Overview of the H.O.P.E. Project
THE H.O.P.E. PROJECT

OVERVIEW OF THE H.O.P.E. PROJECT

The H.O.P.E. Project is an information technology (“IT”) training program dedicated to providing corporate and technical training certification and social coaching for young adults. Our program also teaches soft skills and professional development training, targeting economically and socially disadvantage young adults between the ages 18-25. The H.O.P.E. Project’s technical training program combined with our professional development and social coaching will prepare our students for a rewarding career in the information technology industry.

The H.O.P.E. Project’s team is preparing our students for entry-level positions as Help Desk and Application Support Professionals. Upon successful completion of our training program, our students will earn FIVE technical certifications including a certificate in customer service solutions. Our students will earn certifications through Microsoft, CompTIA and Help Desk Institute (“HDI”). Our students also will complete 16 hours of customer service solutions training and receive a customer service certificate through a certified facilitator of Achieve Global.

Our goal is to develop not only top-notch IT professionals but also distinguished individuals. The H.O.P.E. Project’s specialized training and certification gives our students a competitive advantage while competing in today’s tough and demanding job market. With the continued success of The H.O.P.E. Project, more and more young adults will be attracted to technical careers while becoming H.O.P.E. Project ambassadors in their communities.
The H.O.P.E. Project

The H.O.P.E. Project also provides a unique learning environment using quality instructors with an industry-approved curriculum. While a high school diploma or GED is not required to participate, The H.O.P.E. Project provides assistance to individuals interested in obtaining a GED or high school diploma.
SUMMARY OF ORGANIZATION
THE H.O.P.E. PROJECT

SUMMARY OF ORGANIZATION

The H.O.P.E. Project’s mission is to empower young adults to reach their potential by providing a comprehensive information technology (“IT”) training program designed for students ages 18-25. The H.O.P.E. Project offers these services in a diverse and caring environment. We are helping many, one by one through dynamic programming responsive to the needs of our communities. The H.O.P.E. Project is committed to helping young adults in our communities regain hope by offering these students important career and IT training.

The H.O.P.E. Project was started to combat the grim circumstances facing students in our communities. The students face increasingly high unemployment rates, a culture of violence, historically high adolescent pregnancy rates, high rates of HIV/AIDS infection, high dropout rates, and high rates of homelessness. These obstacles all conspire to position the youth as disconnected, vulnerable, and at-risk. In some cases, the at-risk population of our young adults is analogous to that of young adults residing in third-world countries. Based on statistics obtained from The Washington Legal Clinic for the Homeless, young adults in our communities are in crisis.

“At least 17,800 people are homeless in Washington, D.C. over the course of a year,¹ one of the highest rates in the country. On an average day in 2008, approximately 6,044 persons in the District


EMPOWERING YOUNG ADULTS THROUGH TECHNICAL AND CORPORATE TRAINING, SOCIAL COACHING, PROFESSIONAL DEVELOPMENT AND CERTIFICATION
of Columbia were homeless.\textsuperscript{2} Forty-seven percent of these individuals are “chronically homeless,” meaning they have been homeless for more than a year.\textsuperscript{3}

“There are approximately 2,175 homeless youth in Washington, D.C.\textsuperscript{4} over the course of a year.”\textsuperscript{5}

“In the fall of 2006, the DC Mayor’s Advisory Committee on Child Abuse and Neglect and the DC Children’s Trust Fund, in cooperation with the DC KIDS COUNT Collaborative for Children and Families, released a report, “The Unemancipated Youth Project,” which focused on a sub-group of disconnected youth, those ages 13 to 17 ‘who are virtually living on their own without formal parental or guardian supervision.’”\textsuperscript{6} Furthermore, approximately 2,000 homeless youth seek services each year in the District of Columbia either from the DC government or through local non-profits.

In the face of those grim statistics, many of our youth decide early in life to become a product of their environment and drop out of society. This often leads to criminal behavior, drug use and other socially destructive activities.

The H.O.P.E Project has embarked on a unique, technology-based approach to offer IT training to young adults in our communities facing these problems. The H.O.P.E. Project encourages these youth to embrace a rewarding career in the IT industry. The H.O.P.E. Project and its staff comprised

\textsuperscript{2} Metropolitan Washington Council of Governments, \textit{Homeless Enumeration for the Washington Metropolitan Region 2008} (May 14, 2008)

\textsuperscript{3} Id.

\textsuperscript{4} Id.


\textsuperscript{6} Id.
THE H.O.P.E. PROJECT

of masterful, accomplished, talented, caring, well-trained and experienced professionals have designed a IT program, tailored to the specific needs of our youth. The H.O.P.E. Project sees these youth as the next generation of leaders and mentors for our communities who will be inspiring the generation after them to aspire for a better quality of life. The H.O.P.E. Project is helping to break the destructive cycle youth can fall victim to and encourages them to have pride in themselves and their accomplishments. The H.O.P.E. Project aspires to diminish high dropout rates, teenage pregnancies, violence in the community and lack of confidence and self-esteem issues. With the continued growth of The H.O.P.E. Project, more and more young adults will gain confidence and will step into the leadership roles they are meant to fill.

Since The H.O.P.E. Project launched in September 2009, its has proven to be a bright light in the metropolitan area. Our light is shining even brighter today. Our methodology allows us to connect with the youth under our tutelage and also assist in reshaping their lives. We are empowering young adults to take ownership and control of their own destiny.
THE H.O.P.E. PROJECT

INDUSTRY RECOGNIZED CREDENTIALS

CERTIPORT AUTHORIZED TESTING CENTER: Certiport is the world leader in performance-based certification practice test and program management solutions to academic institutions and IT professionals through an expansive network of over 10,000 partners in 142 countries worldwide. The H.O.P.E. Students will have the opportunity to take their Microsoft Office Suite exams at the H.O.P.E. Project Testing Center.¹

COMPTIA - A+ CERTIFICATION
COMPTIA - A+ CERTIFICATION IS THE INDUSTRY STANDARD FOR COMPUTER SUPPORT TECHNICIANS: The international, vendor-neutral certification proves competence in areas such as installation, preventative maintenance, networking, security and troubleshooting. CompTIA A+ certified technicians also have excellent customer service and communication skills to work with clients.

CompTIA A+ is part of the certification track for corporations such as Microsoft, Hewlett-Packard, Cisco and Novell. Other technology companies, including CompuCom and Ricoh, have made CompTIA A+ certification mandatory for their service technicians. More than 700,000 people worldwide have become CompTIA A+ certified since the program’s inception in 1993.

MICROSOFT CERTIFIED APPLICATION SPECIALIST – MCAS: Microsoft Office Specialist certification can help you differentiate yourself in today's competitive job market, broaden your employment opportunities by displaying your advanced skills, and result in higher earning potential. Certification can also lead to increased job satisfaction. Research indicates that certified individuals have increased competence, productivity, and credibility with their employers, co-workers, and clients.

For employers, the certification provides skill-verification tools that not only help assess a person's skills in using Microsoft Office programs but also the ability to quickly complete on-the-job tasks across multiple programs in the Microsoft Office system.

¹ The H.O.P.E. Project is an authorized Certiport Testing center for the Microsoft Office Suite Applications.
THE H.O.P.E. PROJECT

HDI Support Center Analyst (HDI-SCA): This certification verifies that front-line technical support professionals possess the knowledge and skills required to provide quality service and support. It ensures they understand service management processes and best practices, while providing a competitive edge for career advancement.

Achieve Global’s Stellar Service: This is a comprehensive training system designed to provide a range of critical service skills vital to customer satisfaction and loyalty, and to organizational success. The system's modular design allows participants to learn a wide range of skills — foundational, situational, incremental, supportive, organizational, and strategic — in the most effective and efficient way possible.
THE ROLE OF TECHNOLOGY IN H.O.P.E. PROGRAMS
THE H.O.P.E. PROJECT

THE ROLE OF TECHNOLOGY IN H.O.P.E. PROGRAMS

The H.O.P.E. Project recognizes our young adults need for in-demand career opportunities in the Washington Metropolitan area. Equally important, is the need to provide qualified candidates to meet today's tough and demanding job market. Technology is a pivotal part of our program. The H.O.P.E. method and course content are designed to produce technical savvy professionals, qualified for entry-level technical support positions. Our goal is to transform a H.O.P.E. Project participant from an unemployable or under-employed young adult to a top-notch IT professional. Some of the technological components used at our training facility are:

Web conferencing – Students utilize web conferencing software for student conference calls with instructors and participating in online study groups. We also utilize web conferencing software to host virtual information sessions for applicants, community groups and non-profit organizations interested in partnering with The H.O.P.E. Project. The H.O.P.E. Project is committed to in person classroom training, but we utilize web conferencing software to meet the needs of students who are unable to attend class.

Video production – Video recording of training sessions is a great tool to reinforce learning. It gives the students the opportunity to review their participation as well as observe their voice tone and body language during the mock interview training and presentation delivery. While observing the footage, students are quickly able to identify their areas in need of improvement.
**Virtual training** – The success of the H.O.P.E. Project is largely based on our talented and experienced instructors. Our use of virtual learning ensures we have most qualified instructors to deliver our technical and soft skills training. The virtual learning setup allows the instructor to deliver a training session without physically being in the class. This technique, although used infrequently, demonstrates another aspect of our training program. Many large corporate training organizations such as New Horizons and Learning Tree International use this method to deliver technical training.

**Learning Management System (LMS)** – Our training program utilizes LMS to track homework assignments, attendance, grades and quizzes. This software is used at colleges and universities. The LMS database is also a resource for students to view technical training videos and practice exercises for certification exams. The LMS is used to discuss hardware/software topics on the student bulletin board. Additionally, students can access electronic versions of technical training manuals, program training schedules and instructor notes and comments.
THE H.O.P.E. PROJECT

IMPORTANT PARTNERSHIPS

The H.O.P.E. Project has several important community and business partnerships; including local public schools, community non-profits, and other business entities. Our fiscal sponsor, Family Voices of DC (a community-based 501(c)(3)) is one of our key partnerships.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
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<tbody>
<tr>
<td>Family Voices of DC</td>
<td>A DC community based organization whose mission is to “achieve family-centered care for all children and youth with special health care needs and or disabilities.”</td>
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<tr>
<td>Ballou Stay High School</td>
<td>A DC public vocational high school with an enrollment of over 600 students.</td>
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<tr>
<td>Help Desk Institute Capitol Area Chapter</td>
<td>The HDI Capital Area Local Chapter is a non-profit chapter of HDI <a href="http://www.ThinkHDI.com">www.ThinkHDI.com</a>, the premier worldwide membership association for the IT Service and Support industry, serving the Washington DC metro area, including Northern Virginia and nearby Maryland.</td>
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<tr>
<td>Carlena Group</td>
<td>Carlena Group IT consortium is comprised of experienced certified IT consultants that range from Windows networking to enterprise level IBM Netcool and Remedy solutions providing clients with quality IT solutions at a substantially lower cost over traditional bricks and mortar consulting firms. <a href="http://www.carlenagroup.com">www.carlenagroup.com</a></td>
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<td>Robert Half Technology Staffing</td>
<td>Robert Half Technology is a leading provider of IT professionals on a project and full-time basis. We offer our clients flexible, cost-effective staffing solutions that allow them to maximize the power of technology for the ongoing success of their business.</td>
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The H.O.P.E. Project

The H.O.P.E. team prides itself on being an integral part of the community and is continually seeking ways to engage more community partners in its efforts. We accomplish this by providing services and information to our young adults and community organizations.

Beginning in June 2009, we conducted six information sessions to recruit program participants for the 2009 fall session. The information sessions provided us with a platform to educate potential participants, community leaders and organizations about our unique information technology (“IT”) career training program. The information sessions were an integral part of building The H.O.P.E. Project, which is now recognized by young adults as one of the premier IT career training programs in the Washington Metropolitan Area.

We held information sessions at Barry Farms Recreation Center, Covenant House of Washington, Sasha Bruce Youthworks, Kentucky Fried Chicken (“KFC”) located at 2704 Good Hope Rd., S.E., Washington, DC, East of the River Family Strengthening Collaborative, ERFSC Annual Job Fair, Ballou High School, and United Planning Organization.

We also held an open-house in November 2009. We hosted this open-house for students enrolled in the 2009 fall session, the opportunity to educate the community of their H.O.P.E. Project experience. Approximately, one hundred potential recruits attended this event.

Additionally, The H.O.P.E. Project hosts a monthly Young Adult Career Training Workshop. Our workshops are designed to assist young adults with corporate level interview techniques, presentation skills, effective communication and job search strategies.
Raymond E. Bell Jr. is the Founder and Administrator of The H.O.P.E. Project. He is also the President of R. Emmanuel Bell Consulting & Training Center, a corporate and information technology ("IT") training and consulting company. He is well known for his work in the corporate arena, representing organizations including Riggs Bank, U.S. Department of Agriculture, Edison Public Charter School, Macy’s and Court Services & Offenders Supervision Agency ("CSOSA").

Since 2003, Mr. Bell has been helping to grow companies by providing quality corporate and IT training and consulting. He has given his clients a strategic approach to corporate training, project management and classroom facilitating. As an accomplished corporate and IT trainer, he has conducted hundreds of training sessions, specializing in the areas of customer service, time management and effective communication. Mr. Bell is also a social entrepreneur, public speaker and community activist. Mr. Bell has also presented seminars and speeches on topics including customer service, communications, creativity and public speaking.

Mr. Bell has also worked as a project manager, classroom facilitator and corporate trainer from 1987 to 2002 with the U.S. Department of Agriculture. In 1998, Mr. Bell served as the lead facilitator for The U. S. Department of Agriculture’s customer service and change management initiative. During this period, the change management initiative was the largest federal government effort. During 2003-2004, Mr. Bell served as a consultant and trainer, senior technical writer and instructional designer for Riggs Bank, N.A. on Project EPS. This project was the organization’s largest system integration to date.

In May 2009, after intensive research and development, Mr. Bell launched The H.O.P.E. Project. The H.O.P.E. Project is an information technology career training program, targeting young adults ages 18-25. Our program is designed to encourage young adults to embrace a rewarding career in the IT industry as a Help Desk and Application Support Professional. The fall session began in September 2009, and has been highly favored in our community. The H.O.P.E. Project has proven to be a bright light in the metropolitan area. Our light is shining even brighter today. Our methodology allows us to connect with the youth under our tutelage and also assist in reshaping their lives. We are empowering young adults to take ownership and control of their own destiny.
<table>
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<th>MEMBERSHIPS</th>
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<tr>
<td>American Society for Training &amp; Development (&quot;ASTD&quot;)</td>
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<tr>
<td>International Society for Performance Improvement (&quot;ISPI&quot;)</td>
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<td>Washington DC Chapter of the American Society of Training &amp; Development</td>
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<tr>
<td>Radio Talk Show Host</td>
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<td>Blog Talk Radio</td>
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<tr>
<td>Certified Facilitator Achieve Global</td>
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<td>Career Coach Community Action Group</td>
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<td>2010 Ballou Alumni Association, Man of the Year Award</td>
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<tr>
<td>Mr. Bell is a host on blog talk radio discussing current events in today's economy.</td>
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<tr>
<td>He is a certified facilitator for Achieve Global - Stellar Customer Service Training Program.</td>
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<tr>
<td>He is also a career coach and guest lecturer for the Community Action Group (C.A.G.).</td>
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<th>PUBLICATIONS</th>
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<tr>
<td>September 2009, Landing your 1st Job as a Young Adult</td>
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<tr>
<td>March 2004, Business Empowerment &amp; Success Training (The BEST Program)</td>
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<th>SPEAKING ENGAGEMENTS</th>
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<tr>
<td>2006, Keynote speaker for Prince Georges County, Employees Annual Meeting</td>
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<tr>
<td>2007, Key note speaker at Bennett Career Institute Annual Business Symposium</td>
</tr>
<tr>
<td>2009-2010, Recurring guest speaker of WHUR 96.3FM</td>
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<tr>
<td>2009, Presenter/Facilitator, Ballou S.T.A.Y. High School</td>
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Diciccio said that Metro officers are assigned to regularly respond to the Gallery Place station and work in a patrol car at the Chinatown Plaza Station. "Anything Metro wants, we're always there for us when we need a police detail," she said. "That's why we should keep on top of things, because they're always there for us when we need them."
Ivey said he could not comment on the case because of ongoing evidence-discovery reasons, which makes it impossible for him to discuss the active case.

Riedy and Gillard are ac-

cepting statements from
Brooke, 26, Misty Smith, 40, Sherry Skrzykow, 36, Sherry Williams, 27, Va- 

ậnne Blount, 29, Roosevelt Buckner, 53, and Bet- 

ty Shaver. Brooke was the partner of the victim, and Sherry Skrzykow was her brother. Roosevelt Buckner and Betty Shaver were both friends of the victim. The statements were taken from the property by deputies and detectives.

The sheriff’s department was

asked to respond to Williams’s

home where a dog might be pre-

sent. The deputies, who had been trained how to enter a

home where a dog might be pre-

sent, told the students. “We’re not

telling you right now to knock before entering the

front door, but what you need to do is know what to

do if you hear a dog. You need to knock before enter-

ning, and if you don’t hear a dog, we’ll help you find

out what to do.”

According to the sheriff’s de-

partment, the best way to find

out what to do is to rely on the

leash law.

“I’m ready to go!”

The sheriff’s department

reminded the students that

the leash law is in place for

a reason, and that it is impor-

tant to follow it.

Ingram said of Bell’s proj-

ect, “It’s not easy to get young people interested” in learning. Raymond Bell, center right, says of his program.

“I’m ready to get a job and start

making money.”

Ivey said investigators were

preparing to interview the ado-

lents in a neck-scarf case—
a case that began last week

with a tossed garbage can with a toilet in it, running

water and air conditioning. Police

were investigating the theft of property from the property and the break-in.

Charging documents confirmed

involvement in the crime, which

is alleged to have been committed on or about a date

within the last two weeks. The

criminal was seen running from

down the street in the vicinity of

a crime scene.

“Ivy said his partner

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Project Makes D.C. Residents Competitive in Challenging Job Market

By Rebecca Thernstrom
March 22, 2011 - D.C.'s unemployment rate remains high, hovering near 10 percent, while it's more than 15 percent in Ward 7 and more than 23 percent in Ward 8. Competing with a highly educated, well-connected work force can be a great challenge for many D.C. residents. In the second part of a two-part series, we look at one program that exists without any sources of funding working to overcome some of these obstacles.

The brick facade of the old International Graduate University sits on D Street near 13th in Southeast D.C. Inside, some rooms are boarded up, beneath flickering hall lights. But down the hallway, the lights are bright in one classroom.

Inside are 16 students sitting in front of computers -- all of whom are young adults. Some wear hats pulled tightly over their faces, others lean back in their chairs.

But make no mistake -- they're here to learn skills to compete with D.C.'s highly educated workforce.

"I feel that if our young people are properly trained, properly educated they can compete with anyone," says Raymond Bell, founder and teacher of the H.O.P.E. Project.

The project is a rigorous nine-month course designed to place students in IT jobs that pay at least $20,000 a year.

Most of the students in this classroom didn't come with the connections or skills to compete in a nationally competitive job market.

"They are extremely unprofessional...and more importantly they lack the technical skills that I feel you need to have to find solid, meaningful and well-paying employment," Bell says.

But they do have raw tools. Out of 109 student applicants, Bell selected 16 for the current course. A big factor in those decisions was a required 400-word essay.

Brandon Craig, who sits on the back row, wrote about working at a liquor store and wanting to find a way out.

"It was a lot of people coming in every single day, getting the same things, same size -- sometimes bigger -- and that kind of got a little bit depressing," he says.

Bell took note of Craig's honesty in his essay. Once he was admitted to the program, Craig says his outlook immediately changed.

"Mr. Bell is very easy to understand. He tells a lot of stories that relate to you, gives you a lot of training, a lot of support...that's what I like about the program," Craig says.

Two months in, Craig developed some contacts and found a job. He now works as a subcontractor for HP Enterprise.

"It can only go up, I'm starting at the bottom, but it can only go up, so I feel good about the future," he says.

Of course, there's more to success than connections.

A lot of factors contribute to unemployment in D.C., and the H.O.P.E. Project tries to address many of them.

Across the room, Kanisha Pope says unlike many of the students here, she's always had good job contacts. But as a restaurant worker, she lacked certain skills.

“We need people who have their own careers [in the federal government]...but it’s not about who you know, it’s what you know,” Bell says.

Bell believes he is creating a blueprint for success. Out of the nine students who graduated during the program’s last cycle, all nine got jobs in the IT industry -- though that’s out of an original class size of 16.

“Right now the program is still new and relatively small, especially when you consider thousands of unemployed people in the D.C. area. But Bell says he always wanted to start small and first build a successful track record.

He does hope to eventually expand into Virginia and Maryland.

Related Links

- Part One: "The Impact Of Networking On Unemployment" by Pete Thompson, March 21

Updated: Mar. 22, 2011 at 4:15 am
FREE COMPUTER TRAINING FOR SENIORS!!

Do you want to start using E-mail, FACEBOOK, or maybe start shopping online? Signup for our hands on computer classes, our patient and helpful instructors will make your learning experience comfortable and enjoyable. The classes are for people with little or no computer experience.

Date: March 26, 2011
Time: 10:00am – 1:00pm
Price: FREE

Call to Register
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International Graduate University
1325 D St. SE Washington DC 20003
Workshop Agenda:

1. Communicating Effectively - This course introduces participants to the fundamentals of creating a presentation and presenting themselves professionally. Participants will learn the components of a good presentation and then they will learn how to develop their own. The participants will also be introduced to a variety of delivery techniques including building rapport, using body language and voice tone and facilitating a question and answer session.

2. Job Search Strategies - This course teaches a series of principles to use when looking for employment. These principles are using technology, networking/social media and follow-up. All three will be discuss in detail.

3. Interviewing Techniques - This course will focus of how to deliver the wow factor when interviewing, sharing your story with the interviewer, asking great questions and handling the difficult questions.

4. Resume Building - This course will assist the participants with developing the right resume for the job. The workshop will focus on action words, correct grammar, punctuation and highlighting the participants’ skills.

5. Career School Planning - The H.O.P.E. Project is an advocate of specialized training therefore this workshop will assist the participants with understanding the value of specialized training and continuing education beyond high school.

This ONE DAY workshop will help prepare participants for today's tough and ever changing job market. This event is open to residents of DC, MD and VA.

LIMITED SEATING - REGISTER EARLY - LUNCH WILL BE SERVED

WHUR 96.3FM

The H.O.P.E. Project Open House
The H.O.P.E. Project
Kick-Off Reception

Visit from Sandy Seroskie, HDI President
Meeting with Washington Post Writer

The H.O.P.E. Project Town Hall

The H.O.P.E. Project One Day Workshop
This Information Technology Career Training Program for young adults’ ages 18-25 is designed to prepare participants for a rewarding career as a Help Desk or Application Support Professional.

High School Diploma or GED is not required
Earn your GED while participating in the H.O.P.E. Project

Average Starting Salary $30,000...

THIS IS A FREE PROGRAM

www.hopeprojectdc.org - 202.449.8663

Information Session
When: TBD
Where: TBD

- Instructor-Led Training
- Microsoft, CompTIA, and HDI certification preparation and exams
- Customer Service Solutions
- Corporate Education
- Professional Development
- Career & Social Coaching
- GED Exam Preparation
The H.O.P.E. Project
Participant Information Session

Information Session Locations:

- Barry Farm
- Ballou High School
- KFC Good Hope Rd
- Sasha Bruce House
- Ward 7 Job Fair
- Covenant House
- THE ARC
- Family Voices - DC
The H.O.P.E. Project
Students in Class
H.O.P.E. Project

Student Success

Summer 2009
BEFORE the HOPE Project
Unemployed for 7 months

Summer 2009
BEFORE the HOPE Project
Never held full time employment

Summer 2010
AFTER the HOPE Project
Permanently employed with a Science and Technology Company as a Project Coordinator

Summer 2010
AFTER the HOPE Project
Permanently employed with DefCharge Network Systems as a Junior Network Engineer

Summer 2009
BEFORE the HOPE Project
Working in a gift card shop as a cashier

Summer 2010
AFTER the HOPE Project
Accepted an offer with Evolver Inc. as a PC Inventory Specialist

Summer 2010
AFTER the HOPE Project
Accepted an offer from HP Enterprise Services as a Frontline Tier 1 Technician

Summer 2010
BEFORE the HOPE Project
Working at the Nationals Stadium as a cashier

In the International Graduate University
1325 D St. SE, Washington DC 20003
202.449.8663
www.hopeprojectdc.org
THE H.O.P.E. PROJECT
AT A GLANCE
THE H.O.P.E. PROJECT

APPLICATION PROCESS

The H.O.P.E. Project is seeking dedicated individuals who understand and can contribute to our mission. Our staff supports our students on their journey. We strive to make a difference in their lives.

We have a four-phase application process. Interested individuals must register online for information on our information technology training program. Interested individuals must also attend an information session held prior to our fall session. We host several information sessions throughout the Washington Metropolitan area to recruit students for our technology training program.

How to Apply

Interested individual should apply online at www.hopeprojectdc.org.

Interested individuals are required to submit the following documentation as part of the application process:

- A cover letter
- Resume
- A 400 word essay
- Three references

As part of our selection process, candidates will have a telephone interview. The successful candidates will also be interviewed by a three-person panel. Other desirable characteristics include a positive attitude; dedication to our ten-month information technology training program and a commitment to continuing growth as an H.O.P.E. Project student.

CLASS SCHEDULE

Classes are held on Tuesday and Thursday – 6:30pm – 9:30pm. Classes are held on some Saturdays. Students will be notified in advance of a Saturday session. Breaks are 20 minutes from 7:45 until 8:05pm; Saturday training will a include 55 minute lunch break. Breaks may be altered at the discretion of the instructor.
THE H.O.P.E. PROJECT

CLASS ASSIGNMENTS

Throughout our ten-month program, students will be given group and individual assignments to strengthen their knowledge, skills and abilities as help desk and application support professionals. Assignments include:

Individual Assignments

- Presentation at The H.O.P.E. Project Open House presenting our training objectives
- Design and development of Microsoft SharePoint services corporate intranet website
- Development of mini-training manuals and cheat sheets using screen capturing software
- Build a virtual 2003 windows server network

Group Assignments

- Teams interview and build a computer network for a 25 person small business
- Students will obtain price quotes for a new 25 person small business using vendor management techniques
- Deliver several software training courses to new computer users

QUALITY OF INSTRUCTORS

The H.O.P.E Project prides itself on recruiting quality instructors with a diverse background and skill set. Our instructors are employed in the Information Technology and Corporate Training Industry. Our instructors also hold many industry-recognized certifications.

Our instructor’s background includes Microsoft Office Suite applications and support professionals, network engineers, web-design and development professionals, telecommunication specialist and hardware/software support technicians.

Instructors, hand-picked by the Administrator are required to participate in a one-day train-the-trainer orientation prior to delivering The H.O.P.E. Project curriculum.

The H.O.P.E. Project’s administrator has over 20 years of experience in professional development and career coaching, classroom facilitation, training project management and instructional design.

EMPOWERING YOUNG ADULTS THROUGH TECHNICAL AND CORPORATE TRAINING, SOCIAL COACHING, PROFESSIONAL DEVELOPMENT AND CERTIFICATION
THE H.O.P.E. PROJECT

E-LEARNING AND TRAINING VIDEOS

The H.O.P.E. Project has partnered with LearnKey to include training videos and e-learning technology.

LearnKey, Inc., is a premier global provider of self-paced training solutions for corporate, education, government and personal users. For nearly two decades, our mission has been to create flexible expert learning solutions - solutions that work for everyone because they are not only easy to use, but they are extremely engaging and interactive.

LearnKey brings the classroom experience to you - where and when you need it. From the company's earliest days in 1987, when founder and CEO John Clemons filmed training videos for users of WordPerfect in a small basement studio, LearnKey has remained at the forefront of evolving technology, pioneering multimedia-based training. LearnKey has built its reputation by delivering the highest production quality courseware, adhering strictly to learning objectives and strong instructional design.

LearnKey has helped organizations of all sizes and styles accomplish their goals. Large corporations such as 3M, Proctor & Gamble, Alcoa, and Sylvan Learning and mid-market companies such as Blue Cross Blue Shield of Kansas City and Boyd Gaming have all depended on LearnKey to deliver a training solution that successfully instructs and guides while keeping the subject matter interesting and appealing.

In addition, government agencies, including the Federal Energy Regulatory Commission (FERC) and Federal Aviation Administration (FAA), have called upon LearnKey to help them achieve their essential training and productivity goals. LearnKey has also provided learning solutions for schools and districts nationwide, including the University of Phoenix, New York City Public School System and non-profit organizations like the Boys and Girls Clubs of America.
THE H.O.P.E. PROJECT

We offer instructor–led training courses in our classroom facility. We also deliver some courses in a virtual learning environment.

PROGRAM RESULTS

Upon acceptance into the program, students will receive professional development training, career coaching and develop a winning resume which will prepare them for employment. During the first phase of our professional development training, we will deliver The H.O.P.E. Project’s customized career training workshop.

After successfully completing the ten–month information technology training program, students will earn FIVE technical certifications including a certificate in customer service solutions. Our students will earn certifications through Microsoft, CompTIA and Help Desk Institute ("HDI"). Our students also will complete 16 hours of customer service solutions training and receive a customer service certificate through a certified facilitator of Achieve Global.

Our students will also have mastered several other help desk specific software applications and hardware appliances. Our IT training, combined with our customized career coaching and professional development techniques, will allow our students to compete in today’s job market. Our students will also create an attractive resume which illustrates their qualifications to be recruited by organizations in the helpdesk and applications support industry.

Lastly, our students will leave The H.O.P.E. Project training program as community volunteers. As part of our community services requirements, students must instruct several computer training classes, offered to community residents.

The H.O.P.E. Project students will become community ambassadors spreading The H.O.P.E. Project’s message of taking ownership and control of your own destiny, through Technical and Corporate Training, Social Coaching and Certification.

Our motto is “We Learn Together, We Earn Together… H.O.P.E. Project for life”
Microsoft Office Suite Training

Microsoft® Certified Application Specialists are a part of a global community of distinguished achievers. This Microsoft credential tells the world you have demonstrated proficiency in the newest standard of the world's foremost desktop computing applications.

Microsoft certifications (based on globally recognized standards) demonstrate your computing skills and help advance your career prospects in a competitive job market.

Microsoft Certified Application Specialist certifications are primarily for office workers who use Microsoft Office programs as a vital part of their job functions. These certifications cover the entire Microsoft Office Suite, encompassing Word 2007, PowerPoint® 2007, Excel® 2007, Outlook® 2007 and Access® 2007, as well as Windows Vista®.

<table>
<thead>
<tr>
<th>Microsoft Word</th>
<th>Microsoft Excel</th>
<th>Microsoft Outlook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating and Customizing Documents</td>
<td>Creating and Manipulating Data</td>
<td>Managing Messaging</td>
</tr>
<tr>
<td>Formatting Content</td>
<td>Formatting Data and Content</td>
<td>Managing Scheduling</td>
</tr>
<tr>
<td>Working with Visual Content</td>
<td>Creating and Modifying Formulas</td>
<td>Managing Tasks</td>
</tr>
<tr>
<td>Organizing Content</td>
<td>Presenting Data Visually</td>
<td>Managing Tasks</td>
</tr>
<tr>
<td>Reviewing Documents</td>
<td>Collaborating and Securing Data</td>
<td>Managing Contacts and Personal Contact Information</td>
</tr>
<tr>
<td>Sharing and Securing Content</td>
<td></td>
<td>Organizing Information</td>
</tr>
</tbody>
</table>

Microsoft Office Certification Exams

Certiport is the world leader in standards-based certification solutions that enable personal and professional advancement through globally portable credentials. To this end, we provide certification and services to help individuals to achieve more, distinguish themselves, and advance in today's academic and professional environments.

The HOPE Project is a Certiport Authorized Testing Center. All students will take all of their Microsoft Office Suite Exams here at the HOPE Project facility. Each student will receive retake vouchers for each exam. The retake voucher allows the student to retake the same exam 14 days after the initial exam.
The latest version of CompTIA A+ is CompTIA A+ 2009 Edition. Two exams are necessary to be certified: CompTIA A+ Essentials, exam code 220-701; and CompTIA A+ Practical Application, exam code 220-702.

**CompTIA A+ Essentials** measures the necessary competencies of an entry-level IT professional with at least 500 hours of hands-on experience in the lab or field. It tests for the fundamentals of computer technology, networking and security, as well as the communication skills and professionalism now required of all entry-level IT professionals.

**CompTIA A+ Practical Application** is an extension of the knowledge and skills identified in CompTIA A+ Essentials, with more of a "hands-on" orientation focused on scenarios in which troubleshooting and tools must be applied to resolve problems.

**WHY CERTIFY?**

Information technology, even in a tough economy, is a rapidly growing field, and the amount of knowledge that IT professionals have cuts a wide swath. CompTIA certifications help to train and identify qualified, knowledgeable employees and match them with employers who have jobs to fill. Earning a certification not only proves you have the right skills, but also the dedication and commitment to your IT career to continue learning.

CompTIA certifications are trusted because they are such an accurate predictor of employee success. When developing an exam, CompTIA engages international focus groups and recruits subject matter experts from around the world to define programs, write, review and participate in beta exams. CompTIA certifications are built with the knowledge of experts and industry leaders from the public and private sectors, including training, academia and the government.
HDI SUPPORT CENTER ANALYST TRAINING

Certification
This certification verifies that front-line technical support professionals possess the knowledge and skills required to provide quality service and support. It ensures they understand service management processes and best practices, while providing a competitive edge for career advancement.

Training
Help desk professionals and support center analysts provide front-line support and act as the primary contact for customers. It is important that these service desk professionals provide the highest quality customer care with every interaction.

HDI Support Center Analyst training focuses on strategies for effective customer service, emphasizing problem-solving and troubleshooting skills, call-handling procedures, incident management, communication skills, and an introduction to ITIL® processes.

Course Outline

Unit 1: Evolution of the Support Center
- Evolution of the Support Center
- Role of the Support Analyst
- Support Center’s Role in the Business

Unit 2: Strategic Framework
- Strategic Perspective
- Service Level Agreements
- Standard Operating Procedures
- Business Alignment

Unit 3: Service Delivery Methods and Technology
- Service Delivery Methods
- Telephony Systems
- Service Management Systems

Unit 4: Support Center Processes and Operations
- Best Practices for IT Service Management
- ITIL Service Support
- Security Management
- Knowledge Management
- Quality Assurance

Unit 5: Call Handling Procedures
- Total Contact Ownership
- Procedures for Call Handling

Unit 6: Communication Skills
- Communication Process
- Cultural Sensitivity
- Vocal Elements
- Active Listening
- Incident Documentation
- Writing Skills

Unit 7: Problem-solving and Troubleshooting Skills
- Problem-solving Skills and Types of Thinking Questioning Skills
- Solve Incidents with IMPACT
- Additional Customer Service Skills
- Root Cause Analysis

Unit 8: Maximizing Effectiveness
- Your Customer’s Psychological Needs
- Handling Conflict
- Handling Difficult Customer Behaviors
- Stress Management
- The Power of a Service Attitude
- Managing Your Use of Time
- Managing Your Career
ADDITIONAL MICROSOFT APPLICATIONS

The two most widely used operating systems are Windows XP and Windows Vista. To properly prepare you for a successful career as a helpdesk or application support professional you will learn both operating systems.

In this advanced course, students will learn how to navigate the folder hierarchy and search for files by using My Computer and Windows Explorer, and manage files and folders by using the Recycle Bin, customize the Windows XP user interface, perform advanced file and folder tasks, manage printers and print jobs, and administer user accounts.

Students will learn how to use the Start menu, move and resize windows, manage files and folders, and perform content searches. They will also create shortcuts, change system settings, and browse the Web with Internet Explorer 7, spyware, manage user accounts, change file attributes, and create a complete PC backup. They will also learn how to manage the print queue, enable file sharing, use Windows Meeting Space, and publish a calendar.

Students will learn how to use the Start menu and taskbar; move and resize windows; create and manage files, folders, and libraries; edit file metadata; and search for content on their computers. Students will also create shortcuts, use gadgets, and change system settings. Finally, students will browse the Web with Internet Explorer 8, add sites to their Favorites lists, and add RSS feeds.
MICROSOFT SHAREPOINT SERVICES 3.0 –

Windows SharePoint Services helps teams stay connected and productive by providing easy access to the people, documents, and information they need to make more informed decisions and get the job done. Enhancements in Windows SharePoint Services 3.0 make it easier than ever to share documents, track tasks, use e-mail efficiently and effectively, and share ideas and information.

- Provide a single workspace for teams to coordinate schedules, organize documents, and participate in discussions—within the organization and over the extranet.

- Easily author and manage documents, and help to ensure their integrity with enhanced features including the option to require document checkout before editing, the ability to view past revisions and restore to previous versions, and the ability to set document-specific security.

- Help people and teams stay on task with a variety of communication features that let users know when actions are required or important changes are made to existing information or documentation, including announcements, sophisticated alerts, surveys, and discussion boards.

- Provide creative forums for brainstorming ideas, building knowledge bases, or simply gathering information in an easy-to-edit format with new templates for implementing blogs (also known as weblogs) and wikis (Web sites that can be quickly edited by team members—no special technical knowledge required).

- Stay productive while mobile with enhanced support for offline synchronization through Microsoft Office Outlook 2007 that users can use to manage document libraries, lists, calendars, contacts, tasks, and discussion boards even offline, and to synchronize changes when reconnected to the network.
HOPE PROJECT Student Portal

Announcements

There are currently no new announcements. To add a new announcement, click "Add new announcement" below.

Student Grades

<table>
<thead>
<tr>
<th>Name of Assignment</th>
<th>Student Name</th>
<th>Assignment Date</th>
<th>Grade</th>
<th>Team Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Hope Team Assignment</td>
<td>14</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SharePoint Sales Assignment</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SharePoint Real Estate Assignment</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SharePoint Business Assignment</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Official Program Calendar

May 2010 Class

Important Links

- SharePoint
  - Change user password immediately
  - User will be locked out of system

- Computer
  - Microsoft Office

- Training
  - Video

In Class Assignments

- SharePoint homework assignment instructions
- SharePoint Team Project
- SharePoint Real Estate Application

Homework Assignments

- Project Hope Team Project
- SharePoint Real Estate Assignment
- SharePoint Business Application
- Beauty Salon
- Retail Field Management
**DIMDIM – WEB CONFERENCING SOFTWARE**

Dimdim is a very simple to use browser-based web conferencing service. You can show presentations, collaborate via whiteboards, chat, talk and broadcast via webcam with absolutely no download required to host, attend or even record meetings.

**Incredibly Easy.** Dimdim sports a very simple user interface so you can focus on your meetings - not the technology. What’s more, the people you invite to your meeting do not have to install anything - even to broadcast audio or video. A single click starts your meetings.

**Absolutely Free.** Our free version isn’t a feature-limited trial. Dimdim Free boasts a powerful feature set allowing anyone, anywhere to host meetings with up to 20 people. Dimdim Pro and Dimdim Enterprise do more.

**Share Anything.** A single click is all it takes to share PowerPoints, PDFs, whiteboards, web pages, even your entire computer screen. Another click to easily pass control of the meeting to any attendee.

**See and Hear Everything.** See the presenter’s live video and computer screen while hearing multiple voices over IP (VoIP). Hosts can pass the microphone or webcam* around with a single click and adjust video quality. All this with no plug-in needed.

**Everyone Can Join.** Large meetings are no problem. Each attendee shows up in a list where microphones, webcams* and other presenter controls can be assigned with a single click.

**Multi-user Everything.** All attendees can simultaneously annotate a presentation, mark up a whiteboard, send instant messages and broadcast their audio and video – while they record the session. Hosts can enable any attendee to take control and share their PowerPoints, PDFs, whiteboards, web

[www.dimdim.com](http://www.dimdim.com)
**SNAGiT – SCREEN CAPTURE SOFTWARE**

**Snagit** is a screenshot program that operates under the Windows operating system. It is distributed by TechSmith, who also distribute Camtasia Studio. Snagit replaces the native Print Screen function with additional features. It contains most features needed by technical writers (scrolling page screenshots and automatic 'trim edges' function, for example)

**Capture**

If you can see it, you can snag it. Don't waste time cropping your captures. Snag exactly what you need, with just a click.

**Profiles make it easy.**

Snagit comes with eleven preset buttons that make screen capture a cinch! Capture a region of your screen, text from a window, the contents of a tall page that scrolls, all the images on a Web page, you get the idea.

**Snagit Interface Overview**

![Snagit Interface Overview](image-url)
REMOTE DESKTOP SUPPORT SOFTWARE

Bomgar enables remote control of PCs, servers and mobile devices through corporate firewalls. Support reps can see the screen, control the mouse and work as if physically present. Both the customer and the rep connect to the appliance through outbound connections. Bomgar logs and records every remote control session, passing no data through a 3rd party and most sessions are clientless, lasting only for the duration of the support call and leaving no footprint on the remote computer.

Additional remote software:
WebEx Remote and LogMe In Remote
**Ticketing Software**

BMC Remedy Service Desk

**Business Challenge**

IT organizations are under pressure to supply higher levels of support to the business in the form of faster incident resolution and improved service levels. However, incident and problem management processes are often not standardized, and prioritization of incidents is often done without an understanding of their impact on the business.

**Business Need**

- Integrate with a unified architecture for all IT service support functions
- Gain direct visibility into business priorities through integration with a single CMDB
- Merge geographically or organizationally separate help desks into a single point of control
- Identify business services affected by incidents and problems to prioritize resources accordingly
- Transition from a ‘fire-fighting’ mode to a proactive, service-oriented mode

**Our Solution**

BMC Remedy Service Desk is the industry’s leading incident and problem management solution. Whether implemented as a stand-alone solution or as part of the integrated BMC Remedy IT Service Management Suite, this robust, ITIL-based solution cost-effectively reduces the number of incidents handled, improves resolution times, and prevents future incidents from occurring — all while improving IT staff efficiency.

**Key Features & Benefits**

- Gain visibility into how your IT infrastructure supports critical business services through the included BMC Atrium CMDB
- Restore service as quickly as possible with best-practice incident management processes that manage the entire incident resolution process
- Remove defects from the IT infrastructure, eliminate recurring incidents, and stabilize the environment with best-practice problem management process Expedite incident resolution by providing ready access to common solutions, known errors, and workarounds in a tightly integrated knowledge base
- Reduce call volumes and encourage user self-sufficiency by letting users search FAQs, known solutions, and workarounds to common issues
- Improve customer satisfaction by responding quickly and efficiently to conditions that disrupt critical services Prioritize resources and actions to resolve incidents with the highest business impact first

**Additional Ticketing software:**

IQTrack, AutoTask, HEAT and Service Desk
NETWORK HARDWARE/SOFTWARE TRAINING

In addition to the core technical skills of the H.O.P.E. Project you will be introduced to several other very useful software applications and tools as well as enterprise class hardware appliances.

- IDS/IPS (Intrusion Detection System) (Intrusion Prevention System)
- Antivirus/Antispyware/Malware
- Virtualization
- Network Attached Storage and Storage Area Networks
- Network monitoring
- Windows Active Directory
- VPN – Virtual Private Network
- Firewalls appliances
- PC imaging, create and deploy using
The HOPE Project Training Schedule

PHASE 1

Professional Development
1. Presentation Skills Training
2. Customer Service Training
3. Resume Development Part 1
4. Interview Skills Training
5. Conducting Meetings
6. Business Etiquette
7. Telephone Techniques
8. Managing Projects
9. Political Activism
10. Career Coaching Part 2

PHASE 2

Operating Systems Training
1. Windows XP – Basic
2. Windows XP – Advanced
3. Windows Vista – Basic
4. Windows Vista Advanced
5. Windows 7 – Basic
6. Windows 7 - Advanced

Unique Software/Technical Discussion
1. Internet Explorer 8
2. Snag It
3. SharePoint Services 3.0
4. Network Hardware and Software discussion

PHASE 3

Microsoft Office 2007
1. Microsoft Outlook
2. Microsoft Word
3. Microsoft Excel
4. Microsoft PowerPoint

Help Desk Software
1. Bomgar
2. LogMe In Remote
3. WebEx
4. Service Desk 7.5
5. Remedy
6. Autotask
7. OpManage
8. HEAT

PHASE 4

Network Hardware/Software
1. IDS/IPS (Intrusion Detection System) (Intrusion Prevention System)
2. Patch/Security Management
3. Antivirus/Antispyware/Malware
4. Virtualization
5. Network Attached Storage and Storage Area Networks
6. Network monitoring
7. Windows 2003 Active Directory
8. VPN – Virtual Private Network
9. Firewalls appliances
10. Cisco Router
11. PC imaging, create and deploy using Norton Ghost

PHASE 5

CompTIA A+
1. Essentials, exam code 220-701
2. Practical Application, exam code 220-702
3. HDI Support Center Analyst

PHASE 6

Career Development
1. Resume Development Part 2
2. Job Search Strategy
3. Interview Preparation
4. Career Coaching Part 2

1 GED preparation and test strategies are available to individuals seeking a GED or High School Diploma