

Career Hub Job Seeker Engagement Software Sarah Holtzclaw, Tri-Valley One-Stop Career Center, District

The Tri-Valley One-Stop offers career and job search assistance to CLPCCD students and the general public. We often need to communicate with our clients for things such: reminding them of workshops, to find out if they are working, and to receive employment information. Since texting is a faster and more efficient means of communication, we needed a way to text without using our personal cell phones. The Care Hub software offers just this opportunity.

Thanks to the CARE grant, we were able to purchase a one-year subscription to pilot a texting program to determine if it does actually work better than email. We compared results between the texting and emails over time and determined that texting is much better at immediate communication for smaller amounts of information. For those clients that receive a text, we have a 50% better response rate than an email. The pilot worked well enough that we are continuing with the subscription this next year. Below are two screen shots of the software.

Thank you, CARE. We very much appreciate the opportunity.

