

El Barrio Success



A flyer for El Barrio’s Customer Service Training program caught Rachell’s eye while she was shopping in a drug store near her home. The mother of two with a Master’s degree in Health Care Administration was looking for a less hectic job that would allow her to spend more time with her children. “I thought that [coming to El Barrio] would be a good way to network and get myself out there,” she remembered.

Rachell entered the Job Readiness program in July of 2010. Although she had an extensive work history, she enjoyed going over the essentials of finding and keeping employment. “It was a good refresher course, and for the

beginners—especially young people with no work history—it covers all of the basics,” said Rachell.

After going through the two week Job Readiness program, she entered the Customer Service specific Job Search program. Rachell was impressed by El Barrio’s connections with employers in the area, and she enjoyed the hands-on training sessions held in class.

El Barrio provided Rachell with a referral to Dress for Success where she received business attire and learned about how to maintain a professional look and attitude in the workplace. “I heard about [Dress for Success], but I was not familiar with them,” she said. “I did not know that they had workshops and support groups. I enjoyed learning how to mix and match [outfits]!”

In September, Rachell gained employment at one of WSEM’s daycare centers. She recognizes El Barrio’s role in her success and uses the skills that she learned in the programs to assist family and friends who are still looking for jobs. “I tell them it’s a great program—I went through it myself. It covers a lot, especially for those with no experience. Coming [to El Barrio] shows employers that you have good initiative.”