



Business Access Community Update

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Case Managers Make a Difference

Business Access is indebted to the hundreds of Case Managers and Career Specialists who refer clients and encourage them to utilize our program. Our Achievers often comment on just how valuable they are, too. The following was posted about **Equonda Joshua**, a Case Manager in the Mesquite Office.

I really don't know how many others she has helped through the rough times that one encounters going thru this life, but she has touched my family's life with her caring but stern style. I have never once witnessed an incident where Equonda did not respond with anything but pleasant, professional courtesy. My family and I owe her a great debt.

Business Access News

Our new **Quick Start** program has nearly doubled (from 4.3 to 8) the number of courses Achievers complete in their first 30 days in our program. Quick Start involves a scheduled series of contacts by our Achiever Advocates that begin immediately after the Achiever enrolls in our program.

We have enhanced our Orientation class by adding an **Orientation Quiz**. Achievers will take a short test at the end of class to assess the knowledge they gained. In some communities, clients must receive a passing score in order to receive their in-home computer.

We have **added three new libraries of online course training**. These include offerings from **GED Pathways** (ABE and GED), **Skills Compass** and **Pikes Peak Learning Company**. The Skills Compass training courses allow us to meet workforce boards' need to provide clients with occupational remediation and gives us what we need to build vocational education curriculums. Among other benefits, the Pikes Peak training gives us tools to provide the financial literacy training many workforce boards have requested.

To offer our Achievers an incentive to read helpful articles about job search strategies, interviewing techniques, optimism, and more, we have created **Article Quizzes**. Achievers take a quiz covering the material presented in a series of articles. If they pass, they get credit for doing so on their progress page and can print a certificate noting their accomplishment. It's another good way to improve reading comprehension.

Business Access sends out **weekly participation reports** that show participation by DOL categories for every community. If you wish to receive these reports, please contact Dave Buchholz at dbuchholz@business-access.com.



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We've added over 200 simple "How to" courses. Here are just a few of the titles:

- Avoid Repetitive Stress
- Buy Renter's Insurance
- Burp a baby
- Change Your Oil
- Avoid Home Burglary
- Change a Flat Tire
- Check Out a Used Car
- Choose an Internet Connection
- Brush Your Teeth
- Change Your Monitor's Wallpaper
- Clean Your Computer
- Choose Employee Benefits
- Child-Proof Your Home
- Clean Up Your Credit Report
- Avoid Telemarketers
- Calculate Utility Costs
- Fix a Running Toilet
- Email Your Resume
- Download Files
- Cope with a Crying Child
- Attach Speakers to Your Computer
- Choose and Use a Password
- Make a Business Complaint

It's not always so easy to tell. Here are a few ways to assess how well you performed, and whether you might expect to be called back for another interview or even receive a job offer!

- The interviewer described how he or she could see you fitting in.
- You were asked when you could start.
- You were given a tour of the facility.
- The interviewer was genuinely interested and wasn't distracted or brief.
- You were given a chance to ask questions.

This is an excerpt from a Business Access article. Use the Search function on the Business Access Web site to search through more than 2000 similar self-help articles.

Rural Communities Needing High Speed Internet Access

According to the Federal Communications Commission, the number of high-speed Internet lines in the U.S. rose to 64.6 million as of June 30, 2006, up from 42.4 million a year earlier. Rural areas, however, were not getting the same access. At the end of 2005, only about 24% of rural Americans enjoyed broadband service, compared to 39% in the rest of the country. Learn more at internetinnovation.org

Fifty-six percent of Latinos in the U.S. Use the Internet.

Latinos comprise 14% of the U.S. adult population, and about half of this growing group (56%) go online. By comparison, 71% of non-Hispanic whites and 60% of non-Hispanic blacks use the Internet. A report suggests that low levels of education and limited English largely explain the gap in Internet use between Hispanics and non-Hispanics. Learn more at pewinternet.org.

Staying in the Workforce Longer

Computer and Internet usage by older Americans is on the increase. Among adults over 50, according to a survey by the Pew Internet & American Life Project, 54% use the Internet and 24% have a high-speed hookup. That's up sharply from 38% and 5% respectively in 2002.

"The computer, if you can use it, enables you to stay in the workforce longer," says Kristin Fabos, executive director of SeniorNet, a nonprofit organization dedicated to helping seniors learn computer skills. Read about her program at seniornet.org

The Optimistic Internet User

Dennis, a Hurricane survivor and Dallas Achiever, tells us, "Whatever you're going through, you can find the answers online." Sounds like Dennis has discovered a resource, one we believe everyone should be able to access.

Annual Income by Education

Professional degree...	95,700
Masters Degree	59,500
Bachelors Degree	49,900
Associates Degree	37,600
Some College, No degree	35,700
High School Graduate	30,800
Not a HS Graduate	21,600

Source: **Source:** U.S. Census Bureau, 2004, PINC-03; Internal Revenue Service, 2003, Table 3; McIntyre, et al, 2003; calculations by the authors.

Language Reference Site

There are excellent resources on the Internet to help your clients improve their language skills, including grammar tutorials, dictionaries, and vocabulary builder Web sites. Check out links to over 75 Web sites at Grammar, Usage and Style, from refdesk.com.

- Learn more about how the Business Access has helped Workforce:**
- [TANF Clients](#)
 - [WIA Adults](#)
 - [WIA Youth](#)
 - [Hurricane Evacuees](#)
 - [Incumbent Workers](#)
 - [FSE&T Clients](#)
 - [Dislocated Workers](#)
 - [Trade Affected Workers](#)
 - [People with Disabilities](#)

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