



L.E.A.P.
LEARN . EXPERIENCE . ACHIEVE . PERFORM.



Northwest Wisconsin Concentrated Employment Program, Inc. is an Equal Opportunity Employer/Program.
Auxiliary aids and services are available upon request to individuals with disabilities.

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Welcome to CEP, Inc.'s L.E.A.P. program where you will LEARN, EXPERIENCE, ACHIEVE & PERFORM! Our goal is to help you get the education, training and skills needed to get a job that helps you live independently and succeed. Isn't it time to take a L.E.A.P.?

Program Description

CEP, Inc.'s L.E.A.P. was specifically developed for 16-24 year old young adults who want assistance getting occupational training and a good paying job, but may have barriers to either. L.E.A.P. participants must live in one of the ten northernmost counties in Wisconsin- Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer, Taylor, or Washburn.

L.E.A.P. has two tracks, one for young adults who lack a high school credential- the HSED/Work Experience Pathway, and another for young adults who have earned a high school credential- the Vocational Training Pathway. Each track helps the participant achieve either a credential or certificate and assists the participant in getting employment in a high demand industry.

The Vocational Training Pathway is a comprehensive pathway offering the opportunity to explore and identify in-demand careers and the educational and training opportunities available. Young adults in this pathway will receive monetary support for a certificate program followed by a subsidized on-the-job training (OJT) experience, ultimately resulting in a permanent placement in a high demand career. Emphasis will be placed on encouraging the participant to pursue certificates qualifying them to work in advanced manufacturing, health care, logistics/transportation, agriculture, and other identified high wage/high growth industry sectors. CEP, Inc. Employment Resource Consultants will utilize relationships with local employers to act as liaisons between relevant employers and tech program participants to secure OJT opportunities for youth. Youth in this pathway will be connected with a regional technical education program, have access to ABE (Adult Basic Education) courses, if necessary, and simultaneously be supported by a Technical College counselor and CEP, Inc. staff member as they progress through their certificate program.

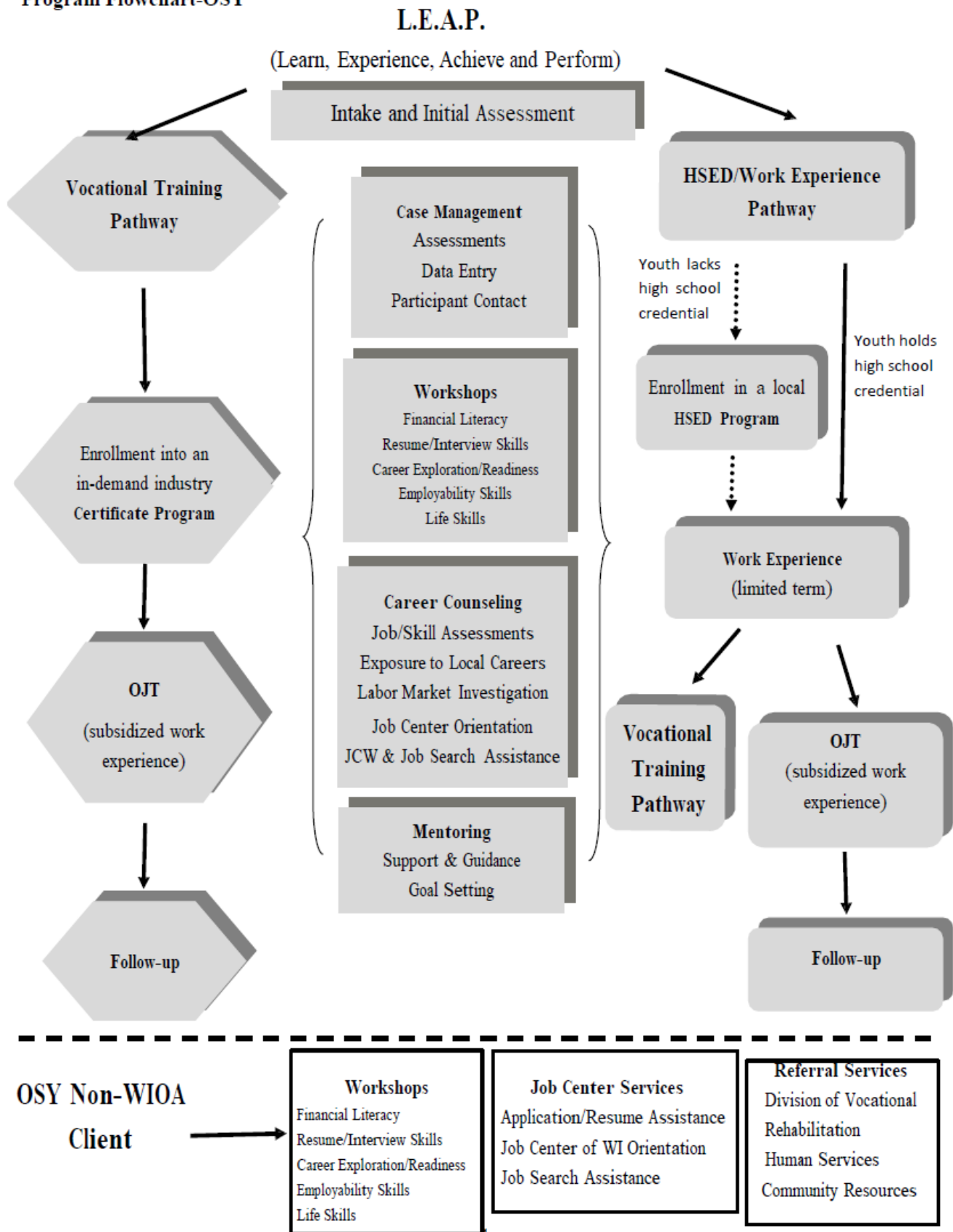
The HSED/Work Experience Pathway is designed to support students either lacking a high school diploma or desiring immediate entrance into the workforce. In this pathway, youth will benefit from a limited term work experience to gain valuable employability skills and then transition to an OJT with the intent of permanent placement. Youth without their high school credential and/or clients lacking basic skills, will be directed to regional HSED and ABE programs.

All L.E.A.P. participants will be assigned a CEP, Inc. Case Manager (Workforce Systems Specialist) as well as a mentor (as needed or requested) to support them throughout their program participation and hold them accountable for their participation in each L.E.A.P. requirement.

Program Sites

L.E.A.P. activities will take place at different locations. Your Case Manager will meet with you at the Job Center of your choice- usually the one closest to your home. Your Case Manager will help guide you throughout the program and provide you with a schedule of workshops that will be held at the Job Center. When you enroll in Adult Basic Education or a Technical Certificate Course, you will spend time on a Technical College campus. Another important component of L.E.A.P. is assisting you in getting a job, so you will also be working on-site at a business. Please be prepared to travel to these different program sites, whether by personal car or public transportation.

Program Flowchart-OSY



- *This checklist is for you to track your activity and progress with L.E.A.P.*

Track 1 – Vocational Training Pathway Checklist

Youth holds a high school credential

L.E.A.P. Orientation- check when complete ☐

Reading Level at Enrollment_____ (date)_____; at Exit_____ (date)_____

Math Level at Enrollment_____ (date)_____; at Exit_____ (date)_____

A. In-Demand Industry Certificate Training Course_____

Start Date: _____

Date Credential Attained: _____

B. Workshops – Must attend three workshops. Financial Literacy is required.

If JCW online workshops are assigned, must complete all 5 in addition to Financial Literacy.

- | | |
|--|----------------------------------|
| 1. Financial Literacy (required) | Date Successfully Completed_____ |
| 2. Resume/Interview Skills (required) | Date Successfully Completed_____ |
| 3. Employability Skills | Date Successfully Completed_____ |
| 4. Career Exploration/LM Investigation | Date Successfully Completed_____ |
| 5. Life Skills | Date Successfully Completed_____ |
| 6. Interviewing (JCW) | Date Successfully Completed_____ |
| 7. Job Search w/Tech (JCW) | Date Successfully Completed_____ |
| 8. Networking (JCW) | Date Successfully Completed_____ |
| 9. Resume/Job App (JCW) | Date Successfully Completed_____ |
| 10. Your Workplace Skills (JCW) | Date Successfully Completed_____ |

C. OJT or Unsubsidized Employment Start Date_____

- *This checklist is for you to track your activity and progress with L.E.A.P.*

Track 2 – ABE/GED and Work Experience Pathway Checklist

Youth lacks a high school credential or lacks basic math and reading skills

L.E.A.P. Orientation- check when complete

☐

Reading Level at Enrollment_____ (date)_____; at Exit_____ (date)_____

Math Level at Enrollment_____ (date)_____; at Exit_____ (date)_____

A. Age 16-17 – Primary goal: Return to high school Date returned to HS_____

Age 18-24 – Enrollment in ABE/GED program Date enrolled in ABE/GED_____

B. Workshops – Must attend three workshops. Financial Literacy is required.

If JCW online workshops are assigned, must complete all 5 in addition to Financial Literacy.

- | | |
|--|----------------------------------|
| 1. Financial Literacy (required) | Date Successfully Completed_____ |
| 2. Resume/Interview Skills (required) | Date Successfully Completed_____ |
| 3. Employability Skills | Date Successfully Completed_____ |
| 4. Career Exploration/LM Investigation | Date Successfully Completed_____ |
| 5. Life Skills | Date Successfully Completed_____ |
| 6. Interviewing (JCW) | Date Successfully Completed_____ |
| 7. Job Search w/Tech (JCW) | Date Successfully Completed_____ |
| 8. Networking (JCW) | Date Successfully Completed_____ |
| 9. Resume/Job App (JCW) | Date Successfully Completed_____ |
| 10. Your Workplace Skills (JCW) | Date Successfully Completed_____ |

C. Work Experience Start Date _____

D. OJT or Unsubsidized Employment Start Date _____

E. In-Demand Industry Certificate Training Course_____

Start Date: _____ Date Credential Attained: _____

Expectations/Accountability

L.E.A.P. participants are expected to:

- Commit to the program, which may take up to one year to complete.
- Fully participate in workshops, meetings with your Case Manager, etc...
- Work hard- to get your degree, to complete your certificate course, and/or to get a great job.
- Arrive on time for classes, meetings, etc.
- Treat all participants and instructors professionally and with respect.
- Communicate with your worksite supervisor(s) regarding the following: attendance, challenges, improvements, worksite questions/concerns, etc.

We will hold you accountable for:

- Your behavior/your actions.
- Following through on what you say you are going to do.
- Letting us know if you are falling behind at school or work.
- Participation: workshops, academic training, and on the worksite.

Incentive Program

When you complete certain sections of the program, you will earn rewards.

	In- Person	Online
Workshop #1 Financial Literacy - REQUIRED	\$25	\$0
Workshop #2 Resume/Interview Skills- REQUIRED	\$25	\$0
Workshop #3	\$25	\$0
Workshop #4	\$25	\$0
Workshop #5	\$25	\$0
<i>*Completion of all 5 workshops Online</i>	\$0	\$25

“There is no elevator to success, you have to take the stairs.”

Workshop Descriptions

*The following workshops will be presented in-person at CEP's Job Centers.

Career Exploration and Readiness

What are the steps to career exploration and planning? This 2-hour workshop is designed to assist participants in career exploration and planning. Workshop content includes: career assessment to identify values, interests and abilities; job searching activities implementing what is learned through career assessments and also learning how to use various job searching resources. This workshop is a basic but necessary foundational workshop that all jobseekers should take to prepare for career planning.

Resume Building/Interview Skills

Resume building and interview skills are key elements in career planning: What one employer is looking for in an employee may not necessarily be what another employer wants. This 2-hour workshop is designed not only to assist in resume development, but also teaches participants how to understand what employers may be looking for. Cover letters, references and follow-up correspondence is also discussed.

Employability Skills

The employability skills workshop is a 2-hour workshop designed to assist jobseekers with the foundational necessities of employment. Content includes appearance and self-conduct, verbal and non-verbal communication, phone etiquette and online presence. Where available, participants will be given an opportunity to receive a work-appropriate outfit after successful completion of the workshop. This workshop covers important elements on workplace etiquette that many have never been exposed to.

Life Skills

The life skills workshop is designed to assist young adults' transition into the world of independence. This is a 2-hour workshop. Content includes topics such as looking for a home or apartment, meal planning, time management, having back up plans for transportation or child care, medical appointments and preparing for an illness or unexpected time off. This workshop will prepare the participant to handle the unexpected and/or life challenges that can impact their life.

Financial Literacy

Financial literacy is a required course for all participants; it is a 2-hour workshop. Participants will learn about how to live a financially responsible life; including about debt, credit scores, and budgeting (prioritizing).

*The following workshops are offered on *jobcenterofwisconsin.com*

Interviewing

Job Search with Technology

Networking

Resume/Job Applications

Your Workplace Skills

“In order to succeed, we must first believe we can.”

Services Available

There are many services available to you as a L.E.A.P. participant. Please discuss which services you are interested in with your Case Manager.

- **Paid and Unpaid Work Experience:** Work experiences are short-term, planned, structured learning experiences that occur in a workplace and are focused on career exploration and the development of work readiness skills.
- **Occupational Skills Training:** An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.
- **Leadership Development Opportunities:** A broad set of activities that encourage responsibility, employability, and other positive social behaviors. Examples of Leadership Development Opportunities are: community volunteering, service learning, peer mentoring or tutoring, character education, citizenship education (including how and why to vote), leadership training (such as how to run meetings), and life skills training (such as parent education, financial education, goal setting, and conflict resolution).
- **Supportive Services:** These include assistance such as transportation that may be necessary to enable an individual to participate in L.E.A.P. program activities. Other examples are: related educational supplies, tools and supplies necessary for work, etc.
- **Adult Mentoring:** A one-on-one supportive relationship between an adult and a younger person that is based on trust.
- **Guidance and Counseling:** A process of helping young people make and implement informed education, occupational, and life choices. It includes imparting skills through counselor directed learning opportunities that help youth achieve success through academic, career, personal, and social development. Examples of Guidance and Counseling Activities are: drug and alcohol counseling, mental health counseling/therapy, career counseling, and educational counseling.
- **Follow-Up Services:** Activities after completion of L.E.A.P. to monitor the youth's success during their transition to employment and further education and to provide assistance as needed for a successful transition.

“Failure is not the opposite of success. It is a part of success.”

L.E.A.P. GOAL SETTING WORKSHEET

Job Seeker: _____ Date: _____

Today, I agree to take big steps forward to improve my life. I will:

The benefits of doing this will be:

The CEP Workforce Systems Specialist agrees to help by:

MY GOING TO WORK WIN/LOSS CHART

WHAT I WIN BY GOING TO WORK	WHAT I LOSE BY GOING TO WORK
<i>ex: Income</i>	<i>ex: Time with my kids</i>
<i>ex: Bill collectors stop calling</i>	<i>ex: Free time</i>
<i>ex: My kids may escape a life of poverty</i>	<i>ex: Sleeping late</i>

We agree to work together to make this important step as successful as possible.

L.E.A.P. Code of Conduct

Job Seeker Name _____

I have received information from CEP about the L.E.A.P. program and all the services available to me through their office. CEP will do their best to help me get the best mix of services to achieve my goal. If I want to change any of my goals, I will tell CEP staff. Together, we can reassess my plan.

I agree to:

- ☐ Contact CEP at least monthly while I'm enrolled in the L.E.A.P. program.
- ☐ Attend 3-5 workshops, including Financial Literacy
- ☐ Return to high school if I am under age 18 and not attending school
- ☐ Make sure I'm on track to complete my GED/HSED
- ☐ Explore careers and job opportunities
- ☐ Learn and demonstrate good study habits and time management skills
- ☐ Follow through on any assignments given to me by my case manager
- ☐ Be respectful and considerate to the other people in the Job Center
- ☐ Ask for help if I have problems
- ☐ Prepare for College Entrance Exams

When on a worksite, I agree to:

- ☐ Learn the rules of the worksite
- ☐ Respect my supervisor and co-workers
- ☐ Ask questions if in doubt about anything
- ☐ Arrive early the first day to meeting supervisor and co-workers
- ☐ Learn safety rules of the worksite and abide by them at all times
- ☐ Find out what to do if assistance is needed
- ☐ Keep a positive attitude to make the training time productive and enjoyable

- ☐ I understand that CEP will contact me monthly for at least one year after I have completed the L.E.A.P. program to determine my employment status and to see if there are any other ways CEP can assist me in my employment goals.

L.E.A.P. Participant's Signature

Date

Tips for Success

We want you to be successful in L.E.A.P. Start with these tips and add your own!

- ✓ Listen well
- ✓ Make eye contact
- ✓ Respect people's ideas
- ✓ Don't interrupt when others are talking
- ✓ Smile
- ✓ Come ready to work
- ✓ Have a good firm handshake
- ✓ Be considerate
- ✓ Share your ideas
- ✓ Don't be afraid to speak up
- ✓ Be supportive of others
- ✓ Ask questions if you don't understand
- ✓ _____
- ✓ _____
- ✓ _____

"The only place where SUCCESS comes before WORK is in the dictionary."

Cover Letter Worksheet

Cover Letter Format

Your Current Street Address
City, State, Zip Code
Telephone Number
Today's Date

TWO LINES OF SPACE

Name of Individual
Official Title
Name of Company
Mailing Address
City, State, Zip Code

ONE LINE OF SPACE

Dear Mr./Ms.:

ONE LINE OF SPACE

Paragraph 1 - The Opening

1. Use the opening paragraph to get the employer's attention and stimulate interest in yourself.
2. Give your reason for writing the letter.
3. Be as specific as possible as to the type of position in which you are interested.
4. Tell where you received the vacancy information.

ONE LINE OF SPACE

Paragraph 2 - The Body

1. Use this paragraph to justify the employer's interests in you.
2. Briefly describe your educational background, highlight your work experience, state the type of certificate held or for which you are eligible, and describe any honors received. This section should be brief.
3. Relate your qualifications as much as possible to the type of business and job requirements of the prospective employer.
4. Use specific examples to make your point.
5. Concentrate on what you can do because of what you have done.

ONE LINE OF SPACE

Paragraph 3 - Closing

1. In concluding your letter, you should make known your interest in setting up an interview at the employer's convenience.
2. Indicate approximately when you will call to make an appointment (i.e., one week, 10 days, etc.)
3. Give the phone number where you can be contacted.
4. Thank the employer for his/her time and any consideration or courtesies extended to you.

ONE LINE OF SPACE

Sincerely,

THREE LINES OF SPACE

Your signature in ink
Your name typed

Resume Worksheet

- Step 1:** Read this brochure.
- Step 2:** Review the samples provided in this brochure.
- Step 3:** Tear out and complete this worksheet
- Step 4:** Write your resume using the information from your worksheet.
- Step 5:** Check it for errors. Have others check it, too.
- Step 6:** Have your resume word processed, typed, or typeset.
- Step 7:** You're ready! Now USE YOUR RESUME!

Name _____

Address _____

City/State/Zip Code _____

Telephone (with Area Code) _____

EMPLOYMENT OBJECTIVE (optional) _____

SUMMARY OF QUALIFICATIONS _____

WORK EXPERIENCE: List most recent jobs first.

1. Job Title: _____

Job Duties/Accomplishments: _____

Company Name: _____

City, State: _____

Dates of Employment (year to year): _____

2. Job Title: _____

Job Duties/Accomplishments: _____

Company Name: _____

City, State: _____

Dates of Employment (year to year): _____

3. Job Title: _____

Job Duties/Accomplishments: _____

Company Name: _____

City, State: _____

Dates of Employment (year to year): _____

SPECIAL SKILLS AND ABILITIES: _____

EDUCATION:

Technical School and/or College: _____

City, State: _____ Dates Attended: _____

Degree/Certificate or courses taken: _____

High School: _____

City, State: _____ Dates Attended: _____

Diploma or courses taken: _____

MILITARY EXPERIENCE: (optional and if not used elsewhere on this resume)

Branch of Service: _____

Highest Rank: _____

Type of Discharge: _____ Year of Separation: _____

Duties: _____

OTHER WORK EXPERIENCE: List job titles/positions you want to show but do not want to go into detail about, i.e. short-term jobs, part-time jobs, volunteer work, etc.

References Worksheet

Directions: Your list of references should be individuals who can attest to your skills and abilities in a work setting. These can be former supervisors or colleagues, or individuals who can provide information about your character. After you have identified a list of professional references below, you can use this worksheet to develop a typewritten references page that will supplement your resume and/or job application. *Make sure you ask these individuals if you may use them as references, before you list them.

1. Name: _____
Position: _____
Company: _____
Address: _____
Address: _____
Phone: _____
Email: _____

2. Name: _____
Position: _____
Company: _____
Address: _____
Address: _____
Phone: _____
Email: _____

3. Name: _____
Position: _____
Company: _____
Address: _____
Address: _____
Phone: _____
Email: _____

8 KEYS TO INTERVIEW SUCCESS

By Sharon Davis, *Senior Recruiter, LAC Group*

Congratulations! You've just been called by a recruiter to interview for your dream job. You are very excited about this opportunity and eager to make a great impression. Here are 8 tips to help you succeed in your interview.

1. Dress for Success

Recruiters, like everyone else, make snap judgments based on personal appearance so make sure that you are appropriately dressed for an interview. Poor grooming and unprofessional clothing speak volumes and may cost you a job opportunity. Even if you are interviewing with a laid-back company that has a casual dress code, remember that you are not yet a member of the team. Always err on the side of formality and wear business attire to an interview. Select neutral colors for interviews like gray, black, navy, and brown. Accessories, including ties, scarves and jewelry, should be understated. Women should tone down makeup.

Make sure that you are clean, neat and odor-free. Because some employees suffer from allergies, many companies have policies prohibiting the wearing of cologne and perfumed lotions in the workplace. It is also well-documented that the sense of smell can trigger powerful human emotions and memories. Those evoked by your cologne may not be positive for the interviewer. For these reasons, it is best to avoid wearing fragrances when interviewing.

Remember, a well-groomed professional appearance says that you mean business and allows interviewers to focus solely on your qualifications for the job.

2. Be Prepared for the Interview

Employers are looking for people who can solve problems and save money for their organization. Prepare for the interview by carefully reading the company website and reviewing the job description to gain insight into how your skills and experience will benefit the employer. Then think about ways you can communicate your value during the interview.

Bring hard copies of your resume, references, writing samples, and transcripts to the interview. These additional documents may not be needed but having them available makes you look professional and thorough.

3. Be Polite and Professional

Remember that your interview begins the minute you set foot in the employer's offices. Arrive a few minutes early and give yourself some time to relax before the meeting.

How you behave in the interview gives a prospective employer a clue as to how you will interact with co-workers and supervisors if you are hired. Be polite, professional and courteous to everyone you encounter, starting with the receptionist. Since it is best not to eat or drink in an interview, decline offers of food, coffee or other beverages.

4. Turn Off Your Cell Phone

Recruiters often comment that an interview has been interrupted by the ringing of a candidate's cell phone and, worse, that candidates have actually answered their cell phones during an interview! Take a moment to ensure that all electronic devices are turned off to avoid interruptions and the possible loss of an opportunity.

5. Focus on Qualifications and Requirements

Remember that this is a job interview, not a reality TV show. Keep your conversation with the interviewer focused on your skills and abilities and the requirements of the job. Don't get side-tracked into discussions about your personal life, political leanings or religious affiliations. If you are meeting in someone's office, please refrain from commenting about family photos on the interviewer's desk.

Let the interviewer direct the conversation and be careful not to interrupt. Listen carefully to the interviewer's questions and be thoughtful in your responses. If you don't understand a question, ask for clarification.

Respect the interviewer's time. Answer questions thoroughly, but get to the point and avoid rambling, off-topic responses.

Everything you say in an interview is potentially verifiable so it is important to be truthful. All candidates have strengths and weaknesses and interviewers know that. Being honest about your shortcomings with an added comment about your willingness to learn goes a long way in an interview.

Be prepared to explain employment gaps and be honest about reasons for leaving past employment. Interviewers know that even good candidates can end up in a less-than-ideal employment situation and need to move on. If you have been terminated from a position, avoid placing blame on others. Explain the circumstances honestly, accept responsibility for your part in the termination and let the interviewer know what you learned from the experience.

6. Please Ask Questions

Even if you have done your homework about the company and have a pretty good understanding of the job requirements, it is important to ask questions. Ideally, you will be weaving questions into the interview as it progresses and those questions should focus on the employer's expectations and how your success on the job will be measured. It is perfectly acceptable to bring a list of prepared questions to the interview and to reference it before the meeting concludes to make sure that you have all of the information you need.

7. Wrapping Up

If you are truly interested in the job, let the interviewer know that and then ask about the next steps in the process. If you have not been provided with a business card, it is perfectly acceptable to ask for one. You will need that contact information for your follow up correspondence.

Thank the interviewer for their time and be sure to thank the receptionist on your way out the door.

8. Follow Up

This is the electronic age and many candidates prefer to send an email or even a text message to thank the employer for their time. While that is certainly acceptable, there is no substitute for the personal touch that an old-fashioned handwritten note on nice cardstock provides. It might be just the thing that sets you apart from other equally qualified candidates.

Sample Interview Questions

- Tell me about yourself.
- What are your strengths?
- What are your weaknesses?
- Why do you want this job?
- Where would you like to be in your career five years from now?
- What's your ideal company?
- What attracted you to this company?
- Why should we hire you?
- What did you like least about your last job?
- When were you most satisfied in your job?
- What can you do for us that other candidates can't?
- What were the responsibilities of your last position?
- Why are you leaving your present job?
- What do you know about this industry?
- What do you know about our company?
- Are you willing to relocate?
- Do you have any questions for me?

Thank You Letter Worksheet

Directions: A thank you letter is designed to reiterate your interest in the position, to summarize why you would be a qualified candidate for the job, and to leave a positive impression with the interviewer. The thank you letter is a brief note and should be personalized for the individual who interviewed you. Additionally, it is an opportunity to show the company that you are interested in working for them, even if you were not offered the original job for which you interviewed. Only a small percentage of applicants send a thank you letter following a job interview. That means that the majority of applicants miss out on this last opportunity to impress the interviewer and make sure their name is remembered!

Thank you letters should be sent out within 24 hours of the interview, but not more than 2 days, by US Mail, hand-delivery, or email. It can be typed or hand-written, but the important thing is to write it! The following is a helpful format when writing a thank you letter:

Paragraph 1 – Express your appreciation for the job interview. Reiterate your interest and how you will fit the position.

Paragraph 2 – Tell the employer again about those skills you possess that the employer is looking for.

Paragraph 3 (optional) – Add strength to what you may have determined was a weak point in your interview. OR, use this area to address something(s) you may have forgotten to mention at the interview.

Paragraph 4 (final paragraph) – Thank the addressee for the opportunity he/she has given you by allowing you to interview, and for considering you for the position. Indicate what you anticipate is the next step (i.e., “I look forward to hearing from you regarding this position. I feel I am a perfect fit for it.”).

You can later use this worksheet to develop a typewritten thank you letter that can be sent to an employer following an interview.

Exit Survey

1.) What is your opinion of the L.E.A.P. program in overall terms?

☐

VERY GOOD

☐

GOOD

☐

AVERAGE

☐

POOR

☐

VERY POOR

2.) What is the reason you are leaving L.E.A.P.?

☐

Completed the program successfully

☐

Relocating

☐

Health problems

☐

Family obligations

☐

Finances

☐

Work obligations

3.) Would you recommend L.E.A.P. to your friends &/or family?

☐

YES

☐

NO

If you checked "No", why not? _____

4.) How would you rate the following?

	Very Good	Good	Average	Poor	Very Poor
C.E.P. Case Manager					
Workshops					
Tech College Program					
Incentives					
Job Placement					
Mentoring					
Financial Assistance					

5.) What improvements could we make to the L.E.A.P. program? _____

Thank you for participating in L.E.A.P.!