Organizational Overview: The Project QUEST Story & Workforce Recovery & Resiliency

Presenters:
Elizabeth Eguía Robinson
Director of Community Partnerships

James Cooper
Employer Engagement Specialist

Bexar County Small Business and Entrepreneurship Webinar
May 12, 2021
Foundational Concepts

**Mission**

Project QUEST strengthens the economy and transforms lives by preparing individuals for in-demand, living wage careers.

**Vision**

Project QUEST will be San Antonio’s leading workforce development initiative; providing life-changing services, education, and career skills through collaboration and community partnerships.

**Located**

Alamo Workforce Center for Excellence
800 Quintana Road, Bldg. B, San Antonio, Texas
How We Serve Our Community

Core Services

Plan + Design
Fund + Resource
Partner + Collaborate
Inform + Recruit
Assess + Certify
Train + Coach
Advocate + Place

Who Do We Serve?

Adults (18+) throughout San Antonio and Bexar County who are unemployed (no job), underemployed (low paying jobs below their education or skill level) or under-skilled (do not possess the skills required to compete for living wage jobs). Generally, these individuals represent the underserved community where limited resource availability creates barriers to economic mobility.
QUEST’s nationally recognized wraparound service model leads to participant success.
Bi-weekly group meetings
1X1 coaching
Mandatory attendance
Core topics
  ▶ Goal Setting
  ▶ Time Management
  ▶ Stress Management
  ▶ Communication
  ▶ Financial Planning
  ▶ Employment Readiness

Career Coach Maria Salazar facilitates a Vision, Initiative and Perseverance (VIP) coaching session on communication.
In-Demand Careers in Three Industries

▸ Healthcare
▸ Information Technology & Cybersecurity
▸ Trades and Advanced Manufacturing

www.QUESTsa.org
## QUEST’s unique wrap-around services aligned to 32 demand occupations in 3 key industries

### TRADES
- 1. Advanced Manufacturing*
- 2. Air Conditioning & Heating
- 3. Aircraft Mechanic
- 4. Auto Service Technician
- 5. Construction Technology
- 6. Diesel Mechanic
- 7. Electrical Trades
- 8. Logistics*
- 10. Plumbing
- 11. Welding*

*OSHA/Certified Logistics Associate/Maintenance & Repair Worker/Welding Technician

### HEALTHCARE
- 12. Diagnostic Medical Sonography
- 13. Dental Hygiene
- 14. Health Information Technology
- 15. Invasive Cardiovascular Technology
- 16. Licensed Vocational Nurse
- 17. Occupational Therapy Assistant
- 18. Physical Therapy Assistant
- 19. Radiography Technologist
- 20. Registered Nurse
- 21. Respiratory Therapy Assistant
- 22. Surgical Technician

*ACLS/BCLS/CNA/Acute Care Tech

### INFORMATION TECHNOLOGY
- 23. Bookkeeping Specialist
- 24. Computer Programming
- 25. Computer Support Specialist
- 26. Cyber Security
- 27. Data Science
- 29. Network Administrator
- 30. Software Development
- 31. Systems Administrator
- 32. Web and Mobile Developer

PQ career tracks aligned to Alamo Colleges* and Training Partner Network
Quarterly Check-In with employer partner.

Meet & Greet Frequency determined based on Employer Partner and QUEST.

Quest will source participants for employment opportunities – expectation for employers to consider Quest participants.

Employer partner will hire PQ participants on an annual basis based on demand.

PQ will advertise logo on website and through social media.

Involvement in Industry Council Meetings/Advisory Committee.
## Employer Partner Agreement

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<tr>
<td>1</td>
<td>QUEST will meet with Employer Partner to <strong>establish demand for employment needs.</strong></td>
<td>Employer Partner, to the extent possible, <strong>share with QUEST training requirements that meet the needs of future job opportunities.</strong></td>
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<td>2</td>
<td>Employer Partner will <strong>share applicable job opportunities with QUEST</strong>, not exclusively to QUEST, but as they become available.</td>
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<td>3</td>
<td>QUEST will <strong>provide resumes of QUEST participants that meet Employer Partner requirements</strong> if they are seeking employment.</td>
<td>Employer Partner agrees to review resumes sent by QUEST and notify QUEST if participant advances in the employer partner employment process.</td>
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<td>4</td>
<td>If a QUEST participant is hired full time, Employer Partner will notify QUEST, and provide employment Verification.</td>
<td>If a participant is not selected, Employer Partner will share applicable job opportunities with QUEST, if possible, share constructive comments.</td>
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<td>5</td>
<td>QUEST will list Employer Partner as a <strong>Preferred Employer Partner</strong> on website and social media.</td>
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Go.QUESTsa.org to Register for a QUEST Information Session
QUEST Engages with a Broad Partnership Network

Training and Employer partnerships essential to successful workforce development outcomes
Project QUEST is part of a collaborative effort offering Workforce Education & Training Programs for those impacted by COVID-19. QUEST Provides wrap around services, career coaching, and job readiness. Stipends offered while you train. To Learn more, attend a QUEST Information Session.

City of San Antonio’s Train for Jobs SA Program

Bexar Strong Workforce Recovery Program

This Program is made possible through funding from both the Coronavirus Aide, Relief, and Economic Security (CARES) Act and City of San Antonio General Funds.

The Bexar Strong Program is made possible through the Coronavirus Aide, Relief, and Economic Security (CARES) Act and Bexar County’s General Funds.
Workforce Recovery and Resiliency Programs
Community Outreach

During FY2021, QUEST will scale to enroll 250% - 300% beyond its historical capacity

(Photos: Project QUEST Team on site at the San Antonio Food Bank Mass Distributions)
A study by Dr. Steven Nivin quantifies QUEST’s economic impact over its first 25 years.

- Graduates Increase in Income: $823,937,723
- Economic Impact of Spending: $523,446,493
- Welfare Savings: $326,404,380

Total Impact over 25 Years: $1.67 Billion

$19.32 per funded dollar
Rigorous independent study of QUEST validates long term participant impact:

- Large, statistically-significant earnings impacts over the nine-year follow-up period.

- The annual earnings gains grew over time, exceeding $5,000 in the ninth year.

- Program participants’ earnings grew from an average of $11,722 to $33,644 over the course of the evaluation.

- Program graduates moved out of poverty and into the middle class, earning an average of $46,580.

- Participants over 34 years old and those with children experienced the greatest benefit.
"It is scalable, and there is no reason every city and town in America can’t have something like it. It’s not just about training people, this provides real support for the people involved."

- Professor Paul Osterman; M.I.T. Sloan School of Management

Avigail Rodriguez, a former QUEST student, works in the emergency room at Metropolitan Methodist Hospital in San Antonio as a registered nurse. The training helped her nearly triple her wage.
Credit Joanna Kulesza for The New York Times

Students at a class on life support techniques. Most training is for jobs in healthcare. Credit Joanna Kulesza for The New York Times

By Nelson D. Schwartz
Aug. 19, 2019
Project QUEST is a valuable partner in developing a workforce pipeline connecting participants with better job opportunities and helping the city’s economic future and global competitiveness.

- Former Mayor Ivy Taylor
Brookings Institute

A long-term evaluation of Project QUEST shows a significant and sustained impact on earnings for students who were randomly assigned to receive the program services. Nine years after initial enrollment in Project Quest, students who were randomly assigned to receive program services have earnings that are on average 20% higher than for those in the RCT control group. This shows the economic gains to be had from investing more resources in helping community college students persist.
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Thank you!

Find the career track that's right for you.

At Project QUEST, we'll connect you to the skills training you need to increase your earnings and fast track your future. Get started with a virtual info session TODAY.

MANUFACTURING + TRADES
HEALTHCARE
INFORMATION TECHNOLOGY

Sign up now!

Once you attend a virtual info session, you can apply for Project QUEST. Add your name to select your session:

FIRST NAME
LAST NAME
EMAIL
PREFERRED CAREER TRACK

HOW DID YOU HEAR ABOUT QUEST?
Please Select One (required)

REGISTER