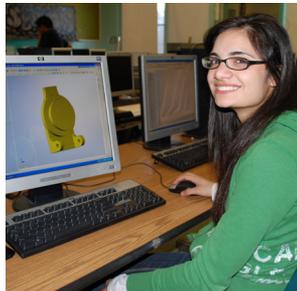


CONTRA COSTA COUNTY OFFICE OF EDUCATION
Career Technical Education (CTE)/ROP

Career Guide

for High School Students



CONTRA COSTA COUNTY
Office of Education
learn • lead • achieve

Visit our website at www.cocoschools.org/rop

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A special thank you to Chevron, our partner in career
guidance activities.

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USING THE CAREER GUIDE

The purpose of this book is to assist you with career planning. It presents different career opportunities that are available to you, important tips, various samples, and contact information.

Monthly Expenses

As you are considering your career plans, you'll want to keep in mind the cost of living in Contra Costa County. The chart below gives the average cost of basic expenses. Your expenses may vary depending on where you wish to live and your lifestyle preferences. Do you want a large apartment, or will a studio do? Will you have roommates to share expenses? Do you like to eat out or cook your own meals? Do you spend a lot on entertainment or prefer watching TV at home? The costs listed are guidelines. Actual expenses might be more, depending on your lifestyle.

Rent (one bedroom apartment)	In excess of \$ 1,000
Utilities	\$200
Food	\$400
Transportation	\$550
Health Care Insurance	\$300
Clothing/Personal	\$250
Total	\$2,700

How much will you need to earn to meet your monthly living expenses? Remember that approximately 30% of your earnings may be deducted from your paycheck for federal and state taxes. If you make \$2,000 per month, \$600 might be deducted for taxes, leaving you with \$1,400. When first starting out, many people share an apartment or house with friends to help out with expenses.

Now it's your turn. Using the worksheet, fill in the amount needed for each item. For accurate figures, check rents in the classified ads or online and talk with your parents or friends who are already living on their own. You may see areas where you can cut costs, but be as realistic as possible.

(Check out www.CaliforniaRealtyCheck.com)

Budget Worksheet

Rent	
Utilities	
Gas & Electric	_____
Water	_____
Phone/Cell phone	_____
Cable/Satellite TV	_____
Internet	_____
Food	
Groceries	_____
Pizza/Snacks/etc.	_____
Restaurants	_____
Health	
Insurance	_____
Doctor's Visit	_____
Dentist	_____
Gym	_____
Personal	
Miscellaneous	_____
Grooming	_____
Entertainment and Fun	
Movies	_____
Concerts	_____
Hanging Out	_____
Adventure/Vacation	_____
Miscellaneous	
Pets	_____
Maintenance	_____
Student Loan	_____
Savings	_____
Transportation	
Car Payment	_____
Car Maintenance	_____
Gas	_____
Insurance	_____
Bus/BART	_____
Clothes	
Work Clothes	_____
Fun Clothes	_____
Laundry	_____
TOTAL:	_____

Career Information Websites

Many schools offer career-guidance tools. These tools can assist you in finding out how your interests and skills fit with careers and college.

Use the Internet

Do not provide information that identifies you unless you know who is using this information. Do not pay for services.

Your interests and skills

www.californiacolleges.edu
www.onetcenter.org
www.careercafe.com

Career tests

www.LiveCareer.com
www.cacareerzone.org

Job characteristics

www.jobstar.org
www.onetcenter.org
www.californiacareers.info
www.contracostacareers.org

Labor market information

www.labormarketinfo.edd.ca.gov
www.onetcenter.org
www.careercafe.com
www.whodouwant2b.com



Training Opportunities

Adult Schools

Acalanes Adult
www.acalanes.k12.ca.us/adulted
925-280-3980 ext 8001

Antioch Adult
www.aaep-antioch-ca.schoolloop.com
925-706-5310

Martinez Adult
www.martinez.k12.ca.us/schools/mae
925-228-3276

Mt. Diablo Adult
www.mdae-mdusd-ca.schoolloop.com
925-685-7340

Pittsburg Adult
www.pittsburg.k12.ca.us/paec
925-473-4460

San Ramon Adult Education
www.venture.srvusd.k12.ca.us
925-470-1200

West Contra Costa Adult Education
www.wccae.info
510-215-4666 or 510-559-2660

Contra Costa Community Colleges

Contra Costa College
www.contracosta.edu
510-235-7800

Diablo Valley College
www.dvc.edu
925-685-1230

Los Medanos College
www.losmedanos.edu
925-439-2181

Other Colleges and Universities

John F. Kennedy University
www.jfku.edu
1-800-696-5358

Saint Mary's College
www.stmarys-ca.edu
925-631-4000

California State University
www.calstate.edu

University of California
www.universityofcalifornia.edu

Military

Careers in the Military
www.careersinthemilitary.com

Volunteering

Volunteer Center of Contra Costa County
www.helpnow.org

Training Programs

California Conservation Corps
www.ccc.ca.gov

U.S. Job Corps
www.jobcorps.doleta.gov

CTE/ROP

Contra Costa County Office of Education
www.cocoschools.org/rop

Apprenticeships

Dept. of Industrial Relations
www.dir.ca.gov/DAS

California Apprenticeship Coordinators Association
www.calapprenticeship.org

Job Resources

Contact these resources for job listings

- High School Career Center Staff
- High School Work Experience Program
- High School Job Board and Library
- Community College Placement Center
- Classified Advertisements
- EASTBAY Works One-Stop Centers

Internet Contacts

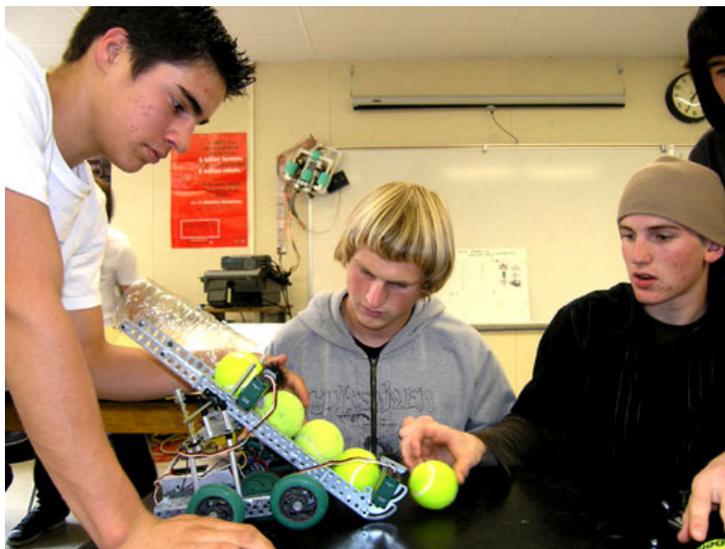
City of Concord Parks & Recreation
www.ci.concord.ca.us

City of Richmond Arts & Leisure
www.ci.richmond.ca.us

City of Walnut Creek
www.ci.walnut-creek.org

Education Job Opportunities
www.edjoin.org

Contra Costa County Office of Education
www.cocoschools.org



Job Application

This may be the most important form you complete. It is used as a screening tool to limit the number of candidates to be interviewed.

Tips for filling out your application:

- Create a master application to bring with you when applying for jobs
- Bring your master application, résumé and list of references with you to help you fill out the application
- Read through the entire application before you start to fill it out
- Always print in blue or black ink, or type
- Be neat and clear
- Answer all questions or insert N/A if not applicable
- List jobs by most recent job first
- Concentrate on the skills that fit the particular job
- Before handing it in, read through all your answers

Develop a list of references. Think about parents of friends, neighbors, teachers, past employers, and any other adults who can give you a character or work reference. Be sure to get permission from a potential reference before using him/her as a reference.

Sample Job Application

Personal Information:

First Name: Susan Middle: Ann Last Name: Warren
Street Address: 1234 Main Street, Apt. #4 City: Concord State: CA Zip: 94518
Phone Number: 925-555-1234 e-mail: swarren@gmail.com

Position/Availability:

Position applied for: Office clerk
Days/Hours available: Sun. Mon. X Tues. X Wed. X Th. X Fri. X Sat. X
Hours available: 8:00 a.m. to 5:00 p.m. Date available to start: 06/21/2015

Education:

Name of School: Mt. Diablo High School Date Graduated: 06/15/2015
Skills and Qualifications: Type 40 words per minute, Basic understanding of Windows, Microsoft Office, Internet and e-mail. Organized, self-motivated, creative and resourceful. Work well with people, outgoing and friendly.

Employment History:

Present or Last Position: Clerk Employer: Goodwill Industries
Address: 990 Contra Costa Blvd., Pleasant Hill, CA Phone Number: 925-555-1111
Supervisor: Anne White E-mail: awhite@gwi.org
From: 06/14/2014 To: 09/15/2014 Salary: \$9.00/hr.
Responsibilities: Greeted customers, cashiered, accepted donations from the public and maintained inventory spreadsheets.
Reason for leaving: Summer position

References:

Ms. Mary White 925-555-1112 Store Manager
Mr. William Jones 925-555-0909 Leadership Teacher
Mr. Joseph Brown 925-555-0910 Computer Teacher
Signature: Susan Ann Warren Date: 6/20/2015

Cover Letter

Tips for writing your cover letter:

- Address it to a person and use his/her job title. Call and ask the receptionist if you cannot find the information elsewhere
- Demonstrate that you did your homework and are educated about the company
- Sound enthusiastic and interested
- Be professional, warm, and friendly
- Distinguish yourself. Add something that is unique about you
- Be sure to clarify the position for which you are applying
- Be brief – less than one full page
- Remember to sign your name

Sample Cover Letter

Your Name
Your Street Address
City, State, Zip

Date

Name of Contact Person
Contact Person's Title
Company Name
Street Address
City, State, Zip

Dear _____,

My personal customer service policy can be summed up in two words, "Respect and Help."

My school and work experience have required me to communicate with a diverse array of people, some of whom represented difficult challenges. I have refined my customer service skills to always offer respect and I am normally able to smooth ruffled feathers, solve problems, and provide satisfaction.

These are exactly the skills that are vital for a successful sales associate, and I am eager to apply my talents at your business. I will call you Thursday to follow up.

Sincerely,

Your Signature

Your Name

Résumé

Your résumé showcases you and your success in school, at home, in your community, and at previous jobs.

Tips for writing your résumé:

- Limit your résumé to one page
- Change the job objective to fit the specific job description
- Use terms like “on-the-job” or “course accomplishments”
- Be honest
- Use action verbs to describe your skills and achievements
- Prepare a first draft
- Revise and rewrite
- Make it look good
- Do not include your references on your résumé

Standard résumé (Functional or Chronological):

- Use a common, easy-to-read font like Arial, Calibri, or Times New Roman
- Use bullets for clarity
- Use proper formatting and good use of white space
- Use correct spelling and grammar

Electronic résumé – transmitted by e-mail

- Use a font that’s easy to read, like Arial or Times New Roman
- Use MS Word if possible
- Use correct spelling and grammar
- Save in “Plain Text” format

Scannable résumé – scanned into computer by company

- Use a font that’s easy to read, like Arial or Times New Roman
- Use 12-point type
- Use correct spelling and grammar
- Do not use bullets, italics, underlining, shadowing, graphics, boxes, or columns
- Do not fold or staple
- Do not use all caps
- Align left

Sample Functional Résumé

This résumé emphasizes your skills, rather than your work history.

Your Name
Your Street Address
City, State, Zip
Your Phone Number
Your E-mail Address

OBJECTIVE:

To obtain a part-time sales associate position

SKILLS:

Communication

Completed a speech class and served as the leader of the Debate Team, both of which have provided me outstanding verbal and written communication skills.

Team Player

Experienced, dedicated team player, open-minded and willing to go the extra mile.

Customer Service

Courteous and respectful associate with good listening and problem-solving skills.

QUALIFICATIONS:

- Excellent work ethic
- Microsoft Word, Excel and PowerPoint
- Sales experience

WORK HISTORY:

Sales Associate - Forever 21	Antioch, CA	06/13 - 09/14
Babysitter	Antioch, CA	01/10 - 01/12

EDUCATION:

Diploma - Antioch High School	Antioch, CA	06/15
• Communications	• Computer Applications I & II	
• GPA 3.6	• Keyboarding	

Sample Chronological Résumé

This résumé is useful if you have a history of work experience.

Your Name
Your Street Address
City, State, Zip
Your Phone Number
Your E-mail Address

SUMMARY OF QUALIFICATIONS

Experienced sales associate with proven customer service skills. Awarded top sales award and earned employer praise for above average accuracy. Excellent track record handling responsibility and learning quickly.

SKILLS

- Communication
- Team Player
- Customer Service

QUALIFICATIONS

- Excellent work ethic
- Sales experience
- Microsoft Word, Excel & PowerPoint

WORK HISTORY

Sales Associate - Forever 21 Antioch, CA 06/13 - 09/14

- Top Sales Award
- Punctual
- Performed closing duties
- Mastered Point of Sales System
- Balanced sales
- Stocked and maintained inventory

Babysitter - Antioch, CA 01/10 - 01/12

- Emergency & safety responsibilities
- Maintained a safe environment
- Structured playtime
- Prepared nutritious meals
- CPR & First Aid Certifications

EDUCATION

Diploma - Antioch High School Antioch, CA 06/15

- Communications
- GPA 3.6
- Computer Applications I & II
- Keyboarding

Sample Scannable Résumé

Some companies might request a scannable résumé. Using optical character recognition (OCR) software, employers scan these résumés into their computer systems and search for key words that match the skills needed. The scannable résumé has minimal formatting, since bold type, italics, bullets, etc., is often not recognized by the OCR software.

Your Name
Your Street Address
City, State, Zip
Your Phone Number
Your E-mail Address

Objective

To obtain a part-time sales associate position.

Skills

Communications – Speech class and serving as leader of the Debate Team have given me outstanding communication skills, both verbal and written.

Team Player – Experienced, enthusiastic team player, open-minded and willing to go the extra mile.

Customer Service – Courteous and respectful associate with good listening and problem-solving skills.

Qualifications

Excellent work ethic, motivated, athletic with lots of energy, previous sales associate experience. Flexible and available both evenings and weekends.

Work History

Sales Associate, Forever 21, Antioch, CA 06/13 – 09/14

Babysitter, Antioch, CA 01/10 – 01/12

Education

Diploma, Antioch High School, Antioch, CA 06/15

Microsoft Word, Excel and PowerPoint, communication classes

GPA 3.6, type 45 wpm

Job Interview

Interviewing Do's

Dress

- Do dress appropriately for the industry; your personal grooming and cleanliness should be impeccable
- Do wear a tie or a collared shirt
- Do wear simple jewelry or no jewelry

Before the interview

- Do arrive early – come alone
- Do bring extra résumés to the interview
- Do bring your portfolio to the interview
- Do treat all people you encounter with courtesy and respect; their opinions might be solicited during hiring decisions
- Do your research about the employer and have questions prepared to ask
- Do be prepared for typical interview questions

During the interview

- Do introduce yourself by first and last name
- Do look the person in the eye and shake hands firmly
- Do wait until you are offered a chair before sitting
- Do show manners, courtesy, and maturity at every opportunity
- Do show willingness to start at the bottom and work up
- Do maintain good eye contact during the interview
- Do ask for clarification if you don't understand a question that is asked of you
- Do ask questions
- Do thank the interviewer
- Do get business cards from each person with whom you interview

After the interview

- Do make notes about the interview right away
- Do write a thank you letter to your interviewers promptly

Job Interview

Interviewing Don'ts

Dress

- **Don't** wear open-toed or backless shoes, sneakers, mules, jeans, baggy clothes, short skirts, tight or revealing clothing

During the interview

- **Don't** rely on your application or résumé to do the selling for you; you will need to sell yourself to the interviewer
- **Don't** make negative comments about previous employers or teachers
- **Don't** treat the interview casually as if you are just shopping around or doing the interview for practice
- **Don't** give the impression you are only interested in salary; don't ask about salary and benefit issues unless your interviewer brings up the subject
- **Don't** go to extremes with your posture; don't slouch, and don't sit rigidly on the edge of your chair
- **Don't** be soft-spoken
- **Don't** ever lie
- **Don't** answer questions with just a "yes or no"; provide examples whenever possible
- **Don't** bring up or discuss personal issues or family problems
- **Don't** use poor language, slang and pause words such as "like", "uh", "um" and "you know"
- **Don't** use the word "fired" or mention that you didn't get along with a past supervisor
- **Don't** panic if you trip, drop something or knock something over; show how calm you are under pressure
- **Don't** bring your cell phone or any electronic devices

Sample Interview Questions

Tell me about yourself.

My last job and volunteer experience dealt with customer service. I particularly enjoy helping people solve problems and working on a team.

Why are you leaving your current job?

I am looking for a position with increased responsibility.

Why do you want to work for this company?

I have researched the company and feel my qualifications are a good match for this position.

Have you ever been asked to leave a position?

Yes, my position changed and my available hours no longer matched those of the position.

Why should we hire you?

I am reliable and will work hard. I am always punctual and ready to help where needed. If you hire me, you will get someone who is not afraid to learn and is willing to go the extra mile.

Tell me about a weakness you have.

I like to be busy all the time, so I am normally looking for extra work.

Tell me about a problem you had and how you solved it.

I once saw an employee stealing. This person was a friend of mine and I didn't want to lose that friendship, but I reported the situation to my boss anyway. It was the right thing to do.

What would your past managers say about you?

My past managers would say that I was an outstanding employee and a valuable team player.

What do you like best about school?

I especially like working on team projects. I was in charge of decorations for our school dance. I organized the timeline for tasks and responsibilities, and my team and I worked together to set up the gym. We finished on time and under budget.

What do you think of your last boss?

My boss was fair and honest. He gave me many opportunities to learn.

Do you have any questions for me?

- How does an employee succeed on your team?
- What are some of the objectives you would like to see accomplished in this job?
- What are some of the difficult problems one would face in this position?
- Describe your ideal employee.
- What are the next steps?

Sample Interview Questions

What is legal and what is illegal to ask

Employers cannot directly ask you about any of the following, nor can they discriminate against you because of your race, color, religion, sex, national origin, age, disability, or genetic information.

Legal

Religion

- Can you work weekends?
- Do you belong to any professional or trade groups?

National Origin

- Are you authorized to work in the United States?
- What languages do you speak, read, or write fluently?

Age

- Are you over the age of 18?

Disability

- Can you perform the specific duties of the job? (OK question if interviewer has described the job duties)

Marital/family status

- Can you work overtime?
- Is there any reason you cannot start at 7:30 a.m.?

Personal

- Are you able to lift a 50-pound weight and carry it 100 yards as part of the job?

Criminal Record

- Have you ever been convicted of a crime?

Military

- What type of training or education did you receive in the military?

Illegal

- What church do you belong to?

- Are you a United States citizen?

- How old are you?

- Do you have any disabilities?
- Tell me about your medical history.

- Are you married?
- How many children do you have?
- Are you pregnant?

- How tall are you?
- How much do you weigh?

- Have you ever been arrested?
- Have you ever spent the night in jail?

- Were you honorably discharged from the military?

Thank You Letter

A thank you letter should be sent after the interview to thank the interviewer for the opportunity to interview and for his/her time.

Thank you letters:

- Show the employer you will take the initiative to make contact soon
- Add key information you may have forgotten in the interview, clarify any points, or try to ease any reservations the interviewer might have expressed
- Get your name in front of the interviewer once again
- One more chance to sell yourself

Tips for writing a thank you letter:

- Address it to the interviewer, using his/her job title
- Limit your letter to one page
- Proofread carefully

Sample Thank You Letter

Your Name

Your Street Address

City, State, Zip

Date

Interviewer's Name, Job Title

Company Name

Street Address

City, State, Zip

Dear _____,

I appreciate the time you took to acquaint me with your company and the available sales position.

After meeting with you, I know that I would be a great addition to your team and that my skills and experience are a good match for this position. Under your leadership, I have no doubt that I will be a productive sales associate.

I am available to start work immediately and look forward to hearing from you.

Sincerely,

Your Signature

Your Name

Self-Describing & Action Words

The following is a list of words that can help you when you are filling out applications, writing your résumé, and answering interview questions. Use these words to:

Describe your skills, talents, and strengths

acquainted	effective	mature	realistic
active	efficient	motivated	reliable
adaptable	energetic	objective	resourceful
articulate	enthusiastic	observant	responsible
artistic	fair	open to ideas	sense of humor
assertive	fair-minded	open-minded	sensible
attentive	flexible	orderly	sincere
broad-minded	focused	organized	stable
capable	genuine	original	strong
committed	goal-oriented	outgoing	tactful
competent	good	patient	talented
conscientious	communicator	people-oriented	team player
consistent	honest	personable	thoughtful
creative	intelligent	polite	trustworthy
dependable	knowledgeable	practical	unique
determined	leader	proactive	upbeat
disciplined	logical	productive	versatile
discreet	loyal	quick	vibrant
down-to-earth			

Describe your skills, talents, and strengths

acted	assured	observed	started
encouraged	enlarged	obtained	studied
adapted	enlisted	offered	supervised
addressed	estimated	operated	supported
aided	examined	ordered	surpassed
answered	exceeded	organized	taught
applied	excelled	oversaw	tested
approved	expanded	packaged	trained
arranged	experienced	participated	tutored
assembled	explained	perfected	uncovered
assisted	extended	performed	understood

Key words to describe your experience

adapted	created	introduced	reassured
addressed	decided	invested	recommended
aided	defined	investigated	recruited
answered	delivered	justified	reduced
applied	demonstrated	learned	refined
approved	determined	lifted	reinforced
arranged	developed	listened	reported
assembled	discovered	located	researched
assisted	dispensed	logged	reshaped
assured	distributed	maintained	resolved
attained	documented	maximized	responded
attended	edited	measured	reviewed
awarded	eliminated	memorized	revised
balanced	enabled	merchandised	saved
brought	filed	molded	scheduled
built	finished	motivated	secured
calculated	fixed	negotiated	served
clarified	formed	persuaded	simplified
coached	funded	planned	solved
collected	gained	prepared	updated
communicated	gathered	processed	verbalized
compiled	guided	produced	verified
conducted	handled	programmed	volunteered
connected	identified	provided	wrote
contributed	illustrated	qualified	
coordinated	increased	realized	



Working Youth

Getting ready to work - what you should know

Work Permits:

If you are under 18, you will need a work permit. Contact your school or your school's district office.

If you are under 18, you may not:

- Drive a motor vehicle on public streets as part of the job
- Drive a forklift
- Use power equipment
- Work in wrecking, demolition, excavation, or roofing
- Work in logging or sawmill operations
- Handle, serve, or sell alcoholic beverages
- Work where there is exposure to radiation
- Work on any job declared hazardous by the U.S. Dept. of Labor

If you are 14 or 15 you may not:

- Bake or cook on the job
- Work in dry cleaning or a commercial laundry
- Build, construct, or do manufacturing work
- Work on a ladder or scaffold

Your employer must provide:

- A safe and healthful workplace
- Health and safety training, including information about hazardous chemicals
- Protective clothing and equipment
- Payment for medical care if you get hurt or sick because of your job; you may be entitled to lost wages
- Minimum hourly wage — In some cases, employer can pay less than minimum wage; for example, during your first 160 hours on the job if you have no previous similar work experience

You have a right to:

- Report safety problems to Cal/OSHA without jeopardizing your job
- Work without facing discrimination and/or sexual harassment
- Refuse to work if the job is dangerous to your life or health
- Join or organize a union

Your responsibilities are to:

- Know and follow all safety rules and instructions
- Use safety equipment and protective clothing when needed
- Look out for the safety of co-workers
- Keep work areas clean and neat
- Know what to do in an emergency
- Report all health and safety hazards to your supervisor

What hours can I work?

Ages 14 and 15

- 7:00 a.m. – 7:00 p.m. from Labor Day to June 1
- 7:00 a.m. – 9:00 p.m. from June 1 to Labor Day

Maximum hours when school is in session

- No work during school hours
- 18 hours per week
- 3 hours a day on school days
- 8 hours a day on a non-school day

Maximum hours when school is not in session

- 8 hours a day
- 40 hours per week

Ages 16 and 17

- 5:00 a.m. – 10:00 p.m. when there is school the next day
- 5:00 a.m. – 12:30 a.m. when there is no school the next day

Maximum hours when school is in session

- 4 hours a day on school days
- 8 hours a day on non-school days

Maximum hours when school is not in session

- 8 hours a day
- 48 hours a week (You will be paid overtime for any hours you work over 40 per week)

Social Security

You need a Social Security Number to get a job.

Go to <http://www.socialsecurity.gov> to download an application, or call 1-800-772-1213.

Helpful Work Related Websites

The Department of Labor
www.youthrules.dol.gov

CalOSHA
Industrial Relations Dept.
www.dir.ca.gov

Labor Occupational Health
Program
University of California
www.lohp.org

Sexual Harassment or Discrimination
Department of Fair Employment and
Housing
www.dfeh.ca.gov
1-800-884-1684

CTE/ROP Information

CTE/ROP is the primary source of career and technical training for high school students. Students prepare for advanced training and/or entry-level jobs. Classes are located on 22 high school campuses in Contra Costa County, Albany, and Piedmont. Students earn high school graduation credit and/or college units. Many classes are UC/CSU approved courses.

For more information contact:

- Acalanes UHSD, Albany USD, Chevron Campus, John Swett USD, Martinez USD, Mt. McKinley School, Piedmont USD, San Ramon USD, West Contra Costa USD, West County Detention Facility

Jeff Brauning 925-942-3467

e-mail: jbrauning@cccoe.k12.ca.us

- Antioch USD, Clayton Valley Charter High School, Pittsburg USD, Golden Gate Community School, Liberty Union High SD, Marchus School, Mt. Diablo USD, Pittsburg Adult School, San Ramon USD,

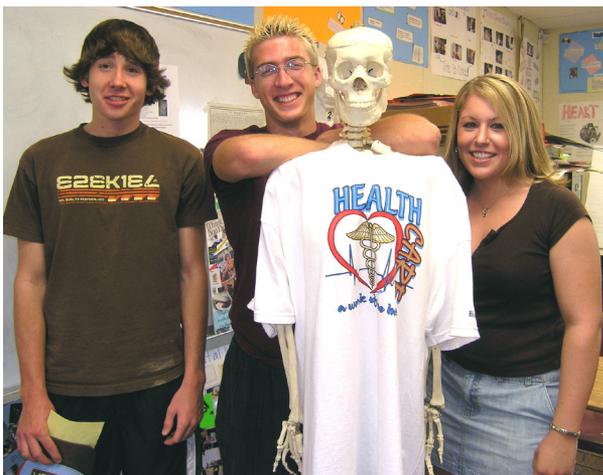
Dan Hanel..... 925-427-2404

e-mail: dhanel@cccoe.k12.ca.us

- K12 SWP Coordinator

Nick Morgan..... 925-942-3359

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Visit our Website

www.cocoschools.org/rop

Contra Costa County CTE/ROP is accredited by
Western Association of Schools and Colleges

Public Notice

The Contra Costa County Office of Education has a uniform complaint process as required in Code of Regulation, Title 5, Section 4622, COE Board Policy 1312.3(a). The Assistant Superintendent of Human Resources is designated as compliance officer. A copy of the policy is available in the CTE/ROP Administration Office. The policy provides for mediation or investigation, presentation of additional relevant information, finding and appeals as appropriate.

CTE/ROP, in compliance with federal law, does not discriminate on the basis of race, religion, national origin, gender, or disability.



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