



COUNTY OF LOS ANGELES
invites applications for the position of:

CAREER DEVELOPMENT INTERN, OFFICE SUPPORT/CLERICAL

SALARY: \$2,459.08 - \$2,459.08 Monthly
\$29,508.96 - \$29,508.96 Annually

OPENING DATE: 02/27/18

CLOSING DATE: Continuous

POSITION/PROGRAM INFORMATION:



EXAM NUMBER

R8250L

FIRST DAY OF FILING

March 1, 2018 at 8:00 a.m. (PST)

This examination will remain open until the needs of the service are met and is subject to closure without prior notice.

TYPE OF RECRUITMENT

Open Competitive Job Opportunity

FILING TYPE

Open Continuous

DEFINITION

Participates in a structured on-the-job training assignment in preparation for successful progression into a specific occupational field.

CLASSIFICATION STANDARDS

Positions allocable to this class typically report to an assigned supervisor and/or mentor and receive both technical job training and guidance on workplace behavior, competencies, individual responsibilities, and development of occupational skill sets. Career Development Interns are assigned to assist in office support/clerical support on training assignments of typically 12 to 24 months which may vary in duration based on individual training requirements. During training, incumbents are expected to develop and demonstrate progressively increasing skills and independence of action as they gain experience and proficiency in their occupation. Career Development Intern assignments may be made on any shift in County departments having 24-hour responsibilities.

ESSENTIAL JOB FUNCTIONS:

In a training capacity and under supervision, participates in entry-level work in one of a variety of job assignments. These assignments may require occasional light lifting to a 10-pound limit, and some bending, stooping or squatting and considerable walking.

- Functions as clerical support in a variety of settings and files, sorts and arranges documents, correspondence or other materials.
- Assists the public by providing directions, instructions and responses to routine inquiries in person or by telephone.
- Assists in operating a telephone computerized system, console, switchboard, or other automated communication system.
- Uses keyboarding skills to prepare plain or corrected copy, draft letters, or reports, letters, vouchers, receipts, permits, lists, schedules, etc.
- Processes work through data entry on a computer.
- Receives payment and fees, valuables, and issues receipts for selling merchandise at a cashier's window or by mail at a Sheriff's or other department facility.

REQUIREMENTS:

SELECTION REQUIREMENTS

SPECIALTY REQUIREMENTS:

Foster Youth Program – Current enrollment in, completion of, or current or past eligibility for the Department of Children and Family Services' Independent Living Program and/or Probation Department's Independent Living Program (ILP).

County Bridges Youth Opportunity Program* – Identification as an At-Risk Youth by a County of Los Angeles authorized department, other local, State, or Federal agencies or schools; or by a bona fide non-profit organization whose mission includes fostering or enhancement of employment opportunities for at risk youth.

Homeless Hiring Program* – Individuals, who are homeless or formerly homeless as verified by bona fide participating agencies through the Department of Workforce Development, Aging and Community Services (WDACS), or have a Certificate of Completion from the Department of Public Social Services' WDACS' Los Angeles County Job Services' Job or Work Readiness Training Programs.

Disability Hiring Program* – Must possess an Individuals Facing Barriers to Employment Program certificate from the State Department of Rehabilitation (DOR). In order to receive a certificate, an individual must meet the following DOR criteria:

1. Has a physical or mental impairment or medical condition that limits one or more major life activities;
2. Has a record of history of such impairment or disability; or
3. Is regarded as having such an impairment or disability.

(Applicants interested in obtaining the Department of Rehabilitation certification should contact Adrian Lazaro at (323) 720-4084 prior to a visit to their office).

Note: Some examinations may require applicants to meet specific age limitations at time of appointment.

LICENSE

Some positions in this classification, depending upon assignment, require possession of a valid California Class C Driver License to perform job related essential functions. Candidates offered these positions would be required to show proof of a driver license before appointment.

PHYSICAL CLASS

2 – Light. Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

SPECIAL REQUIREMENT INFORMATION

*In order to receive credit for the specialty program(s), you must attach proof of participation at the time of filing or within fifteen (15) calendar days from application submission. If you are unable to attach the required document(s), you must email to Lwu@hr.lacounty.gov. Please include the exam number and exam title. Please see below for more information:

County Bridges Youth Opportunity Program - applicants will be required to upload a copy of verification of participation issued by County of Los Angeles authorized department, other local, State, or Federal Agencies or schools; or by a bona fide non-profit organization as verified by County of Los Angeles whose mission includes fostering or enhancement of employment opportunities for At-Risk Youth.

Homeless Hiring Program - applicants will be required to upload a copy of verification of participation issued by a bona fide participating agencies through WDACS whose mission includes fostering or enhancement of employment opportunities for Homeless or copy of certificate of completion from the Department of Public Social Services' or WDACS' Los Angeles Job Services' Job or Work Readiness Training Programs.

Disability Hiring Program - applicants will be required to upload a copy of certificate of Individuals Facing Barriers to Employment Program issued by DOR.

Applicants who have been previously appointed as a Career Development Intern, Office Support/Clerical for more than 18 accumulative months will not be accepted.

Candidates under 18 must present a work permit at the time of appointment. Incumbents in positions that require driving must be at least 18 years of age. Some positions may require applicants to meet specific age limitations at time of appointment.

ADDITIONAL INFORMATION:**EXAMINATION CONTENT**

This examination will consist of a multiple choice test weighted 100% covering:

- Achievement Orientation, Dependability, Customer Service Potential, Customer Focus, Conscientiousness, and Retention.

MULTIPLE CHOICE TEST IS NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

Applicants must meet the Specialty Requirements and receive a passing score of 70% or higher on the examination in order to be placed on the Eligible Register.

Please note: Invitation Letters for the multiple choice test may be sent electronically to the email address provided on the application. It is important that applicants provide a valid email address. Please add Lwu@hr.lacounty.gov to your email address book and to the list of approved senders to prevent email notifications from being filtered as SPAM/JUNK mail.

Notice of Non-Acceptance and Final Result letter will be mailed via USPS. Multiple choice test scores cannot be given over the telephone.

TRANSFER OF SCORES

Applicants that have taken identical multiple choice test for other exams within the last (12) months will have their score automatically transferred to this examination.

Applicants who are also concurrently applying for CDI, Information Technology/Technical Support (R8250K) will take the identical multiple choice test one time only. The resulting score from this examination will be transferred to CDI, Information Technology/Technical Support (R8250K), if applied.

This examination contains test part that may be used in the future for new examinations. Your score will be transferred to the new examination and may not be allowed to re-take any identical test parts for at least 12 months.

TEST PREPARATION

Test preparation resources are available to help candidates prepare for written employment test:

- Study guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/>. Please click on "Find a Job" and then "Job Search Toolkit." Test Preparation Information is located under the "Employment Test Assistance" section.
- You can also access test preparation for the computerized portion of the test by going to http://www.shldirect.com/practice_tests.html.

While these practice materials will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

ELIGIBILITY INFORMATION

The names of candidates receiving a passing grade in the examination will be placed on the Eligible Register in the order of their score group for a period of twelve (12) months following the date of promulgation.

NO PERSON MAY COMPETE FOR THIS EXAMINATION MORE THAN ONCE EVERY 12 MONTHS.

Applications will be processed on an as-received basis and promulgate to the Eligible Register accordingly.

VACANCY INFORMATION

The resulting eligible register will be used to fill vacancies in various Departments in the County of Los Angeles as they occur.

APPLICATION AND FILING INFORMATION

Applications must be filed online only. We must receive your application and additional documents, if any, by 5:00 pm, PST, by the last day of filing. Applications submitted by U.S. Mail, Fax, or in person will not be accepted.

Apply online by clicking on the "Apply" tab for this posting. You can also track the status of your application using this web site.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made. Falsification of any information may result in disqualification or rescission of appointment.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the *Specialty Requirements*. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application is incomplete, it will be rejected.

SOCIAL SECURITY NUMBER: Please include your Social Security Number for record control purposes. Federal law requires that all employed persons have a Social Security Number.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES: For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD: All applicants must file their application online using their *own* user ID and password. Using a family member's or friend's user ID and password may erase a candidate's original application record.

ADA Coordinator Email: adarequests@hr.lacounty.gov

Teletype Phone: (800) 899-4099

Alternate Teletype Phone: (800) 897-0077

California Relay Services Phone: (800) 735-2922

Department Contact Name: Ling-Chia Wu

Department Contact Phone: (213) 738-2190

Department Contact Email: lwu@hr.lacounty.gov

**COUNTY OF LOS ANGELES
Employment Information**

Any language contained in the job posting supersedes any language contained below.

Your Responsibilities:

1. Completing Your Application:

- a. Before submission of the application, it is your responsibility to ensure that all information provided is correct and complete on the application. Incomplete applications cannot be accepted.
- b. Please list separately the PAYROLL TITLE for each job. Do not group your experience. Specify the beginning and ending dates for each job. If you are a County employee and have been promoted, do NOT list all of your time with the County under your present payroll title.
- c. Please include your Social Security Number for record control purposes. Federal law requires that all employed persons have a Social Security Number.
- d. To receive APPROPRIATE CREDIT, include a copy of your diploma, transcript, certificate, or license as directed on the job posting.

2. Minimum or Selection Requirements are listed in the job posting.

- a. YOUR APPLICATION WILL BE ACCEPTED ONLY IF IT CLEARLY SHOWS YOU MEET THESE REQUIREMENTS. The information you give will determine your eligibility and is subject to verification at any time.
- b. You must be at least 16 years of age at the time of appointment unless other age limits are stated on the job posting. The Federal Age Discrimination in Employment Act (ADEA) of 1967, as amended, prohibits discrimination on the basis of age for any individual over age 40.
- c. Your experience may be paid or unpaid unless the job posting states otherwise. Experience is evaluated on the basis of a verifiable 40-hour week.

3. Application Deadline:

- a. All job applications must be completed and submitted by the last day of the filing

Social Security Act of 2004: Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.

Record of Convictions: As part of the selection process you may be required to complete and submit a Candidate Conviction History Questionnaire (CCHQ). PLEASE DO NOT SUBMIT THE CCHQ WITH YOUR APPLICATION, unless instructed to do so. A full disclosure of all convictions is required, when requested. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of either workers' compensation fraud or human trafficking is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE

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period and closing time as indicated on the job posting unless other instructions are provided. Job postings with an open continuous filing period are subject to closure without prior notice. It is to your advantage to file your application early and not wait until the last allowable date and time as you will not be able to apply once the filing period has closed.

b. Applications for positions designated "Apply in Person" must be filed in person at the address provided on the job posting.

4. Change of Name or Address:

To change personal information such as your name or address, log into your profile and make the necessary change. This can be done at any time.

5. Promotional Examinations:

a. Some of your experience may have been in a position in which such work is not typically performed. If such experience is permitted as indicated on the job posting, a signed Verification of Experience Letter (VOEL) signed by your department's Human Resources Office must be attached to your application unless otherwise stated on the job posting.

b. If indicated on the job posting, permanent employees who have COMPLETED THEIR INITIAL PROBATIONARY PERIOD AND HOLD A QUALIFYING PAYROLL TITLE may file for promotional examinations if they are within six months of meeting the experience requirements by the last day of filing or at the time of filing for open continuous exams.

6. Equal Employment Opportunity/Non-Discrimination Policy:

a. It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, color, religion, sex, national origin, age, sexual orientation or disability.

b. If you require material in an ALTERNATE FORMAT or are an individual requesting REASONABLE ACCOMMODATION(S) in the examination process for a physical or mental disability, please CONTACT THE AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR LISTED ON THE JOB

INCLUDED.

For more information regarding convictions that are not subject to disclosure, please refer to the CCHQ from the link below:
<http://file.lacounty.gov/dhr/CCHQ.pdf>

Americans with Disabilities Act of 1990:

All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA/Personnel Services for Disabled Persons Coordinator. Hearing impaired applicants with telephone teletype equipment may leave messages by calling the teletype phone number on the job posting. The County will attempt to meet reasonable accommodation requests whenever possible.

Veteran's Credit: In all open competitive examinations, a veteran's credit of 10 percent of the total credits specified for such examinations will be added to the final passing grade of an honorably discharged veteran who served in the Armed Forces of the United States under any of the following conditions: During a declared war; -or- During the period April 28, 1952 through July 1, 1955; -or- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; -or- During the Gulf War from August 2, 1990 through January 2, 1992; -or- For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending on August 31, 2010 the last day of Operation Iraqi Freedom; -or- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded. Any Armed Forces Expeditionary medal or campaign badge, including El Salvador, Lebanon, Grenada, Panama, Southwest Asia, Somalia, and Haiti qualifies for credit.

A campaign medal holder or Gulf War veteran who originally enlisted after September 7, 1980 (or began active duty on or after October 14, 1982, and has not previously completed 24 months of continuous active duty) must have served continuously for 24 months or the full

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POSTING. The provision of reasonable accommodation may be subject to verification of disability as allowable with State and Federal law. All disability-related information will remain confidential.

Disclaimer: The County of Los Angeles is not responsible or in any way liable for any computer hardware or software malfunction which may affect the employment application or the application selection process.

You assume all responsibility and risk for the use of this system and the Internet generally. This system and the information provided on it are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the County of Los Angeles or its respective employees shall modify the foregoing or create any warranty.

The County of Los Angeles expressly disclaims any warranty that the information on this system or on the Internet generally will be uninterrupted or error free or that any information, software or other material accessible from the system is free of viruses or other harmful components. You shall have no recourse against the County of Los Angeles as the system provider for any alleged or actual infringement of any proprietary rights a user may have in anything posted or retrieved on our system.

The County of Los Angeles shall not be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of or in any way connected with the use of this system or with the delay or inability to use it (or any linked sites), or for any information obtained through this system, or otherwise arising out of the use of this system, the Internet generally or on any other basis.

NOTE: Your application is submitted using Secure Encryption to ensure the privacy of all information you transmit over the Internet.

By accepting the Use Disclaimer set forth

period called or ordered to active duty.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans preference. Applicants must submit the documentation for each open competitive exam to qualify for veteran's credit.

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

The California Fair Employment and Housing Act (Part 2.8 commencing with Section 12900 of Division 3 of Title 2 of the Government Code) and the Regulations of the Fair Employment and Housing Commission (California Code of Regulations, Title 2, Division 4, Sections 7285.0 through 8504) prohibits employment discrimination based on race or color; religion; national origin or ancestry, physical disability; mental disability or medical condition; marital status; sex or sexual orientation; age, with respect to persons over the age of 40; and pregnancy,

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here, you agree to all of the above terms and further agree to use this Online Job Employment Application System only for the submission of bona fide employment applications to the County of Los Angeles. Any other use of this Online Job Employment Application System, including without limitation any copying, downloading, translation, decompiling, or reverse engineering of the system, data, or related software, shall be a violation of the Use Disclaimer.

Benefit Information: Depending on the position, the successful candidate will enroll in a contributory defined benefit pension plan if the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013 (first employed by the County on or after December 1, 2012) – unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a rate of 1.45%. The Los Angeles County Employees Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.

childbirth, or related medical conditions.

Accreditation Information: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

Test Preparation: Study Guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/job-search-toolkit>. Scroll down to the "Employment Test Assistance" section and click on the "VISIT ONLINE TEST PREP SYSTEM" link. Additional test preparation resources may be listed on the job posting.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability or any other characteristic protected by State or Federal law. All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act. The County will comply with all of its obligations under State and Federal laws regarding the provision of reasonable accommodations to applicants.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://hr.lacounty.gov>

Los Angeles, CA 90010

Position #R8250L
CAREER DEVELOPMENT INTERN, OFFICE SUPPORT/CLERICAL
LW

CAREER DEVELOPMENT INTERN, OFFICE SUPPORT/CLERICAL Supplemental Questionnaire

- * 1. The information you provide on this supplemental questionnaire will be evaluated and used to determine your eligibility to participate in the next phase of the examination process. Please be as specific as possible and include all information as requested. Comments such as "see resume or application" will not be considered as a response. Please note that all information is subject to verification at any time in the examination and hiring process. Falsification of any information may result in disqualification or dismissal. Do you understand the above information and instructions?
- Yes No
- * 2. Please choose the answer that best describes your eligibility for the Department of Children and Family Services' and/or Probation Departments' **Independent Living Program**. Information regarding the ILP program can be found at: <http://www.ilponline.org/Resources/> Details on eligibility for the ILP program can be found at: <http://www.ilponline.org/Eligibility/>
- Have never been enrolled
 Currently or previously eligible
 Currently enrolled
 Completed program
- * 3. Are you a client of County of Los Angeles authorized department, other local, State, or Federal Agencies or schools; or by a bona fide non-profit organization whose mission includes fostering or enhancement of employment opportunities for **At-Risk Youth? If yes, please upload a copy of verification of participation issued by County of Los Angeles authorized department, other local, State, or Federal Agencies or schools; or by a bona fide non-profit organization as verified by County of Los Angeles whose mission includes fostering or enhancement of employment opportunities for At-Risk Youth.** In order to receive credit for the specialty program, you must attach proof of participation at the time of filing or within fifteen (15) calendar days from application submission. If you are unable to attach the required document(s), you must email to Lwu@hr.lacounty.gov. Please include the exam number and exam title.
- Yes
 No
- * 4. Are you a client of a bona fide participating program through an American Job Center of California/Workforce Development Aging and Community Services (WDACS) or other organization whose mission includes fostering or enhancement of employment opportunities for **Homeless; OR** have a Certificate of Completion from the Department of Public Social Services' or Workforce Development, Aging and Community Services' (WDACS) Los Angeles County Job Services' Job or Work Readiness Training Programs? **If yes, please upload a copy of verification of participation issued by a bona fide participating agencies through WDACS whose mission includes fostering or enhancement of employment opportunities for Homeless or copy of certificate of completion from the Department of Public Social Services' or WDACS' Los Angeles Job Services' Job or Work Readiness Training Programs.** In order to receive credit for the specialty program, you must attach proof of participation at the time of filing or within fifteen (15) calendar days from application submission. If you are unable to attach the required document(s), you must email to Lwu@hr.lacounty.gov. Please include the exam number and exam title.
- Yes
 No
- * 5.

Do you possess a certificate of **Individuals Facing Barriers to Employment Program from Department of Rehabilitation? If yes, please upload a copy of certificate of Individuals Facing Barriers to Employment Program.** In order to receive credit for the specialty program, you must attach proof of participation at the time of filing or within fifteen (15) calendar days from application submission. If you are unable to attach the required document(s), you must email to Lwu@hr.lacounty.gov. Please include the exam number and exam title.

- Yes
 No

- * 6. Please indicate if you are currently holding or have held previously the position of County of Los Angeles Career Development Intern, Office Support/Clerical.
- Never been appointed to the position of County of Los Angeles Career Development Intern, Office Support/Clerical
 Less than 18 months have held previously the position of Career Development Intern, Office Support/Clerical
 More than 18 months have held the position of Career Development Intern, Office Support/Clerical
 Currently holding the position of Career Development Intern, Office Support/Clerical
7. Besides employment opportunities with the County of Los Angeles, would you be willing to be referred to organizations/agencies other than County of Los Angeles?
- Yes No
8. If so, please upload a resume and write your name in the space provided below to grant the County of Los Angeles permission to release your resume to other organizations. By writing your name in the space provided below, you are indicating that you have read and understood all of the information provided, and agree to being contacted by another public or private organization for employment.
9. Do you have a high school diploma or a high school equivalency certificate?
- Yes No
10. Are you currently enrolled in any of the following educational institutions?
- Not currently enrolled in an educational institution
 2-year college
 4-year college
 Trade school or vocational program

* Required Question