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SENIOR –YOUTH COMPUTE PROGRAM
(WFS- IMPROVING OUR SERVICES)

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Need in the Community / Area for Improvement:

The need to get more youth employed coupled with meeting the needs of advancing computer literacy in our communities.

Solution: Expand on our existing Work Experience Opportunity Program and partner with local non-profit organizations, community (Senior) centers, and local businesses to hire youth with little to no skills to work in advancing computer literacy for Senior's and those in need of basic computer skills.

Program Details:

Outreach local businesses and organizations who can house the *"Senior Youth Compute"* program and other organizations/businesses that see the need for computer literacy (i.e. small businesses that promote literacy, libraries, community centers, etc.)

Recruit youth from our existing youth program who have little to no work experience or skills but have a desire to work and a niche for utilizing computers and electronics devices. Train qualifying youth in basic customer service/communication skills and with working with the elderly. Enroll the qualifying candidates in our Work Experience Opportunity program to aid them in gaining new skills and with building their work history.

Promote the program in all Workforce Solution Centers, high schools, community centers, libraries, etc.

Communication with customer:

Customers who are lacking basic computer skills would be identified and referred to the **"Senior Youth Compute Program".** Skills that would be gained would include:

- Identifying the hard drive, keyboard, mouse and monitor and how to use them.
- Utilizing Microsoft Word and creating documents.
- How to surf and search the World Wide Web.
- Setting up an e-mail address, composing & sending e-mails, receiving e-mails, and attaching documents.
- Learning the basics of Social Networking & making connections.

Expected Outcomes:

1. This program will result in a more fluent process for the Workforce Solutions Resource Room allowing the Resource Room specialists to focus more on connecting job seekers to jobs and spending less time teaching basic computer skills to customers and more time delivering a higher level of service to our customers.
2. This would increase the work rate for our youth program while simultaneously allowing the participating youth to gain skills and work experience.
3. This program would improve customer service (If workforce Solutions became a host agency for the **"Senior Youth Compute Program"**) by allowing Youth Workers on site to assist customers

who lack basic computer skills with attaining the skills needed for job seekers to continue their job search.

4. This would improve as well as promote computer literacy in our senior and low income communities allowing participants to alleviate falling victim to the "digital divide".

5. This would also improve customer service (If workforce Solutions became a host agency for the **"Senior Youth Compute Program"**) by allowing Youth workers on site to assist customers who lack basic computer skills to continue their job search progress.

6. This could also materialize into mentorship opportunities between the seniors and youth.

Cost: Unknown

Submitted by: Johna Reiss, Employment Counselor at Workforce Solutions - Pasadena