

# Woodlawn Resource Center



**POAH COMMUNITIES**  
PRESERVATION OF AFFORDABLE HOUSING



**The Woodlawn Resource Center**, located on the first floor of The Burnham at Woodlawn Park on Cottage Grove Avenue is an 8,000 square foot community center offering social service support for residents and employment/workforce development opportunities for the entire community. The WRC staff has helped more than 400 people secure employment since it opened in 2015. The WRC is staffed by employment specialists from POAH's management company - POAH Communities -- and social workers from SGA Youth and Family Services.

The WRC offers a range of skill-building, workforce certifications, and education programs including: Financial, Employment and Income Support Services, Behavioral Health, GED, College Preparedness, and Digital Literacy.

## Overview of Services

### **Grocery Retail Employment and Training (GREAT) (Hospitality/Retail/Grocer Training)**

### **GREAT Certifications**

- ServeSafe Certification – National Restaurant Association
- City of Chicago Sanitation License
- State of Illinois Sanitation License
- BASSETT Certification – TIPS
- Customer Service Certification – National Restaurant Association
- Manager Certification - National Restaurant Association
- Program Completion Certificate

### **Environmental Services (Janitorial/Housekeeping for hotels, hospitals, schools and commercial spaces)**

### **Environmental Services Certifications**

- Cleaning Management Institute – ISSA
- Program Completion Certificate

### **General Job Readiness Financial Services**

- Resume and Cover letter creation, Interview Prep, Computer Skills Training, Job placement and retention services
- Credit building, Debt Reduction, Budget Management and Identity Theft Support

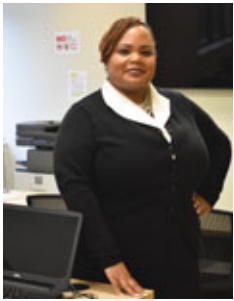
### **GED Classes / College Readiness / Financial Services / Behavioral Health**

Partnership with Kennedy King College Partnership with SGA Youth and Family Services

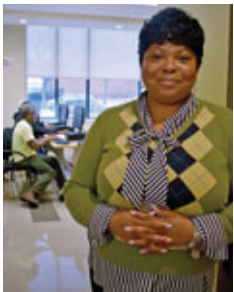
# Services



**FINANCIAL COACHING:** Through one-on-one coaching and classes, the WRC Team helps build smart money habits and focuses on the participant and his/her family's financial goals. A Financial Coach works with clients to create a plan to: establish, build or rebuild credit; develop personal budgets based on financial resources; address and assist with eliminating debt; and save money through mainstream financial institutions.



**EMPLOYMENT SERVICES:** The WRC offers job training and career placement, re-employment, and/or career advancement. An Employment Specialist will assess education, employment experience, skills and interests to connect participants to jobs and long-term professional development workshops and supports. Staff sticks with participants every step of the way – securing them bus passes and work-related clothing for interviews, and providing long-term counseling support to help further their career and apply for higher level positions.



**DIGITAL TECHNOLOGY:** Our onsite computer lab has 12 computer stations, education software and adult learning technology resources. The Digital Literacy Instructor (funded by LISC AmeriCorps) provides digital literacy classes, technology instruction, and basic computer classes for job readiness training, while providing overall management of the computer center and assistance to independent users.



**EDUCATION PREPARATION:** Staff at the WRC can also help individuals reach education goals with GED preparation and college readiness courses. In partnership with the City Colleges of Chicago, Advisors work to set realistic goals and make a long-term plan for success. College preparedness services and job training programs for youth between the ages of 18-24 are offered through partners like **Year Up** and **SGA Youth and Family Services**.



**SOCIAL SUPPORT SERVICES:** The WRC offers important supportive services to residents and the Woodlawn community. Behavioral health services are provided onsite for individuals and families including youth and senior citizens.

The WRC has partnerships with a variety of service providers such as: early childhood and education programs with the Woodlawn Children's Promise Community; public safety programming with the Woodlawn Public Safety Alliance; homeownership assistance with Neighborhood Housing Services; and referrals to other service providers, including the YWCA, CEDA, Cabrini Green Legal Aid, Harris Park, CARA, MetroSquash, After School Matters, Sunshine Gospel Ministries, and Friend Family Health Center.



“I am grateful for the help that I have received at the center and I'm now teaching what I'm learning in class to my family. I developed better spending habits, reduced my debt, rebuilt my credit, and was able to take care of my family's necessities because of the resource center.”

**Denise Benton - Client, Woodlawn Resource Center**



## Other Workforce Partnerships

**PROJECT HOOD:** A 12-week youth construction pilot program targeted towards youth aged 18-24 provided technical training, job readiness training and financial literacy and financial coaching services. The training was focused on Core and Carpentry Level 1, and the trainees received their NCCER National Center for Construction Education and Research) certification.

**ACCESS UNITED:** An initiative United Way of Metro expanded access into the union construction trades for underrepresented groups, specifically targeting African American jobseekers in Chicago's neighborhoods. Access United was launched in partnership with the Chicago Federation of Labor, the Construction Industry Service Corporation and the Chicago and Cook County Building Trades Council. Access United created a pipeline to apprentice positions in more than 15 building and construction trades. This partnership is allowing the WRC to direct interested candidates to opportunities in apprenticeships towards Journeyman status with a goal of earning \$15.00-\$18.00, while also receiving support to hold union cards and helping to remove barriers like parking ticket debts.



## Employment Services Sector Job Placement

The Woodlawn Resource Center Team placed 92 people into jobs in 2017, with 1/3 coming from the 60637 zip code.

- 1% Arts, A/V Technology & communication
- 13% Business Management & Administration
- 4% Education & Training
- 45% Hospitality and Tourism
- 10% Human Services
- 7% Law, Public Safety, Corrections & Security
- 9% Manufacturing
- 1% Scientist, Technology, Engineer and Mathematics
- 10% Transportation, Distribution & Logistics

# Resident Spotlight: Jasmine White



Jasmine is a shining example of how the Woodlawn Resource Center can help you at each stage of your life and career.

She first came to the WRC for help creating a resume, searching for jobs and preparing for interviews that landed her a part-time sales associate position. As she started saving money from her job, she worked with her financial coach at WRC to make a plan and start developing credit.

Jasmine's WRC employment coach then referred her to a teller training program, and after the 8-week certification course she was offered a full-time bank teller

position. The WRC team referred her to Dress for Success, which helped her build a professional wardrobe for her new job.

Based on outstanding performance at TCF Bank, Jasmine has received two pay increases and a full benefits package. She has opened checking and savings accounts and saved enough money to purchase a vehicle without having a loan. With the help of the WRC, she plans to continue saving and preparing for college, where she would like to study Human Resources.

## Our Community

