
LEP and Hispanic Worker Initiative

Career Launch!

Minneapolis, St. Paul and St. Cloud, Minnesota

GRANTEE: RESOURCE Inc.

GRANT AMOUNT: \$1,000,000

PEOPLE AND PLACES TO BE SERVED: The project will serve 200 workers in Minneapolis, St. Paul and St. Cloud.

MATCHING RESOURCES: \$585,291

PARTNERS: RESOURCE, Inc.; Minneapolis Employment and Training; Minneapolis Public Schools – Adult Basic Education; Minneapolis Community and Technical College; Hispanic Chamber of Commerce of Minnesota; Apollo High School; Consortium of Employers including Abbott Northwestern Hospital, Greater Twin Cities United Way, Park Nicollet Health Services and others.

PROJECT DESCRIPTION: The two-year project will develop, implement, and deliver employer-driven workplace training to 200 Somali, Ethiopian, Southeast Asian, and Hispanic participants for customer service and healthcare office support positions. Participants will be placed in high growth health care and customer service positions, with career assistance and follow-up. The program will begin in the Twin Cities for the first year and will be replicated in St. Cloud the second year. The curriculum will include customer software simulation, worksite experiences and coaching. Other services will include case management, ESL testing, and online work readiness lessons. Participants will be recruited through the Minneapolis Employment and Training Program, and Minneapolis Public Schools. In St. Cloud, recruited participants will be drawn from the St. Cloud Public Schools Adult Education Program and the city's One-Stop Career Centers.

OUTCOMES:

- Placement rate – 85%
- Job retention – 80% at 180 days
- Wage gain – Minimum of 6% raise six months after job placement
- Obtain credential or diploma - 65%
- 170 participants will be placed into employment with an hourly average wage between \$11 and \$13.50.



EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR