

KindWork

2021

# Impact Report



# KindWork

## OVERVIEW

KindWork's mission is to help talented young adults from overlooked communities transform their economic outlook and launch new careers in the innovation economy.

Tech is one of NYC's biggest economic engines, creating thousands of new jobs each year, but people of color and low-income communities are persistently underrepresented across the sector. KindWork is focused on helping young people from historically excluded communities share in the overwhelming success of this industry and build exciting careers. KindWork's Customer Experience Fellowship provides free targeted digital skills

training, job placement support, and career coaching. Graduates connect to in-demand customer-facing and operations roles in tech, and advance in their careers with ongoing support. Now in its fourth year, KindWork is filling an important niche in tech training and providing young New Yorkers unique opportunities for economic mobility.



250 hours of skills training



Supported job placement



One year of career coaching

## WHO WE SERVE

**98%**  
identify as people of color

**88%**  
do not have a bachelor's degree

**100%**  
low-income

**23**  
average age

**25%**  
LGBTQ+



## FELLOW SPOTLIGHT

### MEET - ARMANI

Armani was unemployed and housing insecure at 21 when he learned about KindWork. He was excited about the opportunity to join the tech sector and build a dynamic career without a college degree. During the Customer Experience Fellowship, he gained new digital and professional skills and found confidence in his abilities. With KindWork's support, Armani landed a Customer Experience Associate role

with an employer partner, making \$21/hour with full benefits. Armani excelled in his new role, and with KindWork's career coaching, he advanced to a new position after 11 months, with a 20% wage increase. One year after graduation, Armani is climbing the career ladder and excited about his future in tech.



## IMPACT

**91%** of Fellows graduate training

**93%** of graduates are placed

**84%** of job placements come with benefits

**83%** of placed graduates retain employment for one year or more

Graduates earn an average of **\$44K** to start, compared to **\$7.5K** before training

## EMPLOYER PARTNERS

KindWork leverages a growing network of over 50 employer partners who share our commitment to supporting a more diverse and inclusive tech sector.

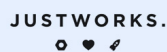
Alma



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## INDUSTRY PARTNER SPOTLIGHT



KindWork is grateful for the partnership of industry software leader, Zendesk, who donates licenses for Fellows during training and has awarded KindWork general operating support via the Zendesk Neighbor Foundation. Over the past year, KindWork has contributed to the development of Zendesk's new Omni Channel Agent certification credential. KindWork is piloting this certification in 2022 and anticipates that this credential will be an asset for Fellows during training and job placement.

## KEY SUPPORTERS

Robin Hood Foundation  
Arbor Brothers  
Zendesk Neighbor Foundation  
The Lawrence Foundation  
Capital One  
KKR  
ABNY Foundation  
Hyde and Watson Foundation  
Langan Barber Foundation Fund  
HP Foundation

Josh & Petra Mohrer  
Lorraine LeBlanc  
Matt Powers  
Emily Teele  
Frederique Dame  
Michael Mizrahi  
Nicole Cillette  
Danielle Attaie and Kenneth LaFrance

