



***THIS REPORT COVERS OCTOBER 1, 2010 THROUGH SEPTEMBER 30, 2011.***

***This Employment Unit did not fill any full-time vacancies during the reporting period listed above.***

## **SUPPLEMENTAL OUTREACH INITIATIVES**

1. Training Programs: a) NOTC training program that enables unit personnel to acquire skills that could qualify them for higher level positions, b) CSR Certification Program that provides a means for customer service representatives to improve their product knowledge and customer service skills and improve their wage earnings and c) Education Assistance program that encourages employees to further job related skills and improve performance.
  
2. Participation in Internet and other programs designed to promote outreach: Positioning on Featured Employer on SCTE, WICT, NAMIC, Monster.com and local newspapers/local origination channel regarding Equal Opportunity commitment and policies.