OUR MISSION

Year Up’s mission is to close the Opportunity Divide by providing urban young adults with the skills, experience, and support that will empower them to reach their potential through professional careers and higher education.

Year Up is a one-year, intensive training program that provides low-income young adults, ages 18-24, with a combination of hands-on skill development, college credits, and corporate internships.

The first six months of the program focuses on technical and professional skill building, while the second six months focuses on applying these skills through corporate internships. Students also earn up to 31 college credits and a weekly stipend.

OUR AMERICAN CRISIS

The United States is home to approximately 6 million Opportunity Youth—18 to 24 year olds who have not progressed beyond a high school diploma and are neither employed nor enrolled in postsecondary education. More than 70% of low-income, minority youth in the U.S. leave high school and/or GED programs without a path toward either a post-secondary degree or a livable wage job. Year Up is a proven solution to this problem.

OUR PROGRAM

PARTIAL LIST OF TECHNICAL, PROFESSIONAL, AND COMMUNICATION SKILLS LEARNED

- Desktop & Network Support
- Help Desk
- Hardware Repair
- Operating Systems
- Disk Formatting, Partitioning & Ghosting
- Peripherals
- Software Installation
- Viruses and Malware
- Microsoft Office & Outlook
- Networking & TCP/IP
- Investment Operations
- Customer Service
- Fund Accounting
- Business Writing Skills
- Time Management
- Career Networking
- Working in Teams
- Communicating Clearly & Effectively
- Conflict Resolution & Negotiation
- Presentation Skills
- Workplace Norms
- Introduction to Business
- Personal Finance
- Workplace Legal Issues
- Work/Life Balance

INTERNSHIP PARTNERS

PARTIAL LISTING OF INTERNSHIP PARTNERS

- Kaiser Permanente
- Salesforce
- Facebook
- Sutter Health OPM/C
- Workday
- J.P. Morgan Chase & Co.
- Gap Inc.
- LinkedIn

CONNCT WITH US

www.yearup.org
www.facebook.com/yearup
www.twitter.com/yearup
www.youtube.com/yearupinc
www.linkedin.com/company/year-up

March 2016
I feel powerful. I’ve accomplished so much in one year. Imagine what I’m going to accomplish in my career in the years to come.

Marla Bell
Year Up Bay Area Graduate
Hired as a Training & Organizational Development Assistant, Autodesk
### Professional Skills Training

Six months of classroom training prepare our students for dynamic professional engagement

<table>
<thead>
<tr>
<th>Communication</th>
<th>Presentation</th>
<th>Growth and Development</th>
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</thead>
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<tr>
<td>• Business communication skills</td>
<td>• Personal branding</td>
<td>• Problem-solving methods</td>
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<tr>
<td>• Public speaking</td>
<td>• Professional etiquette</td>
<td>• Goal setting and planning</td>
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<td>• Conflict management</td>
<td>• Responsibility and time management</td>
<td>• Interview and internship prep</td>
</tr>
<tr>
<td>• Alignment with managers</td>
<td>• Networking</td>
<td>• Career and financial success</td>
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</tbody>
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### Meeting Market Needs

Our practical training prepares students for the local marketplace

- Training reflects a modern day work environment
- Curriculum mirrors market needs and industry trends
- Students creatively seek resources to solve real-world challenges
- Learning techniques require teamwork

### High Expectations

Our model ensures students consistently meet the highest standards

- Student Contract: rigorous professional and academic standards
- Giving and receiving constructive feedback
- Intensive guidance from instructors, staff advisors, and mentors

### Core Values

Dedication and responsibility are reinforced through our Core Values

- Respect and value others
- Build trust; be honest
- Engage and embrace diversity
- Be accountable
- Strive to learn
- Work hard and have fun

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"I have people coming to my company who have graduated directly out of Yale, and I will tell you, they could learn something from the Year Up interns in terms of professionalism."

— Christopher Hertz, CEO, New Signature

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### WHAT SETS YEAR UP INTERNS APART?

Exemplary Professional Skills For Effective Collaboration And Communication

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MAKE YEAR UP A PART OF YOUR RECRUITMENT STRATEGY!
STUDENT STORY: RAYMOND CHEN

RAYMOND CHEN
Desktop Technician at California Pacific Medical Center – Sutter Health
Year Up Bay Area Class of July 2014

Before Year Up, I was refurbishing computers while studying for IT certifications. However, because I have a past, I was rejected for entry-level jobs not requiring any type of technical skills. I was feeling hopeless, unproductive, and unmotivated. I wanted to start fresh, but looking for a full-time job at a tech company was extremely difficult and disappointing. I was turned down even when I was qualified.

I found Year Up on Craigslist and applied, hoping I would get an opportunity with a tech company. The most important thing I learned in the program was how to communicate efficiently in the corporate world. Before Year Up, I was not a good communicator, nor very professional, but I have since developed the ability to present my thoughts clearly – even in front of a room full of people. The hardest part was dressing in business attire every day, but after wearing it for a few months I realized this is what I should have been wearing a long time ago.

I interned at California Pacific Medical Center (CPMC) Sutter Health as a Desktop Technician, working on inventory and asset management. I thought it would be easy work, but I was challenged to build a new set of skills to utilize in the workplace. I learned how to adapt to the hospital environment and found it to be very rewarding. I was intimidated being the youngest IT employee at CPMC, but my manager and my intern supervisor were both very supportive. They accepted me for the person I am and not for the mistakes I made in my past. They have provided me with the opportunity and guidance to succeed in the future.

Today, I am optimistic, determined, and professional. I earned a full-time job at CPMC and now work as a Desktop Technician. I like that my job allows me to continue to learn from other technicians while improving our inventory and asset management. I plan to continue with my education and hopefully get more IT certifications. My goal is to become a Network Administrator for a big tech company like Google or Facebook.

Graduating from Year Up opened the doors to many different opportunities. I was able to strengthen my resume with what I’ve learned and the experience I’ve gained. I hope my story shows others that everyone makes mistakes, but with some guidance and the right opportunity you can turn your life around.