



SER - Jobs For Progress National, Inc.

2008

Annual Report

“SER” is an acronym for “Service-Employment-Redevelopment.”

“SER” is also the principle Spanish verb meaning “to be.”

SER – Jobs for Progress National, Inc., the premier community-based organization serving the employment needs of the Hispanic community.



“Cultivating America’s Greatest Resource: People.”

OUR MISSION

SER is a national network of employment and training organizations that formulates and advocates initiatives resulting in the increased development and utilization of America's human resources, with special emphasis on the needs of Hispanics in the areas of education, training, employment, business and economic opportunity.

SER National aims to develop the employment and training capabilities of the SER Network through providing program and policy development; research and planning; technical assistance and fundraising.

OUR VISION

The vision of SER Jobs for Progress National Inc. is to enable the Hispanic community, other ethnic groups and 'hard to serve' populations to fully participate in America's socio-economic mainstream, enjoying equal access and parity in all aspects of American society.

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Table of Contents

Message from the President and CEO and the Chairman of the Board

Page 4

Financial Literacy

Page 5

Senior Community Service Employment Program (SCSEP)

Page 6

SER National SCSEP Success Stories

Page 7

SER National Generational Diversity

Page 8

Technology Adoption

Page 9

English Language Acquisition (ELA) Program

Page 10

SER National Affiliate Network

Page 12

SER National Financials

Page 14

SER National Conference

Page 16

SER National Board of Directors and SER Network Directory

Pages 18, 19

Message from the President and CEO and the Chairman of the Board

Never before in SER's 43-year history has our mission been more vital or more critical to the people we serve – real people seeking to learn new skills and add worth to their lives and their work. Like pebbles cast into motionless water, our programs and advocacy efforts create waves upon waves of positive, far-reaching effects, providing so many individuals the opportunities that they may not have had were it not for SER.

The vision of SER-Jobs for Progress National, Inc. is to enable the Hispanic community, other ethnic groups and 'hard to serve' populations to fully participate in America's socio-economic mainstream, enjoying equal access and parity in all aspects of American society. We care deeply about our core constituency and are committed to assisting individuals in obtaining the necessary competencies to participate in the 21st century workforce, just as we are committed to meeting the skill needs of American business and industry. SER is proving every day that when people are productive, not only are their personal dignity and self-esteem enhanced, they contribute significantly to the growth and prosperity of our nation's economy.

Integral partners in our overall success are the 33 community-based organizations that comprise the SER Affiliate Network. Located in over 200 cities, 19 states, Puerto Rico and the District of Columbia, each SER Affiliate organization provides distinct services in the areas of employment training, technology adoption, financial literacy, education, gang prevention and affordable housing to assist participants in acquiring the tools to transform their lives and, by powerful example, the lives of their families.

Championing our efforts are our corporate partners, which enable SER to empower individuals through cutting-edge software programs; technologically advanced hardware; ground-breaking financial literacy programs; formal partnership/employment agreements and various other projects. Our treasured 40-year relationship with IBM has been especially gratifying and beneficial. We are grateful for strong alliances with our corporate partners and truly value the many important ways

in which they support SER's mission and activities.

As a strong, solid, financially viable organization, SER National stands proudly on its reputation of fiscal responsibility and trustworthiness. Our financial outlook continues to remain positive, and we look to the future with great optimism and determination.

Each year, SER serves approximately 1 million persons. These individuals contribute mightily to the greater good and to the achievement of this country that their ancestors helped build. They are an industrious people – a population that has sustained itself through a strong work ethic. They are the hard-working hands of America that assemble its tapestry of success. They are the waves upon waves of positive, far-reaching effects.

Sincerely,



A handwritten signature in blue ink that reads "Ignacio Salazar".

Ignacio Salazar
President and CEO



A handwritten signature in blue ink that reads "Tom Trotter".

Tom Trotter
Chairman of the Board



THE WHITE HOUSE
PRESIDENT GEORGE W. BUSH

For Immediate Release
Office of the Press Secretary
January 22, 2008

Personnel Announcement

President George W. Bush today announced his intention to nominate two individuals and appoint three individuals to serve in his Administration. He also announced the appointment of sixteen individuals.

The President intends to nominate Margaret Scobey, of Tennessee, to be Ambassador Extraordinary and Plenipotentiary of the United States of America to the Arab Republic of Egypt. Ms. Scobey recently served as Political Minister Counselor at the United States Embassy in Baghdad. Prior to this, she served as Ambassador to Syria. Earlier in her career, she served as Country Director in the Bureau of Near Eastern Affairs at the Department of State. Ms. Scobey received her bachelor's degree and her master's degree from the University of Tennessee.

The President intends to nominate D. Kathleen Stephens, of Arizona, to be Ambassador Extraordinary and Plenipotentiary of the United States of America to the Republic of Korea. Ms. Stephens, a career member of the Senior Foreign Service, currently serves as Political Advisor for the Bureau of East Asian and Pacific Affairs at the Department of State. Previously, she served as the Principal Deputy Assistant Secretary of State for the Bureau of East Asian and Pacific Affairs. Prior to this, she served as the Deputy Assistant Secretary of State for European and Eurasian Affairs. Earlier in her career, she served as internal political unit chief at the United States Embassy in Seoul, Korea and Principal Officer at the United States Consulate in Busan, Korea. Ms. Stephens received her bachelor's degree from Prescott College and her master's degree from Harvard University.

The President has appointed the following individuals to be Members of the President's Advisory Council on Financial Literacy:

Charles R. Schwab, of California, and upon appointment, Designate Chair; John Bryant, of California, and upon appointment, Designate Vice Chair; Theodore Beck, of Colorado; Theodore R. Daniels, of Maryland; Cutler Dawson, of Virginia; Robert F. Duvall, of New York; Tahira Hira, of Iowa; Jack F. Kosakowski, of Colorado; Sharon L. Lechter, of Arizona; Robert V. Lee III, of Florida; Laura Levine, of the District of Columbia; David Mancl, of Wisconsin; Don J. McGrath, of California; Janet Parker, of Alabama; Ignacio Salazar, of Michigan; Mary L. Schapiro, of the District of Columbia.

The President intends to appoint the following individuals to be Members of the Board of Directors of the Presidio Trust, for the remainder of four-year terms expiring 05/04/11:

Nancy Hellman Bechtle, of California; J. Michael Shepherd, of California. (San Francisco Bay Area Representative); William Wilson III, of California, (Military Representative).



To Ignacio Salazar
With best wishes
for 3e

Financial Literacy

To empower individuals through financial literacy, SER National launched the SER Financial Literacy Campaign in partnership with Chrysler Financial, which generously donated \$140,000 to this effort. The initial goal of the new campaign was to hold Financial Literacy luncheons and job fairs, making available current and up-to-date information to individuals in selected areas of Massachusetts and Texas. These very successful events were well received by SER participants and the general public.

Building and expanding on this popular initiative, SER National developed a dual-language, culturally and generationally-sensitive curriculum that includes information on budgeting for life's large and small events; managing credit and understanding credit bureaus and ratings; learning the ins and outs of checking, banking and check card accounts and dispelling the misconceptions that many Latinos harbor about financial institutions. The topics of myths and realities of home ownership, investing in children's education and retirement strategies will round out the curriculum.

Designed not only to educate participants and make their financial lives far less complicated, this groundbreaking training will also broaden the ability of SER National Affiliates to successfully place participants in the workforce. Preparing an underserved population in skill sets that are highly valued by corporate America will be another rewarding outcome of SER National's venture into the realm of financial literacy.

The positive impact of SER National's training on the future of participants' families is immeasurable. Education experts widely acknowledge that parents are their children's first teachers, so when parents learn new financial information and practice sound fiscal habits, children may be more likely to learn by example and follow suit, perhaps overcoming long-established barriers to financial achievement. SER National is proud and honored to implement this exciting and potentially life-changing program.

SER National wants participants to obtain the confidence and the necessary financial knowledge to navigate their way successfully through an increasingly complex financial world.

Senior Community Service Employment Program (SCSEP)

The U. S. Department of Labor (DOL) believes that “achieving the American Dream is possible for everyone, regardless of age.”

SER National manages the Senior Community Service Employment Program (SCSEP), which is funded in partnership with the U. S. Department of Labor and focuses on the training and employment needs of the mature workforce. Designed for low-income job seekers, age 55 and older, this community service and work-based training program is administered through the SER Affiliate Network, which utilize local nonprofit organizations, referred to as host agencies.

SER National SCSEP participants come from all walks of life, have diverse work experience and possess various levels of education. Through SCSEP, participants train an average of 20 hours per week and are paid the highest of Federal, State or local minimum/prevaling wages. They are placed in a wide variety of community service assignments within nonprofit and public facilities, including day care centers, senior centers, schools and hospitals, with the intention that

these experiences serve as a bridge to full-time or part-time employment positions that are not supported with government funding. SER National SCSEP is proud of its successful track record in placing SCSEP participants in full-time and part-time employment that is economically and socially beneficial.



SER National currently provides SCSEP participants with enhanced training options in the areas of customer service skills, motivation, effective communication, computer skills, time management and various other topics which provide SER National SCSEP Participants with marketable skill sets that are sought out by employers.

In its fifth year of operation, SER National serves approximately 3,500 SCSEP participants annually within the states of California, Colorado, Florida, Illinois, Kansas, Rhode Island, Texas and Wisconsin.

SER-Jobs for Progress National, Inc. SCSEP Locations	Ethnicity	Race				
		% of Hispanics PY07	% of American Indian PY07	% of Asian PY07	% of Black/African American PY07	% of Pacific Islander PY07
CA - SER - El Monte	51%	1%	5%	26%	2%	58%
CA - SER - Temecula	44%	1%	4%	15%	0%	68%
CA - SER - Fresno	24%	1%	3%	16%	0%	55%
CO - Rocky Mountain SER - Denver	25%	1%	0%	1%	0%	91%
FL - SER Florida - Miami	85%	0%	0%	16%	0%	82%
IL - Central States SER - Chicago	4%	0%	1%	67%	0%	20%
IL - Central States SER - Lake County	5%	0%	2%	48%	0%	47%
KS - SER Kansas -Wichita	10%	3%	0%	20%	0%	71%
RI - SER Rhode Island - Pawtucket	30%	4%	2%	15%	1%	47%
TX - SER TX Gulf Coast - Galveston	12%	2%	0%	71%	0%	18%
TX - SER TX Gulf Coast - Houston	28%	0%	0%	56%	0%	34%
TX - SER Jefferson County -Beaumont	0%	0%	0%	83%	0%	17%
TX- SER - Mission Waco	18%	1%	1%	36%	0%	59%
TX - SER - Tarrant County - Fort Worth	15%	1%	1%	58%	0%	28%
WI - SER Milwaukee	13%	0%	0%	55%	0%	34%
SER NATIONAL GRANTEE TOTALS	29%	1%	2%	29%	0%	57%

Ethnicity – person of Cuban, Mexican, Puerto Rican, South or Central American or other Spanish culture in origin, regardless of race.

Race – individuals may select more than 1 race

SER National SCSEP Success Stories

SER helps people – real people seeking to learn new skills and add worth to their lives and their work.

Manuel Castillo

Fresno SER-Jobs for Progress, Inc. – California

By Peggy Mendibles



Manuel Castillo lives in a remote area of Madera, CA where there are few opportunities for work or advancement. As an older Hispanic-American, Manuel has had to face the reality of advanced age and language barriers. All of that seemed to change when he heard about the Senior Community Service Employment Program (SCSEP) offered through Fresno SER. Beginning

his SCSEP training with the City of Madera Parks and Recreation Department as a maintenance trainee, Manuel felt that life was turning around for the better.

Soon after, however, tragedy struck the Castillo family. Manuel's wife fell gravely ill and died. Finding himself alone with the added responsibility of caring for his daughter and her children, he left SCSEP to take care of family matters. He wasn't certain when, or even if, he would return.

Manuel's determination triumphed. Deep within, he found the will and enthusiasm to rejoin SCSEP and finish what he had started. SER helped him return to his previous training site in Madera, CA.

As time passed even more changes transpired in Manuel's life, and he became the sole provider and caregiver for his grandchildren. Undeterred, he continued to receive advanced training at his host site, while taking care of the day-to-day activities of his growing grandchildren. When a position of Maintenance Assistant came available at the host

site, Manuel applied for the position and was hired.

Manuel is just one example of how SER's SCSEP national campaign is helping mature workers train, retrain and educate themselves for a chance at an independent and fulfilling life. As Manuel puts it, "Yes, these past few years have been rough, but SER's SCSEP training helped me improve myself as a person. If it weren't for them, I don't know how I would be able to provide a better life for my grandchildren, whom I love very much. Thank you, SER, for giving me that chance."

Julia Alonso

SER-Jobs for Progress – Florida

Julia Alonso had cared for her 106 year-old bedridden mother for years. She came to SER-Jobs for Progress – Florida with the hope that she could learn to perform vastly different duties and responsibilities other than those involved in patient care. She felt that life was passing her by and that she had little reason to apply makeup, dress up or get involved in productive activities.

Armed with the desire to discover new professional avenues, Julia enrolled in SCSEP and took the customer service class in addition to the regular training. Her instructor soon noticed Julia's quick intelligence and her desire to learn new information.

When she completed the training, Julia was assigned to the Social Security Administration as a clerical trainee, where superiors recognized and appreciated her strong work ethic and her aptitude for understanding and mastering new processes. Upon finishing that assignment, she was transferred to another host agency, where she very capably served at the front desk.

Realizing that Julia had been an asset to their organization, the Social Security Administration called SER and sought to re-engage her services. Upon learning that she was undergoing on-the-job training at another host agency, the Social Security Administration created a job for Julia as a customer assistant. She is happily helping disabled persons, who arrive in wheelchairs, by taking them to the right area or section of the building.



Julia Alonso on right assisting Social Security Administration Customer

Julia Alonso is a success story in many ways. She had the courage to branch out of her tiny world and expand her horizons. That she has found her ideal role in helping others is the perfect outcome.

SER National Generational Diversity



It is SER National's goal to provide useful strategies for maximizing the diverse contributions of various age groups in order to fulfill the individual corporate missions of participating companies.

Generational Diversity Awareness

SER National has embarked on a new, cutting-edge project designed to shift the thinking of employers about hiring mature workers. In one of only three 502(e) Programs awarded nationally by the US Department of Labor (DOL) in 2008, SER National has begun to implement innovative outreach and recruitment strategies for employers in the effort to challenge negative generational stereotypes regarding the employment of mature workers.

Through this program, SER National will develop partnerships with business and industry, implementing Generational Diversity Awareness Training for local hiring managers and supervisors in the states of Florida, California and Colorado. Key private sector partners include the Multicultural Foodservice & Hospitality Alliance, The Home Depot and CVS.

SER National's ambitious, overall goal is to create a local infrastructure through which Senior Community Service Employment (SCSEP) participants, looking for unsubsidized employment, and local hiring managers, seeking qualified workers, can acquire appropriate communication skills to use with each other, as well as develop a greater understanding and respect for one another. Promoting respect and empowerment for all workers will improve the employment prospects of SCSEP participants and will introduce other avenues of employment possibilities to hiring partners.

Through implementing the Generational Diversity Awareness Training program, SER National takes tremendous pride in pioneering breakthrough approaches that effectively minimize inter-generational conflicts, while maximizing the ability of participating companies to recruit, retain and expand the full potential of the American workforce.

Technology Adoption



SER National is committed to bridging the “Digital Divide”, a term used to describe segments of society without access to Information Technology and its potential to improve life and livelihood.

Access to technology not only includes the availability of computers, but also the proficiency to use those computers to reach a higher level of educational achievement. Access provides a link to technological innovation for underserved populations acquiring a new language, for people with disabilities and for the delivery of the newest learning techniques. Physical barriers to technology must be overcome to provide opportunities for people of all ages to improve their quality of life and economic future. One of the most exciting opportunities created by access to technology is using this extraordinarily adaptable resource to motivate young people to stay in school.

SER National’s treasured partnership with IBM for the last 40 years has brought a number of innovative

programs to the network of SER National Affiliates to assist them in the delivery of services. IBM is the oldest and largest supporter of SER National with a total contribution of 15 million dollars in products and services over the years.

In 2008, IBM generously donated 20 state-of-the-art desktop computers with accessibilityWorks software applications to two SER National Affiliates, Central States SER in Chicago and San Diego County SER in Oceanside, California, for use in senior programs and for at-risk youths seeking jobs. In 2007, IBM donated computers for the Older Worker Computer Lab at the Senior Community Service Employment office in Fort Worth, Texas. Computers donated by IBM to Florida SER in Miami are used with English on the Job, a language acquisition program.

Some of IBM’s recent software donations to SER include:

“When a worldwide Fortune top 10 company like IBM invests in ways to help people develop themselves or redevelop their careers, it sets an extraordinary example for other companies to follow. When workers can transition from an uncertain hourly position to a solid technical job and virtually double their household income, the American dream begins to unfold.” Tom Trotter, Chairman of the Board, SER-Jobs for Progress National, Inc.

¡Tradúcelo Ahora!, an innovative website and email translation program that makes it possible for Spanish-speaking parents to understand emails from their children’s teachers. This program can also be used to access information in Spanish regarding jobs, healthcare, legal aid, education and many other topics.

Reading Companion, an effective, easy-to-use adult literacy program that uses voice recognition technology to enable adults of many different ethnic backgrounds to learn English

without the embarrassment of being in a classroom environment.

accessibilityWorks enables older adults who have vision and motor limitations to comfortably access computers by removing the banners and backgrounds on internet pages, leaving only the text on the screen. Stabilizing the mouse is another very helpful feature of this software.



Tom Trotter
Chairman
SER National Board of
Directors

What I most admire about SER National as an organization is that they have never been resistant to cutting-edge changes in technology; they’ve leveraged the technology of the future.

IBM is dedicated to providing a greater understanding of the importance and positive impact of technology. The need to bridge the Digital Divide has been most apparent in Hispanic families both in their daily lives and in the educational needs of their youth.

Poised to become the largest minority group in the nation, Hispanics are nonetheless faced with critical problems that will compromise their great potential. IBM has answered this need by creating a number of innovative programs that are being used by schools all over the country and by nonprofits such as SER National.

IBM is concerned with finding a diverse pool of skilled workers with strong backgrounds in math and science. I share SER National’s concern about the lack of formal education of Hispanic youth at a time when the global economy demands a high level of skills in advanced technology.

Too few Hispanic young people are entering the educational pathway that progresses from undergraduate engineering in computers to careers in information technology (IT). Formal education with further study at the post secondary level has become the principal pathway to careers in IT.

I have a vision for a “new” SER National. To meet the global needs of the future, SER National must take charge of its future and respond to the many needs of the underserved, which includes access to technology, financial literacy programs and English language acquisition.

IBM will continue to develop innovative programs that open doors to technology for countless people around the globe. Having donating over 145 million dollars to nonprofit organizations around the world last year, IBM will continue to generously share its resources.

English Language Acquisition (ELA) Program

In 2006, the U.S. Department of Labor (DOL) awarded SER National a demonstration grant to implement an English language acquisition program with employees in the foodservice and hospitality industries. According to

The demand for bilingual employees in our country is expanding exponentially, and SER National responded to this need with vision, experience and commitment.

DOL, this grant would “emphasize learning strategies which simultaneously provide language and occupational skills training that open career pathways for Limited English Speaking Hispanic Americans”.

SER National implemented an English language acquisition program with employees of major foodservice and hospitality corporations in partnership with Retention



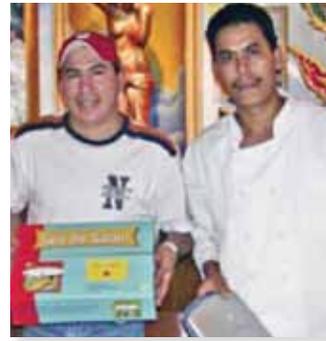
SER National Local Coordinator introduces participant to the Sed de Saber kit.

Education – the company producing the Sed de Saber learning system. SER National’s primary objective in operating this cutting-edge DOL grant was to provide participating employees with these interactive learning systems and to train them to properly utilize the systems. By

completing the entire program, employees then acquired basic work and life skills for communicating effectively with English-speaking management, customers and colleagues in the workplace.

While employees who can communicate in English are far more valuable to a company in every possible respect, employers found that issues of workplace safety, personal health and well-being were also positively affected. As a bonus, employees completing the training could more easily understand schedules, procedures and company policies.

The SER National ELA Program vastly improved the lives of many participants and, by extension, the lives of their families. Learning a new language was a powerful experience for participants, a confidence booster like no other. Their positive experiences led many participants to better jobs and, in some cases, to higher levels of English language learning.



Participants at Buca di Beppo Northpark receive their Sed de Saber kits.

ELA Success Stories



Blanca Manqueros

As a new hire, Blanca’s first position at Central Market in Dallas, Texas was in the dishwashing unit – an area that did not demand English language skills. Later, when she was promoted to the salad bar, Blanca

was terrified because she couldn’t understand customer questions or requests; in fact, she literally ran the other way when she saw customers approaching.

Learning a new language was hard for Blanca, but her perseverance paid off. Studying 2-3 lessons at a time and then reviewing those same lessons became her automatic routine on most weekday evenings. She now recognizes and speaks words that she previously didn’t understand and has the confidence to communicate with customers, gladly answering their questions and fulfilling their requests.

The investment in the program by her employer has paid off, as well. Central Market now has an employee who is able to communicate in English and use effective customer service skills. Blanca’s greatest joy is assisting handicapped customers in wheelchairs and attending to their needs, requests and questions. Blanca has become a valued employee with a promising future.



Mario Murcia

Mario wanted to participate in the English Language Acquisition Program to improve himself in every way possible, and he felt that knowing English was the key to reaching his life’s goals. Above all, he wanted to excel in his career at the Central Market grocery chain; he moved

from the kitchen prep area to the bakery department and learned to mix and shape the bread dough to make 30 varieties of bread.

Mario was just as ambitious in learning English and worked hard to master new information. He particularly enjoyed the feature in the SER language program that allowed him to record his voice over and over again to check for accurate pronunciation. Because he liked the idea of practicing and repeating words and phrases, Mario really enjoyed the games incorporated into each book. Another plus for him was the fact that the program was easy to understand.

Mario enjoys speaking English with his supervisor, and his supervisor, recognizing his hard work and effort, knows that Mario is a valuable member of the bakery team.

SER National Corporate Partners



SER National Affiliate Network

“SER National Affiliates are the ‘heart and soul’ of the work we do.” Ignacio Salazar, President and CEO, SER-Jobs for Progress National, Inc.

Integral partners in SER’s success are the 33 community-based organizations that comprise the SER Affiliate Network. Located in over 200 cities, 19 states, Puerto Rico and the District of Columbia, each SER Affiliate organization provides distinct services in the areas of employment training, technology adoption, financial literacy, education, gang prevention and affordable housing to assist participants in acquiring the tools to transform their lives and, by powerful example, the lives of their families.

Like pebbles cast into motionless water, SER’s programs create waves upon waves of positive, far-reaching effects, providing so many individuals the opportunities that they may not have had were it not for SER.

Central States SER-Jobs for Progress, Inc. Chicago, Illinois

Developing a wide network of industry partners, such as healthcare, logistics and manufacturing companies has helped Central States SER successfully place its customers in diverse jobs. SER takes the time to learn the unique employment needs of the various industries and trains



customers to master the hard and soft skills required to succeed in these positions. Industry partners then acquire trained, skilled employees, and customers establish dependable career paths.

Partnering with City Colleges of Chicago, Central States SER operates the Healthcare Careers Program, a multi-tiered; three-track program that provides training to low-income individuals interested working in the area of medical administration or as Registered Nurses or Medical Technicians. Chicago’s Eugene Harris stumbled on the program that enabled him to become a certified nursing assistant, and he is now well on his way to earning a college



degree in radiography. He is grateful for the ‘detour’ to a job fair that started him on the path he is pursuing today.

Central States SER transforms lives through personalized career training, job placement and educational programs. From after-school youth programs to industry-specific career training,

the dedicated and experienced staff goes above and beyond basic requirements to do whatever it takes to help youths and adult customers build self-sufficiency and upwardly mobile futures.

The Youthful Offenders Expansion Program (YEOP) serves out-of-school male and female youths, ages 14-21, who are gang-affiliated and/or court involved throughout the City of Chicago and surrounding suburbs. The program improves the long-term career and educational prospects of young offenders by increasing their leadership skills, educational attainment and employment outcomes. Working to re-direct youths to a path of education, career and leadership, the YEOP positively impacts not only the lives of young offenders, but those of their families and friends.

The road to empowering customers is paved with Central States SER’s pledge to deliver expert education and training and the staff’s commitment to exceed expectations in the area of service. SER believes that youths are not “at risk”; rather, they are “at hope”.

One young customer said it best, “Come to SER with a past and leave with a future.”

SER-Jobs for Progress, Inc. San Antonio, Texas

Since 1967, SER-Jobs for Progress of San Antonio have served the needs of the economically disadvantaged in San Antonio and Bexar County. The corporation’s core values of dedication, integrity and quality are reflected in the flexibility to respond to rapidly changing environments, in the establishment of systems



that foster constant improvement and in results that exceed expectations.

Building diverse partnerships are instrumental to SER's continuing success as demonstrated by its work with the Office of the Attorney General (OGA) and the Texas Workforce Commission (TWC) Non-Custodial Parent Program (NCP). SER's NCP Choices program is a model employment program for unemployed or low income Non-Custodial Parents whose child was either currently receiving or had previously received public assistance, that involves links between the IV-District Courts and OAG's child support enforcement efforts. During 2008 SER NCP staff working with their customers collected over \$1, 000,000.00 in child support.

Dedicated to the economic vitality and economic resiliency of its community, SER's operational philosophy stresses customer empowerment and self-sufficiency. Deploying technology and staff resources as needed, SER enables customers to make better-informed career decisions. SER's overall commitment to improving the quality of life in Bexar County is reflected in the effective delivery of quality services by an innovative professional staff in collaboration with the communities served.

SER-Jobs for Progress of San Antonio are proud of having built a foundation that enables it to respond to the changing needs of both employers and job seekers. As demonstrated

by its long history and consistent performance, SER has developed an optimal, effective delivery system that provides to its customer's superior workforce development services and a valuable set of core competencies.

SER-Jobs for Progress of San Antonio has received numerous well-deserved honors for excellence, including the Workforce Solutions Alamo Board Award for Best in Overall Performance by a Large Board in 2002, 2005 and 2008, which was granted in recognition of continued award-winning performance

and achievement.



McAllen SER – IRRA McAllen, Texas

The Information Referral Resource Assistance (IRRA) was created to assist residents of the Rio Grande Valley by supplying them with key resources, information and referrals. Through its Community Resource Centers (CRCs), IRRA implemented One Stop Multi-Service Centers at its seven locations that provide food, clothing, shelter, program information, legal information, immigration assistance, translations, medical assistance, youth educational programs, adult education and home ownership/rental information that can help individuals and families become contributing participants in the national economy.

Major program components of the One-Stop Centers revolve around academic, career and social concepts. The Academic Component serves children, youths, adults, and seniors with accessible and user-friendly programs for all learners, including dropouts and students who have not succeeded in traditional school settings. The Career Component provides direct training, job placement, assessment testing, and counseling regarding vocational careers, employer requirements and workplace literacy skills. Lastly, the Social Component includes the coordination of resources to improve the quality of life for residents in colonias, barrios, and rural areas. IRRA's vision is to create paths to success and financial independence through interaction and networking with multiple agencies.

The IRRA ensures that all families who reside in the designated service area, regardless of income, are eligible for services offered by the Community Resource Centers, although some services may require a family contribution based on a sliding fee scale established by the CRCs. Collaborating with various agencies, including child-care providers, public schools and other local social service programs, as well as state and federal providers, CRCs ensure that families benefit from any and all available services. Providing unique opportunities for families of diverse cultures and backgrounds to share and learn from each other is one of the CRC's major objectives.

The Community Resource Centers provide the following

primary functions:

Resource and Referral Services foster the well-being of families with support services, referrals, needs assessments, and education and career assistance.

Family Unity Assistance provides community support services to all parents, such as information and advice to parents; updates on their child's language, cognitive, social and motor development; regular home visits; group meetings at the CRCs and reference centers for parents or families who need special assistance and/or parental involvement through specialized curricula.

Adult Education offers a range of adult education opportunities, including parent training and traditional adult education. The CRCs encourage all adult learners and their preschool-age children to attend classes in parenting and child-rearing skills together, thus promoting education while enhancing parent-child interaction. Participants can also earn GED and ESL certificates and acquire Basic Skills through this component. Additional support is possible through a partnership with Ser-Jobs for Progress National and with the IBM Reading Companion and ¡TradúceloAhora! Grant.

Positive Youth Development makes available mentoring and support programs for teens, emphasizing responsible decision-making and communication skills. Created for students in grades 9 through 12, this component offers a range of educational opportunities targeted at preventing teen pregnancy, substance abuse and school dropouts.

After School Care is offered for children enrolled in Pre-K through grade three, providing parents a safe, after-school learning environment for their children. Available on a full-day basis during school holidays and school vacations, this program also operates on a full-day basis (7:30 a.m. - 5:30 p.m.) during the summer months.

SER National Financials

SER-JOBS FOR PROGRESS NATIONAL, INC.
STATEMENT OF ACTIVITIES
 For Years Ending June 30, 2008 & 2007

	2008	2007
REVENUE		
Revenue and Support:		
Government Grants and Contracts	\$ 27,968,942	24,495,894
Contributions	447,873	557,969
Special Events	159,670	139,235
Other Income	67,153	39,613
TOTAL REVENUE AND SUPPORT	28,643,638	25,232,711
NET ASSETS RELEASED FROM RESTRICTION		
Satisfaction of Program Restrictions	-	-
TOTAL EARNED REVENUE	28,643,638	25,232,711
EXPENSES		
Program Services:		
Education	180,305	124,056
Employment & Training	27,665,961	24,383,370
Total Program Services	27,846,266	24,507,426
Supporting Services:		
Management and General	621,895	577,010
Special Events	120,799	141,047
Total Supporting Services	742,694	718,057
TOTAL EXPENSES	28,588,960	25,225,483
CHANGES IN NET ASSETS	\$ 54,678	7,228

SER Jobs for Progress National, Inc.
Schedule of Corporate Fund Balance (per Audited Financials)
Fiscal Years

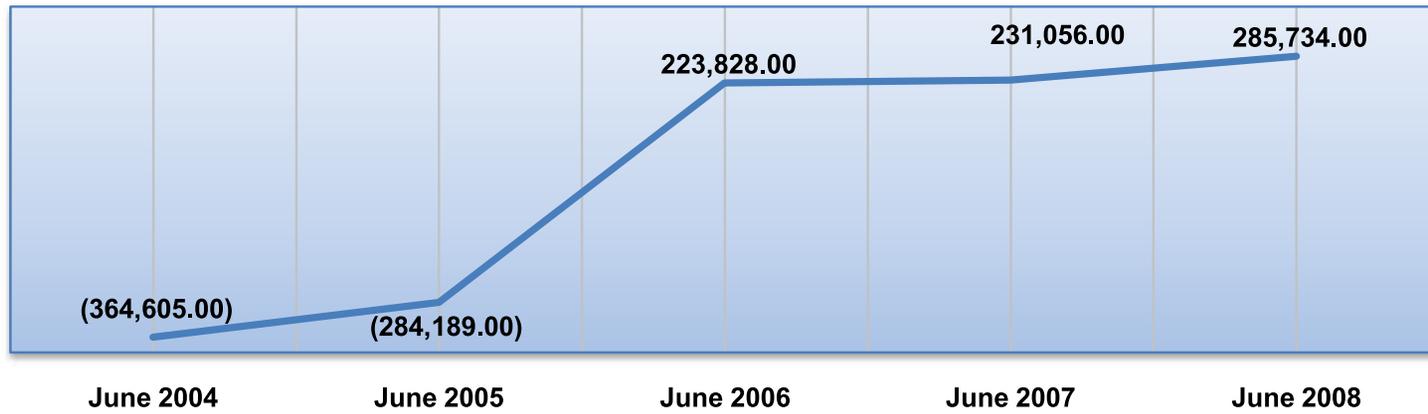
	June 2004	June 2005	June 2006	June 2007	June 2008
Total Assets	\$ 2,993,338.00	\$ 2,335,131.00	\$ 2,991,000.00	\$ 2,391,439.00	\$2,096,093.00
Total Liabilities	3,357,943.00	2,619,320.00	2,767,172.00	2,160,383.00	1,810,359.00
Total Net Assets (Corp Debt)	<u>(364,605.00)</u>	<u>(284,189.00)</u>	<u>223,828.00</u>	<u>231,056.00</u>	<u>285,734.00</u>
Annual Revenue over Expense	\$ 233,730.00	\$ 80,416.00	\$ 286,827.00	\$ 7,228.00	\$ 54,678.00

Pages 14 & 15 of annual report present information excerpted for illustrative purposes from our audited financial statements for the years ended 6/30/2008 and 6/30/2007.

For a complete set of Audited Financial Statements, please mail request for information to:

SER-Jobs for Progress National, Inc.
 122 W. John Carpenter Freeway, Suite 200
 Irving, TX 75039

Fund Balance



Net Income (Loss)



Creating Workforce Solutions

The SER National 42nd Annual Conference

The SER National 42nd Annual Conference, “Creating Workforce Solutions,” was held during October 15-18, 2007 in Dallas, Texas and was an absolute success.

Throughout the conference, quality technical assistance and training was delivered for SER National’s Senior Community Service Employment Program (SCSEP) staff from 8 states, SER National Affiliate Network and workforce professionals from across the country. SER SCSEP is funded by a \$26 million Grant awarded to SER National by the U.S. Department of Labor (DOL) Employment and Training Administration (ETA).

The SER National Partners, whose membership comprise of SER National Affiliate Network executives, held their meeting and shared their feedback and advice with SER National’s Board of Directors for consideration. The SER National Board of Directors meeting was called to order during the conference where they conducted their oversight of fiduciary responsibility as well as discussion and approval of business matters.

A welcome reception was held the first evening of the conference where Dallas Mayor, Tom Leppert, gave a warm welcome to conference attendees and community leaders.

The Affiliate of the Year Award went to SER Corporation of Kansas, Inc., and was accepted by its President and CEO, Richard Lopez. One-Stop Operator of the Year Award went to SER, Santa Fe Jobs for Progress, Inc., and was accepted by its Executive Director Alex A. Martinez. The Jesse Leos Memorial Award went to Florida SER-Jobs for Progress, Inc., and was accepted by its President, Jose Cela. SER Recognition for Innovative Contributions to the Workforce Industry went to Southeastern



Force Solutions nal Conference

Massachusetts/SER-Jobs for Progress, Inc., Executive Director, M. Paula Raposa. The SER National Corporate Awards went to IBM and DaimlerChrysler.

As the United States works to sustain itself as a world power the most important competitive advantage it has is its people. SER believes in the people it serves: Their strong work ethic and their desire to succeed.

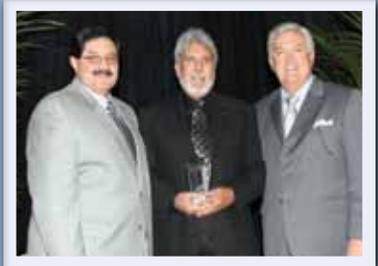
SER has historically striven to educate and train its constituency, mostly low-income Americans, with the necessary skills to meet the demands of the marketplace and provide a livable income for their families. As an organization, SER looks to a future where it will continue to contribute innovative workforce solutions to the challenges before us as a nation.

One of the most compelling challenges that the country will face is a labor shortage: too few young educated people are available to fill a rising tide of high skill technology related jobs – and experienced baby boomers are retiring. By the year 2010, there will be a 10 million worker shortfall.

The challenge before us now is how to leverage the knowledge of many older adults who will stay in the workforce because of financial need and a desire to remain active doing productive work. With increased longevity and improved health, these individuals will continue working in what has become the fastest growing segment of the labor force: people over 55. Demographic and economic forces are helping to generate this supply of mature job seekers.

SER also recognizes that there is a need to develop competency in technical skills to offset an employer's negative perception of mature job seekers; therefore, computer skills are offered to many individuals in the program.

Photos by Luis Nuño Briones



SER National Board of Directors



William Thomas Trotter
Chairman of the Board
IBM



Raquel Egusquiza
Director, Community Development
Ford Motor Company
Washington D.C.



Lidia Medel Martinez
(LULAC)
San Antonio, TX



Alma Morales Riojas
Vice Chair
(AGIF)
Washington, D.C.



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(LULAC)
Dallas, TX



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Executive Director, Labor & Relations
General Motors Corp.
Detroit, MI



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(LULAC)
Dallas, TX



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Phoenix, AZ



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SER-Jobs for Progress
San Antonio, TX



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TREASURER
San Antonio, TX



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Santa Fe Springs, CA



David Rodriguez
(AGIF)
Heyburn, ID



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Allstate Insurance Agency Owner
Detroit, MI



Gloria Johnson Goins
Chief Diversity Officer, Diversity & Inclusion
The Home Depot
Atlanta, GA



Rosa Rosales
LULAC National President
San Antonio, TX



Frank Casillas
(AGIF)
Downers Grove, IL



David L. Gonzales
Vice President Community Affairs
PepsiCo, Inc.



Leven Weiss
Senior Manager
Civic and Community Relations
Chrysler LLC
Auburn Hills, MI



Adalberto "Del" Cruz
(LULAC)
Harlingen, TX



Alex Martinez
Executive Director,
SER, Santa Fe Jobs for Progress, Inc.
Santa Fe, NM

SER Network Directory



SER National - Headquarters

122 W. John Carpenter Freeway, Suite 200
Irving, TX 75039 ♦ 469-524-1200

SER National Program Development Office

1707 L Street, N.W., Suite 700
Washington, DC 20036 ♦ 202-833-3384

SER-Jobs for Progress of Southern Arizona

Tucson, AZ ♦ 520-624-8629

Fresno/SER-Jobs for Progress, Inc.

Fresno, CA ♦ 559-452-0881

Latin Business Institute

Garden Grove, CA ♦ 714-867-6698

San Diego County/SER-Jobs for Progress, Inc.

Oceanside, CA ♦ 760-754-6500

Orange County/SER-Jobs for Progress, Inc.

Santa Ana, CA ♦ 714-556-8741

Rocky Mountain/SER-Jobs for Progress, Inc.

Denver, CO ♦ 303-480-9394

Multicultural Career Intern Program

Washington, DC ♦ 202-939-7700

Florida SER-Jobs for Progress, Inc.

Miami Springs, FL ♦ 305-871-2820

Central States SER-Jobs for Progress, Inc.

Chicago, IL ♦ 773-542-9030

SER-Jobs for Progress, Inc. of Lake County

Waukegan, IL ♦ 847-336-1004

SER-Corporation of Kansas, Inc.

Wichita, KS ♦ 316-264-5372

Southeastern Massachusetts SER

Fall River, MA ♦ 508-676-1916

La Alianza Hispana

Roxbury, MA ♦ 617-427-7175

SER Metro-Detroit, Jobs for Progress, Inc.

Detroit, MI ♦ 313-846-2240

Puerto Rican Unity for Progress

Camden, NJ ♦ 856-541-1418

SER de New Mexico

Albuquerque, NM ♦ 505-268-4500

SER, Santa Fe Jobs for Progress, Inc.

Santa Fe, NM ♦ 505-473-0428

HABLE

Las Vegas, NV ♦ 702-229-2577

SER of Westchester, Inc.

White Plains, NY ♦ 914-681-0996

El Barrio

Cleveland, OH ♦ 216-961-2965

Hispanic American Organization, Inc.

Allentown, PA ♦ 610-435-5334

Presbiterio de San Juan Programa Head Start

San Juan, PR ♦ 787-707-7574

SER-Jobs for Progress, Inc.

Pawtucket, RI ♦ 401-724-1820

ACCESS

Abilene, TX ♦ 325-670-9739

Eladio R. Martinez Learning Center

Dallas, TX ♦ 972-794-6900

Mi Escuelita Preschool, Inc.

Dallas, TX ♦ 214-526-0220

SER Child Development Center

Dallas, TX ♦ 214-637-8307

SER-Jobs for Progress of the Texas Gulf Coast

Houston TX ♦ 713-773-6000

Debes Creer En Tí (DCET)

Irving, TX ♦ 972-871-8285

McAllen SER – IRRA

McAllen, TX ♦ 956- 682-3436

SER-Jobs for Progress of San Antonio

San Antonio, TX ♦ 210-438-0586

Centro Latino SER-Jobs for Progress, Inc.

Tacoma, WA ♦ 253-572-7717

Milwaukee SER-Jobs for Progress, Inc.

Milwaukee, WI ♦ 414-649-2640



SER - Jobs For Progress National, Inc.

www.SER-National.org