



**CTEP AMERICORPS POSITION DESCRIPTION**  
**Minnesota Workforce Center**  
**North Minneapolis**  
**HALF TIME POSITION Feb-Aug 2009**



**Position:** AmeriCorps Member

**Program:** [Community Technology Empowerment Project](#)

**Partner Agency:** [Minneapolis WorkForce Center](#)

**Location (s) where member will be serving:** [1200 Plymouth Avenue N.](#)  
Minneapolis, MN 55411

**Site Supervisor:** Queen West

**CTEP Program Description:**

The AmeriCorps Community Technology Empowerment Project (CTEP) bridges the "digital divide" for new Immigrants and Low-Income communities in Minneapolis and St. Paul. Join AmeriCorps CTEP and help make the information age accessible to all. CTEP sponsor organizations include Saint Paul Neighborhood Network (SPNN), the Community Computer Access Network (CCAN), and the City of Minneapolis.

**Site History and Mission**

The Minneapolis WFC represents the oldest national workforce system and was the location of the first site in Minnesota. The national workforce system was designed and implemented during the years of the Great Depression as a method for providing employment and unemployment insurance services.

The Minneapolis WFC provides services in the two neighborhoods of Minneapolis community with the highest percentages of poverty. These include the Powderhorn neighborhood and Near North neighborhood, which have consistently had substantially higher percentages of people living below the poverty level than other Minneapolis neighborhoods. According to the City of Minneapolis, in 2000 nearly 21% of Powderhorn residents and 38% of Near North residents were living in poverty. Further, traditionally the unemployment levels are significantly higher than Minneapolis averages. Also, the Powderhorn neighborhood is home to a large new immigrant community, which includes a large number of Somali and Hispanic residents.

The WFC tracks all individuals who receive direct customer services. This includes both individuals who participate in programs as well as the general public who comes in for services. Based on records of those customers who registered through the data base system there were over 28,500 visits made to the Minneapolis center sites from January 2008 through June 30, 2008.

Of these:

- 5,759 were unduplicated community members
- 10% were Minnesota Family Investment Program participants
- 3% were Food Stamp recipients
- 2% were Dislocated Workers
- 13% were Receiving Unemployment benefits

- **76% were not in an eligibility based program (4,379)**

Our assumption is that many of these individuals who are not in an eligibility-based program are individuals living in poverty. This assumption is based on historical and census neighborhood demographics, further exacerbated by the devastation of our economy.

While the Minneapolis WFC provides many employment services for the community many of those services require that individuals possess the skills to navigate through essential computer based systems.

- Many private companies now require individuals to apply for employment through the Internet
- MinnesotaWorks, the public data exchange system, requires individuals to be able to have computer skills
- Individuals are required to have a resume
- Communication requires individuals to be computer literate

The requirements of a global economy and the computer age will require that all individuals are computer literate. It also requires that the WFC change its methods of providing services both in the types of services provided and the methodology of how services are provided. Understanding this need for change the center sites are in the process of acquiring two wireless mobile labs one for the north Minneapolis center and one for the south Minneapolis center. These wireless labs will be the first wireless capacity offered by a Minnesota WorkForce Center. It is expected that the labs will be up and running by February 1, 2009. The mobile labs will be used in two ways:

1. **Computer Literacy Training** – this will include expansion of the number of classes that will be offered at the south center and the opportunity to begin offering classes at our north location. The North Minneapolis WFC has not had the ability to offer training but with the operation of a mobile lab will have the capability to begin.
2. **Integration of Computer Literacy in Employment Ready U** – It is an understood fact that adults learn better with application based instruction. The mobile lab will allow instructors to teach Employment Ready U as an application based program. The lab will be used in classes such as resume writing, networking and financial literacy. It is imperative that individuals have basic computer skills.

#### **Preferred Site Schedule for Member**

33 hours a week total, Monday through Friday, between 8:00 to 4:30 PM.

In addition, members attend professional development days with their fellow CTEP members to enhance service-readiness skills, personal attributes in the workplace, and citizenship skills. These Corps days take place twice a month

on the 1<sup>st</sup> and 3<sup>rd</sup> Fridays from 9 AM to 4 PM, and these training's are mandatory. Members also attend statewide AmeriCorps events and/or serve on the statewide InterCorps Council.

Members will also attend the local staff meeting at the WFC and will participate in strategic planning and other local training events.

**Essential Functions:**

AmeriCorps member will work individually and as a team to perform the following tasks. The primary customer will be adults who are new immigrants, low-income and may have a disability. The AmeriCorps member will provide computer literacy training for individuals who come to the Resource Room or who are participating in Employment Ready U. Primary services will be provided at the North Minneapolis location however the member will leverage the services that have been developed at the south location and work in partnership with the CTEP member at the South Minneapolis WorkForce Center, Carol Sevin.

The member will:

- Assess the computer skills of those individuals coming to the North Minneapolis WFC (developed by Carol Sevin)
- Develop computer literacy training material building on what has already been developed (by Carol Sevin)
- Integrate computer literacy training to Employment Ready U, under the guidance of the Employment Ready U Lead Worker
- Provide computer training at the North Minneapolis center
- Instruct WFC staff in computer assessment instrument and process and how to use computer literacy training
- Work in partnership with the center's curriculum development team

**Required Qualifications:**

- At least 17 years old
- U.S. citizenship, naturalization, or permanent residency
- Ability to travel within the Twin Cities
- High school diploma or GED (or progress toward while serving for special circumstances)
- Computer skills
- Experience for working with/teaching low-income adults

**Preferred Qualifications:**

(One or more of the following are desired but not required):

- Post-Secondary Education
- Bilingual in Hmong, Somali, Spanish or other
- Experience in volunteer management
- Experience in staff training, especially technology
- Passion for immigrant communities

**Service Term:**

*Half-time:* 900 hours. Start first half of Feb, 2009; complete by Aug 31, 2009. Half-time means that member is completing roughly half of the 1700 hours of a full-time AmeriCorps member who started back in September 2008.

**Members Receive:**

A living allowance (between \$350 and \$400 bi-weekly before taxes, exact amount will depend on start date), an educational award of \$2,362.50 (upon successful completion), health and dental insurance plan, child care (d.o.q) and ongoing training.

**How to Apply:**

Apply online at <https://recruit.cns.gov/> (be sure to enter 06ACHMN0010008-0 as the "Program Listing ID," or search for the Community Technology Empowerment Project). Contact: Joel Krogstad, [joel@technologypower.org](mailto:joel@technologypower.org), 651.556.1384

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