

Workforce Directions



ARC Broward
Workforce Development

Volume 2, Issue 3

March 2005

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Skill Center Enclave is back!

“Our company has been extremely happy with the Enclave,” says Gerry Bourret, Vice President of Operations at Everglades Direct, Inc., headquartered in Sunrise, Florida. Everglades Direct has been in business for more than 15 years and has more than 290 permanent employees who market, sell and fulfill orders for small businesses purchasing compliance and other Human Resource products.



At left Lucia, Crew Leader with Consumers

MISSION STATEMENT

To help people achieve their fullest potential by providing educational, employment, behavioral, health care, social and residential supports and services.

We have five Consumers along with crew leader, Lucia Otero working at Everglades Direct, five days a week from 9:30AM to 2:30PM with ½ hour lunch break. Everglades Direct has been a customer of ARC for over 3 years. Gerry points out “This is cost effective, the quality of work received is outstanding and we are often amazed by how quickly the work is done.” He also mentions, “Our workflow is somewhat seasonal and dependent upon customer needs which doesn’t allow us to always plan ahead. ARC has always come through for us with timely support and it’s a good feeling to give work to ARC.”

The Consumers are working in a clean, comfortable and safe atmosphere, where they are able to focus and work together as a team. Russ Giles, ARC’s Production Manager said “this is real work experience for the Consumers, they are happy and excited to be out working in the community, this experience will boost their confidence and they will learn how to apply themselves in real work situation.”

While this is a temporary job we are hoping that it becomes a permanent steady employment opportunity for our Consumers.

For all your employee management and Human Resources needs, visit their website at www.hrdirect.com.



From left Rafael, Heidi, Michelle and Sheryl.

Workforce Development

- Electronics Recycling
- Supported Employment
- Skill Center
- Van Washing
- Calypso Grill
- Spic 'N Span

Editor

SE offers Job readiness Course

“I want a job in the community” is what you hear time to time from our consumers here at ARC. Supported Employment Services (SE) has found a way to motivate and assist our consumers to fulfill their desire to work in the community by offering a job readiness course. Over a six-month period consumers are taught how to make an easy transition from the Skill Center to the community, preparing for an interview, social interaction skills and conflict resolution. To aid in the course we use various visual materials Such as videos on self-esteem to help consumers understand the principles that they should know to be successful in the community.

Supported Employment Services is very excited to offer all consumers the opportunity to be gainfully employed in the community and to watch them succeed.



From left Ghada Aly SE Manager, Lorin P. and Malone D. at a Job Readiness Class.

Calypso Grill kicking it up a notch

Have you seen the specials at the Calypso Grill lately? Chef Nancy, Julian and the crew have been kicking it up a notch. From the Caribbean cuisine, to the New Orleans style soul food, to the Italian cooking the crew have been serving affordable, mouth-watering meals. This is a continued effort to entice employees to lunch at the Grill. More new and exciting things to come.

The Calypso Grill crew recently posted a customer satisfaction survey on the serving line. Ideas from the surveys will be incorporated into new menu items. Staff are exploring ideas to create a more “café like” atmosphere, including palms, softer lighting, round tables, menu boards, and display racks for snacks by the cashier. Many good suggestions have been received regarding improving the variety for consumers’ lunches. This is a real challenge given the small allowance received for lunches, but the Calypso crew are committed to everyone’s satisfaction.

Motivation is a fire from within.
If someone else tries to light
that fire under you, chances
are it will burn very briefly.

Stephen R. Covey

Workforce is moving to the community



Jerry Motter, Director

While we are proud of the work going on at the ARC campus in Sunrise, we are busy exploring ways to provide our consumers with more “real world” work experiences. Current initiatives include four or five consumers going to an employer’s site to do packaging work under the guidance of Lucia Otero, Skill Center Crew Leader. This gives the employer an alternative to hiring temps while giving our consumers the ability to earn better wages. We are also exploring a major brand name franchise operation that would give us the ability to create an integrated employment site for some of our consumers and a “real world” training site for others. Another opportunity we are evaluating involves providing a housekeeping/janitorial service for a US government agency in Davie. This would give some of our Spic N Span crew members off campus work experience to help them transition into community based jobs through our Supported Employment Department.

In addition to these new efforts, we are in the process of writing grant applications to provide the following:

- Vocational Skills Instructor to develop curriculum and teach food service/culinary skills in conjunction with Calypso Grill
- Monies to help us move Calypso Grill to the next level, improving the atmosphere in and around the food serving line, additional equipment to expand Calypso’s ability to cater

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Consumers & the Good to Great Campaign

March's consumer meeting was spectacular! Consumers were given the same opportunity as the entire organization to voice their opinions and give ideas on improving the quality of services that ARC provides. For those who may be hearing this for the first time, Good to Great by 2008 is our agency's strategic plan to move from being just a good organization toward being a "Great" organization. Therefore, our consumers' commitment and involvement, ideas and suggestions are valuable in achieving this goal. We received some of the most brilliant ideas on how to improve the quality of our services. A great length of the time was spent listening to each individual's ideas and concerns.

Each month during our consumer meeting, we will present a Consumer of the Month Award to the individual who demonstrates great improvement in learning new adaptive and survival skills, who increases his/her overall productivity on the production line and who demonstrates the ability to become independent. The restoration of this tradition is just a small addition to our overall dedication to continue acknowledging our consumers' positive results.

This month's Consumer of the month award went to Ms. Raylene S. Here is some of what Traci Boss, her teacher and nominator had to say about her. "She is always willing to help out whether in the classroom or on the cleaning crew; and she always puts forth one hundred percent effort no matter the task."

Congratulations Raylene, keep up the great work in achieving your goals.

By Mathias Louis



Raylene S. pictured at right with Traci Boss, Teacher.

Employee of the Month



Roxana on right with Mathias Louis, Program Manager

This month's award goes to Roxanne Razi. She is the newly appointed Van Wash Crew Leader. Roxana was nominated by her peers because of her willingness to help others and perform task not assigned to her. Roxana is very friendly, energetic, and has a positive attitude.

In addition to her certificate, Roxana receives a \$25 gift card. *Welcome and Congrats Roxana!*

You are a great addition to the Skill Center!

National Exposure for Electronics Recycling

Our Electronics Recycle program was featured in February's issue of the Washington Beltway Newsletter, which is circulated throughout the United States. The issue mentioned our recycling and asset recovery services. We will continue to promote our services through articles, signage and eventually television.

We are excited to announce that Maria A. has successfully completed the 4 week assessment program and is now working at the Computer Lab, taking inventory and testing computers. *Well done Maria!*

A boss creates fear, a leader confidencz. A boss fixes blame, a leader corrects mistakes. A boss knows all, a leader asks questions. A boss is interested in himself or herself; a leader is interested in the group.



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**WORKFORCE
DIRECTIONS**

Ideas, suggestions?
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Happy Birthday!

Fredricka Cunningham March 3

Russ Giles March 4

Janice Adams March 7

Trish Willard March 12

Latoya Elvin March 30

Nezrene Ezell March 31



Sadly Missed

Betty W. - July 17,1959 - March 14, 2005

Let's welcome to the Skill Center

Kane S.

Workforce is moving... Cont.

and serve more customers, menu signage and decorations for the Great Room to make it more "Café like".

- Career Awareness/Job Seeking/Transition to Work training materials to include videos and training workbooks.
- Convert an existing classroom into an apartment so as to be able to teach independent living and housekeeping skills.
- Hire a Business liaison to develop partnerships with Broward County businesses to allow our consumers opportunities for job shadowing, informational interviewing and situational assessments.

People don't plan to fail; they fail to plan.

We will keep you posted as we move forward with these exciting initiatives.



- ◆ The Calypso Grill celebrated it's first anniversary on March 29. Workforce Development Division would like to thank everyone for their continued support and promises greater service in the future.
- ◆ The Production Center boasts 3 new contracts meaning more work for the Consumers at the Skill Center.
- ◆ The Van Wash Crew is ready to wash your vehicle for a reasonable while you work, contact Russell or Roxana for more info.
- ◆ We are excited to announce that our annual Mother's day plant sale is next month, more info coming soon.