, and a dance contest. Numerous community-based partners and organizations attended the festivities. The Sentinel News of Shelbyville covered the events of the day, featuring some of the activities, and quoted EMC's Technical Support Services Manager, Pedro Ortiz as saying "We have so many Latinos in this area, and this center would be a good source of education". The Whitney Center, Kentuckiana Works, Jackson Pierce Outreach & Admissions, and the Philadelphia Department of Labor Job Corps Region are actively planning to increase the services it provides to the local community youth, in school or out of school, through the addition of a non-residential component to the Center.



## Edison Job Corps Academy Students Stage "International Day"

The Academic and Vocational classes at the Edison Job Corps Academy recently participated in the annual

"International Day". Each class chose to represent a country for the day, and students conducted research and preparation for weeks prior to the event. Presentations were developed, maps and decorations were designed and created, all to be presented to a panel of judges. Classes represented the following countries and geographic regions: Polynesian Islands, Dominican Republic, Central America, Jamaica, Trinidad, Japan, and Greece. The day was successful in broadening our students and staff's horizons, exposing them to the life and cultures of different countries, and celebrating diversity.





## **EMC CONGRATULATES OUR RECENT JOB CORPS GRADUATES**

Graduation ceremonies were recently held at several of our Job Corps Centers where EMC is either a contractor or subcontractor. Congratulations to all our recent graduates and good luck as you continue your careers or your higher education!

### **Whitney M.Young Job Corps Center:**



Graduating students took part in the June graduation ceremony at the Whitney M.Young Job Corps Center. The featured guest speaker was Mr. Troy Rawlins, who graduated from the Whitney Young Center in 1992, completing the facilities maintenance vocation. Mr. Rawlins received a bachelors degree from Kentucky State University, and in May 2004 he received his masters degree in Business Administration, and plans to pursue his Doctorate degree. Mr. Rawlins speech to the graduating students proved to be a truly uplifting and motivational one.

### **Blue Ridge Job Corps Center:**

The Blue Ridge Job Corps Center, located in Marion, Virginia, provides training to 200 students. EMC is a subcontractor at the Center and provides all academic and vocational training services. The Center held its graduation ceremony on June 25<sup>th</sup>. Mr. Gary Tickles, Center Director, welcomed the graduates, and Ms. Delores Boehm, President of the Community Relations Council, was the Guest Speaker. Ms. Suzan Widener, EMC's Supervisor of Training Programs at the Blue Ridge Job Corps Center, participated in the ceremony as the Presenter of the Candidates. A reception was held to honor the graduates afterwards in the Center's cafeteria. Congratulations to the June 2004 Blue Ridge Job Corps Graduates.



## Edison Job Corps Academy:



The Edison Job Corps Academy celebrated a graduation ceremony on August 6<sup>th</sup>. Over 150 graduates returned to the Academy to participate in this special ceremony, which was well attended by parents, family members, and friends. Mr. Mitchell Yourman, EMC's Director of Education and Training, addressed the gathering by making the opening remarks. Ms. Jamie Halligan, Education Manager, and Mr. Randy Crane, Vocational Manager, participated in the ceremony, presenting the Vocation and Academic awards. The featured guest speaker was Mr. David M. Daly, Director of Utility Operation Services, Public Service Electric and Gas Company (PSE&G). After the ceremony, all the graduates and visitors attended a reception which was catered by Edison's Culinary Arts trade. Later that evening, a prom was held for the graduates. Congratulations Graduates!

## Whitney Young Students Attend National Student Leadership Conference

Four Whitney Young Job Corps Center Student Government Officers attended the Job Corps National Student Leadership Conference, held in Washington, D.C. during the last week of July. Various workshops and training sessions were held. This forum, sponsored by ResCare, gives the students the opportunity to interact with students from other Job Corps Centers across the country, as well as other Center staff. Leadership workshops were held and a variety of social and recreational activities occurred. One of the highlights of the Conference was the opportunity for our students and staff to visit with their Congressional representatives on Capitol Hill. The Conference culminated with the students who were first, second, and third prize winners of the project presenting each team's video on retention within Job Corps.



Whitney M. Young Student Government Officers and Staff meet with Ms. Katelin Dial, Legislative Correspondent for Senator Mitch McConnell



Whitney Young Student Government Officers with Ms. Meredith Brown, Legislative Correspondent for Congresswoman Anne M. Northup; from left to right Kelly LaCost, secretary; Edwin Rivera, Chief Justice; Ms. Brown; Vincent Gillis, Vice-President; Pauline Powell, President

## **EMC Staff Attend Alpha Leadership Conference**

Various EMC corporate and Project staff attended the annual Job Corps Alpha Leadership Conference, held in Washington, D.C. during the last week of July. The Conference offered a number of valuable training sessions, including the following: “Improving CTS Outcomes”, “Understanding the Future of OMS”, “Construction Careers for Job Corps Students”, “Improving Certification and Credentialing”, and “Working Together to Improve Residential Living”.



Ms. Grace Kilbane, National Director of Job Corps,  
with EMC Staff



EMC Staff at Alpha Awards Program

The Conference also served as the forum to introduce Ms. Grace Kilbane, the new National Director of Job Corps. Val Randolph, EMC President and CEO, Brian Landry, VP Finance & Administration, and Roxanne Chin, Director of Field Operations and Resource Services, met with Ms. Kilbane during her one-on-one sessions with Center operators.

The Conference concluded with the annual National Job Corps Association’s Alpha Awards dinner. EMC management is proud to be a sponsor of this annual dinner and awards ceremony and congratulates all of this year’s nominees and winners.

## **Pacific Institute Pilot Program Approved for Whitney M. Young Job Corps Center and Edison Job Corps Academy**

The Department of Labor, Philadelphia Region (Region II), recently approved for the Whitney M. Young Job Corps Center, the implementation of a program by The Pacific Institute, titled “Success Strategies for Effective Schools”. This program is also in place at the Edison Job Corps Academy. “Success Strategies for Effective Schools” consists of a comprehensive institutional effectiveness plan that is specifically designed to strengthen retention through the concepts of staff modeling, mentoring, and monitoring. The implementation of this program will include an assessment performed in order to determine its effectiveness. EMC staff at both pilot locations are excited to be a part of this innovative program and are looking forward to working with staff from the Pacific Institute.

## EMC Centers Begin IC<sup>3</sup> Pilot Program

The National Job Corps Office has recently implemented a pilot program for the Internet and Computing Core Certification (IC<sup>3</sup>), which is a technology, computer, and Internet certification program. This program gives individuals sufficient Internet and computing literacy skills to enter current job markets or continue in higher education programs. Three of our Job Corps centers were selected to be included as part of this pilot program: Whitney M. Young Job Corps Center, where EMC is the prime contractor; and the Edison Job Corps Academy and Blue Ridge Job Corps Center, where EMC provides all Academic and Vocational training services for its partner, ResCare. Each of the centers has incorporated the program into the Business Technology vocational offering curriculum. The Job Corps National Office has provided a number of free examinations to each center during the pilot period, and Humanitas, a consulting firm that provides services to Job Corps, is the contractor responsible for evaluating this program. There are three components of the program of which students are tested: computing fundamentals, key applications, and living online.

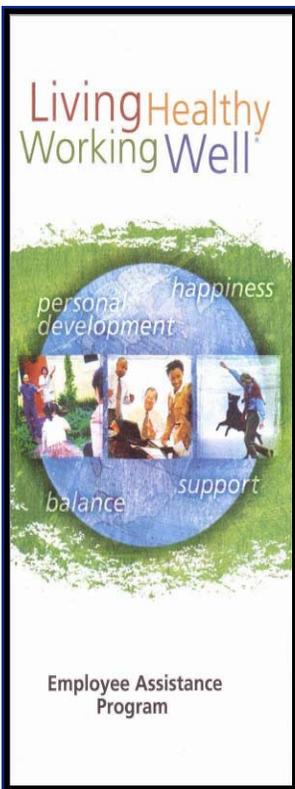
Once a student has successfully completed the examinations, certification is issued. This ensures that all those certified have mastery in certain computer and technological knowledge and skills. Involvement in the IC<sup>3</sup> pilot program will help ensure that there are greater employability opportunities for our students.

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### Living Healthy/Working Well Employee Assistance Program

We all know that everyone needs help from time to time in dealing with life's wide variety of challenges. Often it's not just the unexpected events that catch us off guard, sometimes it is the predictable events and transitions in our lives – such as starting a new career, marriage, the birth of a child, raising children, or buying a house – that find us feeling unprepared. Whether you are looking for assistance in dealing with a situation that is troubling you or are looking for some general information or referrals, EMC's Employee Assistance Program (EAP) can help. The EAP is a plan sponsored by EMC that addresses your health & well-being issues at no cost to you! The plan is offered to all employees and their families and provides invaluable services, such as dealing with or gathering information about the following:



Stress  
Anxiety/depression  
Bereavement

Family/Parenting Issues  
Anger Management  
Marital/Relationship problems

Coping with change  
Alcohol or drug problems  
Legal/Financial issues

Using our EAP is easy, convenient, and confidential. The toll-free number to call is:

**1-800-523-5668**

You can also access services on-line at [www.magellanhealth.com](http://www.magellanhealth.com). Follow the links to the member web site for a variety of information as well as self-help programs on a wide range of mental health and personal development and well-being issues.

Again, all consultations are completely confidential. EMC takes the good health and well being of its employees very seriously, and our EAP is a great resource to assist us all when we are experiencing problems or may need some information or referrals.

## Whitney M.Young Job Corps Students Assist in Relief Efforts in Eminence, KY

Late in May this year, a series of tornadoes crossed through the state of Kentucky, resulting in property damage in the town of Eminence, KY. Students from the nearby Whitney M.Young Job Corps Center, accompanied by staff members, traveled to Eminence to assist in the clean-up and relief efforts. After several days of assisting in these efforts, town officials requested that our students return and assist with other longer-term repair efforts that were required.

The area around Eminence High School, particularly the athletic fields, suffered significant damage. Specifically, the dugouts at the baseball field were damaged. Students from the Brick Masonry trade, along with several staff members, volunteered to return in order to repair the dugouts. This work was completed prior to the students leaving for summer break. Currently, students from the Carpentry trade are repairing and installing the roofs on the dugouts, and this work will be completed shortly.

This is a good example of the types of mutually beneficial community service work performed by our Job Corps students: A nearby community received valuable services in its time of need, and our students received valuable and relevant work experience. EMC salutes the Whitney M. Young Job Corps students and staff for their volunteer efforts, and wishes the residents of Eminence, KY, a speedy and safe recovery.



## Whitney M.Young Cafeteria Renovation

A grand opening of the recently renovated Austin Edwards Cafeteria was held at the Whitney M.Young Job Corps Center on August 25<sup>th</sup>. Students, staff, and representatives from the U.S. Department of Labor participated in the grand opening ceremonies. Students at the Center recently completed the year-long renovation project, which includes a new and open floor plan, a 400 square foot queuing area, new male and female bathrooms, new tables and chairs, roof, acoustic ceiling and windows, and electrical and ventilation upgrades. Participating in the grand opening ceremony were Mr. Michael O'Malley, Chief Architect, Division of Facility Planning, National Office of Job Corps, and Mr. Jim Kennedy, Program Manager from the Philadelphia Regional Office of Job Corps, Department of Labor, both of whom were major supporters of the cafeteria renovation project.



Interior of newly renovated cafeteria



Mr. Jim Kennedy, with Whitney Young Culinary Arts students, during the opening ceremonies of renovated cafeteria



Mr. Michael O'Malley of the National Office of Job Corps, addresses the crowd gathered for the Grand Opening

Students from six different vocational trades participated in this project with various instructors and staff members, along with trade students and staff from the Muhlenberg Job Corps Center who also participated. This was an approved Vocational Skills Training project, whereby students perform the work required for the project, thus giving them valuable “real-life” work experiences. The cost savings obtained by having students perform the work on this project exceeded \$500,000. The renovated cafeteria will enhance the students dining experience and is another good example of Job Corps students, staff and the DOL partnering together to increase the quality of services provided to our students and assisting them in being ready for the workplace.

### **Kellogg Foundation**

The Whitney M.Young Job Corps Center was selected to participate in a series of Focus Groups with young adults located throughout the United States who have recently received their GED, conducted by the W.K. Kellogg Foundation. This initiative was part of an agreement between the Kellogg Foundation, the National Office of Job Corps, and the Academy for Educational Development (AED), which administered the focus groups and discussions.

The Kellogg Foundation is a non-profit organization whose mission is to apply knowledge to solve the problems of people. Its activities center around the common visions that each person has a sense of worth, that diversity and inclusivity are essential for creativity and innovation, and the nurturance of individuals and families fosters the growth of healthy communities.

Representatives from the Foundation and AED met with a group of fifteen students at the Center, to learn more about the students opinions and experiences regarding a number of topics and areas. The Foundation and AED representatives also met with several of the Center’s management staff and EMC staff as well. This is part of the Foundation’s research efforts to create an initiative to provide alternative pathways for youth who have dropped out of the public school system. Each student participating in the focus and discussion groups received a \$35 gift certificate for sharing their time and experiences.



Representatives of the Kellogg Foundation and AED with EMC and Whitney Young Staff



Student Government members present award to representatives from The Good Samaritan Center



Members and attendees of the Center Industry Council



## Whitney M. Young Center Industry Council Meeting

On Thursday, August 26<sup>th</sup>, the Center Industry Council (CIC) meeting was held at the Whitney M. Young Job Corps Center, with over 70 participants attending the meeting. The President of the CIC, Mr. Anthony Mapp, owner of Sweet Homes Renovations, addressed the Council members with some remarks. Mr. Mapp has been working with the Center as a work-based learning employer over the last two years, and appealed to the members to look within their organizations for any potential WBL opportunities for students. The agenda also included recognition for The Good Samaritan Center, a health care facility that has been working with the Center for eight years. Student Government members presented Good Samaritan representatives with a plaque to recognize their contribution to the Center, its students, and the CIC. All of the Council members and attendees were informed of the kickoff for the 40th anniversary of Job Corps, and the yearlong celebration that will be continuing. The Culinary Arts students prepared and served a luncheon to all of the participants and guests to conclude the meeting. EMC is grateful to all those attending and will continue to work with both local and distant employers in the surrounding communities to ensure that the vocational offerings at the Center are in line with the demands in the employer workforce.



## Message From EMC's Resource Center

Education Management Corporation's Resource Center is dedicated to providing you with the tools and resources necessary to meet your specialized needs for student, staff, and self development. Pairing your very own workplace strategies with some of the latest materials available in the Resource Center will help generate successful outcomes and results.

The Resource Center's collection includes:

- *Materials, both print and non-print, on teaching and learning challenges*
- *Curriculum development*
- *Time management*
- *Classroom management*
- *Educational and psychological research and strategies*
- *Test-taking preparation and strategies*
- *Facilitating and understanding assessments*
- *On-line education and resources*
- *Career coaching*
- *Educational software*
- *Employability and social skills development*
- *CDSS, safety, and health maintenance*
- *Working with youth*
- *Motivational techniques and strategies*
- *Workplace competencies*
- *Working with community partners*
- *Wealth of staff development and training tools*
- *Professional development*

All of these materials are aimed primarily for use at our Job Corps sites and are available per your request. Simply e-mail your needs to me at [roxanne.chin@att.net](mailto:roxanne.chin@att.net) and a tool kit will be packaged to suit your needs along with details to support your success. With support from the Resource Center Technical Managers, Sheryl V. House, Pedro Ortiz, and Deanna Holder-Wade, the Resource Center will continue to strive to meet your needs and will continue to expand as the Job Corps system is challenged to become more flexible, creative and customized. We are committed to providing you with the best, which will allow you to be the best! Please share with us materials that you feel would support your efforts and that you feel will help you achieve more positive outcomes.



We would like to hear some of your ideas and best practices and we look forward to posting them in our next *EMC Newsletter*.

Sincerely,  
Roxanne T. Chin  
Director, EMC Field Operations and Resource Services Center





### **Job Corps Celebrates 40th Anniversary**

The national Office of Job Corps recently announced a year-long celebration of the 40<sup>th</sup> anniversary of the Job Corps program. The official kickoff for the celebration will be in September 2004, and will continue throughout the year with other quarterly activities. Each regional office of the Department of Labor will have specific activities for each region and communication will begin shortly through each regional office and to each individual Job Corps Center. The objectives of the 40<sup>th</sup> anniversary celebration are as follows:

Demonstrate Job Corps' 40-year history of excellence in youth programming and its ability to adapt to changing needs.

Establish new and strengthen existing relationships between Job Corps and employers.

Generate recognition for Job Corps' youth involvement in community volunteer activities.

Enhance awareness of Job Corps and its positive impact on youth.

Please join us in celebrating Job Corps' success over the last 40 years. If you have any Job Corps stories or highlights that you would like to share and possibly include as part of the celebration please contact your Center Director or the EMC corporate offices.

**Look for EMC's web site at [www.edu-mgt.com](http://www.edu-mgt.com). Construction on the site was recently completed. Please visit our site to learn more about our company, the services we offer, and to see past issues of our newsletter.**



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