



# COMMUNITY WEALTH BUILDING

## Pathways to Independence

Virginia's First Cities Board Meeting  
May 2022



# **Program** Requirements

- **Regional program serving the Historic Triangle and Poquoson**
  - **Partner with Thomas Nelson Community College**
- **Serving families receiving TANF benefits or have income below poverty guidelines**
  - **Providing employment training and skills, while addressing socio-economic barriers**
- **Blending local and grant funds while leveraging partnerships**

# **Program** **Outcomes**

- **Group and individual supports to ease employment**
  - **Customer Service Academy**
  - **Individualized Life Coaching services**
- **Teaches valuable customer service skills training alongside job readiness training**
- **Learn valuable social/emotional skills & how to address barriers**
- **Adapted services during the pandemic by creating virtual job readiness academy**

# Academy

# Customer Service

- Understanding Customer Service
- Confidence and Problem Solving
- Workplace Diversity
- Generational Customer Service
- Personal Strength – Part 1
- Personal Strength – Part 2
- Grammar and Enunciation
- Speaking, Listening, and Body Language
- Time Management
- Stress Management
- Getting Ready to be Job Ready
- First Impressions
- Master Application
- Job Search
- Dress for Success
- Interviewing Techniques
- Mock Interviews
- Knocking Down Emotional Barriers
- Community Services
- Budgeting

# Life Coaching

- **One-on-one coaching to obtain, increase, or maintain employment**
- **Supports DSS workers and their clients in meeting the employment goals to maintain benefits**
- **Assesses needs and creates goal-oriented service plans promoting a path to self-sufficiency.**
- **Providing client-driven coaching sessions as well as case management and referrals to community partners**



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