
LEP and Hispanic Worker Initiative
LEP Initiative for the Retail Industry of New York City
New York, New York

GRANTEE: CUNY Research Foundation

GRANT AMOUNT: \$1,000,000

PEOPLE AND PLACES TO BE SERVED: Approximately 240 new and incumbent Hispanic / LEP workers in New York City.

MATCHING RESOURCES: \$646,247

PARTNERS: Borough of Manhattan Community College (CUNY); LaGuardia Community College; New York City College of Technology; Kingsborough. McDonald's Corp., Queens Center Mall

PROJECT DESCRIPTION: This project will provide training to 240 new and incumbent Hispanic/LEP workers interested in entering or advancing in the retail and food services industries. Participants will be recruited through Local 338 of the Retail, Wholesale and Department Store Union, McDonald's Corporation, and the Queens Center Mall. Curriculum will be modeled after the Equipped for the Future/Customer Service curriculum and will incorporate cutting edge instructional technologies to prepare participants with skills sought by employers. The organization will develop an assessment tool to measure LEP workers' ability to communicate in English. Training will be available at participating community colleges, Queens Center Mall, and via the Internet. Training also will incorporate real-life tasks encountered on the job. Participants will receive job placement and post placement follow-up.

OUTCOMES:

- 85% Job Placement
- 85% Gains in English language skills
- 50% Pass Professional Certification in Customer Service

