

Today's companies need employees who are adept at using basic technology and office productivity tools. Without these basic skills, many unemployed individuals are excluded from consideration or relegated to less secure service or physical jobs. **NYC STEPS** provides training in workplace and computer skills to help individuals prepare for and access entry-level jobs in the growing technology industry. **NYC STEPS** will introduce tailored web-based instruction using two series of lessons selected from SkillSoft's extensive training catalog, with onsite support and supplemental instruction from volunteers and Family Justice Center (FJC) employees. The first participants will be Family Justice Center clients – victims of domestic violence who want to break the cycles of violence and dependency by preparing themselves for self-sufficiency, rewarding jobs, and financial independence.



PARTNER ROLES

NYC STEPS is being piloted at the Family Justice Center in Queens through an innovative public-private partnership between NetApp, SkillSoft, Microsoft, the NYC Department of Information Technology & Telecommunications, the NYC Mayor's Office to Combat Domestic Violence, Small Business Services' Workforce 1, NYC Service and the Mayor's Fund to Advance New York City.



- DoITT in partnership with NetApp, one of NYC's strategic technology partners, will lead the program design and coordination.



- NetApp will provide in-kind donations of laptop computers, secure storage of laptops, software, and volunteer guest instructors.



- SkillSoft, a leader in e-learning courseware for business skills and a NetApp Learning Partner, provides access to 12 carefully selected online courses in **Professional Effectiveness** (time management, business writing, and interpersonal skills) and **Desktop Computing Skills** (introductions to Microsoft Office, Outlook, Word, Powerpoint and Excel) at no cost to participants.



- Microsoft will provide free software licenses for all NYC STEPS-issued hardware.



- NYC Service will coordinate volunteers to assist with weekly classes and ensure a steady stream of high-profile guest instructors from the public and private sectors to inspire NYC STEP participants.



- Small Business Services' Workforce1 will strengthen candidates' employment prospects by providing certificate holders with access to job-readiness services and interview and resume development workshops.



- Working together, NetApp and SkillSoft in consultation with DoITT and the Family Justice Centers have developed two “certificate tracks” of six courses each, that upon completion, students will gain a unique accreditation.
- The sponsor partners are working with the Queens Family Justice Center to deliver the courses in a secure and familiar environment.
- For participants who progress successfully through the program, there may be an opportunity for additional specialization or training in some storage-focused courses via NetApp University and/or Microsoft Certification (MSCSE) through SkillSoft.
- Workforce 1 and its partners will help direct certificate holders to appropriate entry-level job opportunities.

PILOT PROGRAM DESIGN

For the **NYC STEPS** pilot at the Queens Family Justice Center (FJC), 13 eager participants from nearly a dozen countries ranging in age from 28 to 53 will attend weekly classes. The FJC provides a safe, familiar environment with onsite child care, and will have a classroom space with laptop computers and internet access for each student. FJC employees and a guest instructor will provide information on technology careers and hiring practices, as well as help participants as they work through self-paced online courses lasting 50-90 minutes. Participants will also be given computer and internet access at the FJC outside of class hours to continue or review the online courses. At the end of each series of six courses, participants will receive a certificate of completion. Following the second series, there will be a graduation ceremony, and NetApp will convene a panel of professionals to discuss careers in technology. Ultimately, successful participants will be referred to entry-level job opportunities at local employers.

ABOUT THE FAMILY JUSTICE CENTERS

The New York City Family Justice Center Initiative of the Mayor’s Office to Combat Domestic Violence reduces barriers faced by victims of domestic violence who are seeking help. This innovative program, launched by Mayor Bloomberg in 2005, enables victims to meet with a prosecutor, speak with a trained counselor, and apply for housing and financial assistance in just one visit – all in their language while their children play safely in the next room. By providing services in one location with partnering City agencies and community providers, the Brooklyn, Queens and Bronx Centers are increasing the effectiveness of service delivery to break the cycle of violence. The New York City Family Justice Center Initiative is a private/public partnership of the Mayor’s Fund to Advance New York City, a 501(c)(3) not-for-profit organization established to promote partnerships between the City and the private sector.