



TEC CENTRO  
**YORK**

DISCOVER YOUR POTENTIAL



*Inaugural*  
**Annual**  
**2025**  
**Report**





# **Contents**

- 1 Leadership Message**
- 2 Highlights**
- 3 About Us**
- 4 Instructional Portfolio**
- 5-6 Discovering Our Potential**
- 7 Financial Stewardship**
- 8 2025 Milestones**
- 9 Board of Directors**
- 10 Community Partners**
- 11 Plans for 2026**



# Leadership Message



**AliceAnne Frost**  
**Executive Director**

*Our inaugural year was guided by a simple idea: **talent is everywhere, but opportunity is not.** Our tagline, *Discover Your Potential*, reflects our commitment to ensuring that motivated individuals, many facing barriers, can gain the skills, credentials, and confidence needed to secure sustainable, rewarding jobs.*

**BUILDING PATHWAYS TO WORK** characterized Tec Centro York's initiatives in 2025, our inaugural year of service to community members who are discovering their potential through education and workforce training that leads to real economic opportunity.

## **COMMUNITY CHAMPIONS**

Our community partners' early investments championed our foundational efforts to open, launch, and soar. They recognize that employers face persistent talent shortages, while communities face inequities in access to quality jobs. In response, Tec Centro York's efforts reflect the intersection of skills development, workforce readiness, and opportunity.

This inaugural year demonstrated that when individuals have access to supportive instruction and clear career pathways to high-demand jobs, potential becomes measurable progress.

## **OUR SUCCESS FORMULA**

Our inaugural year was proof-positive of the power of strategic planning and operational execution. From building renovations and "infrastructure" development to staffing across six program areas, our focus was to move motivated individuals along a clear pathway to:

- Access education and training aligned with workforce demand and financially rewarding jobs;
- Gain job-readiness skills grounded in practical, employer-informed needs; and
- Connect to opportunity through job placement, credentials, or career advancement.

This formula emphasizes both individual success and workforce impact—ensuring participants gain skills that translate into meaningful employment and employers gain work-ready talent.

## **PROOF-POSITIVE RESULTS**

The quantitative results are reflected in the number of individuals who completed coursework, gained credentials, and secured satisfying jobs. Meanwhile, the qualitative results are reflected in the faces and spirits of those whom Tec Centro York inspired and empowered to discover their potential.



# Highlights

## ADULT EDUCATION ENROLLMENT

(*ESL, Digital Literacy, Financial Wellness, GED/HiSET*)

- New ESL Enrollments: 313
- New Enrollments in Digital Literacy Programs: 15
- Individuals Gaining Technology Skills: 369
- Individuals Improving English Language Proficiency: 153

## WORKFORCE TRAINING

(*Certified Nursing Assistant, Phlebotomy Technician, Medical Assistant*)

- New program enrollments (total): 56
- Training Program Completions: 49
- Overall Completion Rate: 88%
- Programs Reflected: Certified Nursing Assistant (CNA), Phlebotomy Technician (PHL), Medical Assistant (MA)
- Workforce Programs Confirmed Job Placements: 17

## EMPLOYMENT SERVICES PARTICIPATION

(*Resume Support, Workshops, Job Fairs*)

- Job Fair Attendees: 83
- Individuals Engaged in Job Search: 205
- Individuals Receiving Case Management: 47

## ACTIVE WAITLIST / FUNDING NEEDED

- Active waitlist as of December 31, 2025: 483 individuals
- Estimated funding needed to serve full waitlist: \$2,173,500

574  
Total  
Served



88%  
Completion  
Rate



483  
Active  
Waitlist



\$18.34/hr  
Avg. wage at  
placement



Tec Centro York's 2025 Phlebotomy students celebrate. Roselys Torres (quoted) is shown at the far right.

*Tec Centro York gave me the guidance and encouragement I needed to succeed, helping me balance school, work, and family. Because of their support, I was able to earn my certification and start a career in healthcare, where I can make a real difference every day.*

Roselys Torres, 2025  
Phlebotomy Graduate



# About Us

**TEC CENTRO YORK**, a division of the York Community Resource Center, is a leading provider of multilingual education and skills training. We empower people in historically underserved communities to discover their potential through education and training, and create opportunities for satisfying work in high-demand fields, such as allied health and beyond. We also offer career counseling, placement assistance, and access to employment navigators.

A 501(c)(3) organization, Tec Centro York is funded by generous public, private, and philanthropic organizations dedicated to helping typically marginalized communities access skills training to prepare them for in-demand jobs where they live.

Tec Centro York is a member of the Tec Centro Workforce Network, a coalition of community advocates, public officials, philanthropic leaders, and business professionals working to proactively break down barriers and provide the tools and opportunities for a way out of poverty.

## Management

Tec Centro York's team build-out was strategically planned and timed with the concurrent launch of a suite of education and training offerings across our Year-1 portfolio. Our staff leadership team is pictured below.



**EXECUTIVE DIRECTOR ALICEANNE FROST** is a community champion of positive change. She leads Tec Centro York as it implements its mission and vision on a daily basis.



**FINANCE DIRECTOR CHERYL PETERSON** manages, tracks, and reports on Tec Centro York's finances, from grants and donations to staffing and services.



**OPERATIONS DIRECTOR YAHAIRA ALVARADO** ensures Tec Centro York's education and training offerings are fully supported with staffing, resources, facilities, and more.



# Instructional Portfolio

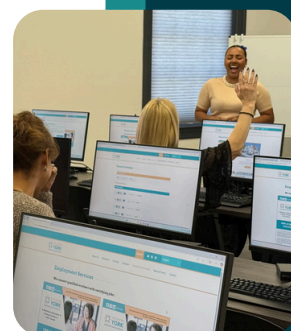


## ADULT EDUCATION

**WORK-READINESS SKILLS** are at the heart of Tec Centro York's instructional portfolio. Our ESL classes empower language learners to develop their English language skills in a motivated and culturally appropriate way. Each class is customized to fit the needs of students at various proficiency levels to build stronger reading, writing, and verbal skills.



**HIGH SCHOOL EQUIVALENCY PREPARATION** also empowers adult students for the high school equivalency test (HiSET) to earn a diploma (referred to as GED). Students practice in subjects where they need the most help, using both online resources and texts. We also offer programs designed for adults who are reading below the ninth-grade level and want to build their reading and writing skills to prepare for a variety of vocations.



## ALLIED HEALTH TRAINING

**CERTIFIED NURSING ASSISTANT (CNA)** is a 7-week program that prepares individuals for employment in long-term care facilities, hospitals, rehabilitation centers, and other healthcare facilities. Graduates receive an accredited certificate from HACC and are eligible to take the National Nurse Aide Assessment Program exam.



**MEDICAL ASSISTANT (MA)** is a 20-week program that prepares students to assist in the examination and treatment of patients under the direction of a physician. Graduates receive an accredited certificate from HACC and are eligible to take the National Health Careers Certified Clinical Medical Assistant exam.

**PHLEBOTOMY TECHNICIAN** is a 10-week program that includes 100 hours of classroom/lab instruction and concludes with an 80-hour clinical/externship experience. Graduates receive an accredited certificate from HACC and take the National Health Career Association Phlebotomy Technician Certification exam.





# Discovering Our Potential



*The ESL program has opened doors, given hope, and created opportunities for so many people who simply wanted a chance to grow. I am better prepared!*

*—Carmen Andino, ESL Graduate*

*I learned so much from books and real-life skills. I had an amazing teacher and couldn't have finished without her.*

*—Ayana Acosta  
Phlebotomy Graduate*



## JOB FAIR 2025

*The job fair is a great way to connect with potential candidates with a more personalized approach.*

*—Employer Job Fair Participant*

**Step into Success!**



### Job Fair 2025

**Friday, August 22  
10:00 am - 2:00 pm**

**York Community Resource Center  
Tec Centro York**

**Welcome and Thank You  
Sponsors, Partners,  
and Employers**

**Hourly Raffle!**

Scan the QR code to take a short survey and claim your raffle prize!



CONTACT 717-400-1006 www.teccentroyork.org

800 East Market Street, York, PA 17403



**Certified Nursing Assistant Graduates**

**95**  
**Graduates**  
**Celebrated**  
**in December**  
**2025**



*My heart is truly full. Reaching this moment has taken strength, patience, and faith. I am overwhelmed with gratitude for everyone who helped me get here. This journey has shaped me in ways I will carry for a lifetime.*



**—Sylvia Powell**  
**CNA Graduate**



**ESL Graduates**



**Phlebotomy Graduates**



**Medical Assistant Graduates**



**Tec Centro York**  
**invites you to**  
***“discover your potential”*** and  
**become our next**  
**success story!**

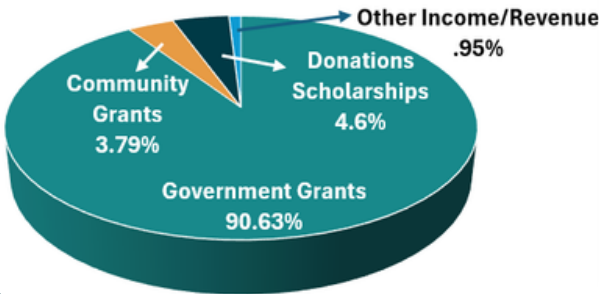




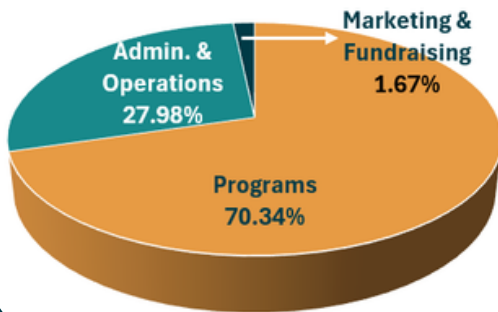
# Financial Stewardship



**TOTAL INCOME/REVENUE: \$1,316,834**



**TOTAL EXPENSES: \$1,253,995**



**TEC CENTRO YORK** is particularly proud of the fiscal responsibility with which we managed both our income and expenses for this first year of operations.

As the charts here indicate, government and community-based funds constituted the majority of our revenue sources. This is an indication of the confidence public, private, and philanthropic funders have in our mission, as well as our education and training programs. We are most thankful.

Financial stewardship is particularly evident in how we expended funds, with the vast majority of expenses being directly attributable to programs that directly benefit people in our community. Given the start-up costs associated with opening our doors, we are especially proud of our ability to hold the line on expenses and ensure that students benefit from everything we do.



*Renovations to the donated former M&T Bank branch made operations both purposeful and functional.*



*We are so thankful for the many community partners who invested their trust and resources in Tec Centro York.*

# 2025 Milestones



- Tec Centro Opens in Donated M&T Bank Building!
- Employment Services Launched
- 1st ESL Instructor Hired

*Building renovations were completed by December 2024.*

## FEBRUARY

- Certified Nursing Assistant (CNA) Program Launched



## APRIL

- Phlebotomy Technician Program Launched



## JULY

*National Night Out offered students opportunities for hands-on skills in service to the community.*

## AUGUST

- Digital Literacy Program Launched
- 2 Additional ESL Courses Launched



*A full-house audience celebrated inaugural year graduates at a ceremony held at Keystone Kidspace in York.*



## JANUARY

*Beautiful murals depicting Tec Centro York programs adorn the building at 800 E. Market Street, York.*

- Website [teccentroyork.org](http://teccentroyork.org) Launched
- ESL Program Launched
- Career Navigator Hired
- Community Navigator Hired

## MARCH

*CNA continues to be an in-demand career pathway.*

- Medical Assistant Program Launched
- Open House Ribbon Cutting
- Additional ESL Instructors Hired

## MAY

*The Boys Club of York event gave students real-life training and saved parents \$2K+ in fees for physical exams.*

- Boys Club of York Event



*Our Job Fair, held in our parking lot, featured local employers and drew nearly 100 participants.*

- 1st Annual Job Fair
- National Night Out



## SEPTEMBER

- GED/HiSET Instructor Hired
- 1st Graduation Ceremony Held





# Board of Directors

## BOARD OFFICERS

### PRESIDENT

**Jose A. Serrano, MD, MHA**  
UPMC Hanover

### VICE PRESIDENT

**Benton Jackson**  
Salem Square Association

### SECRETARY

**Dan Byrnes**  
Shiple Energy

### TREASURER

**Sam Gantz, CPA**  
emc CPAs, LLC



## ABOUT THE BOARD

*The 11-member Tec Centro York Board of Directors consists of a broad cross-section of the community united in their commitment to raising both social currency and economic opportunity for everyone in the community.*

*Their time and talent are a testament to all they make possible with the support of funding partners.*

## BOARD MEMBERS

**Brittney Beckwith**  
Traditions Bank

**Elaine Bonneau**  
Bonneau & Associates

**Richard Craighead**  
Boys Club of York

**Diana Escalante**  
Color & Culture

**Sandra Harrison**  
Salem Square Association

**Loren H. Kroh**  
Corvus, LLC

**Michael Muldrow**  
Police Commissioner  
York City Police

*The Tec Centro Board of Directors actively engaged in a Strategic Planning Session to collaboratively align the organization's mission and vision to its purpose and path forward.*



# Community Partners



The Arthur J. and Lee R. Glatfelter Foundation



POWDER MILL FOUNDATION

M&T Bank



UPMC HEALTH PLAN



TRADITIONS BANK  
Make Your Mark



Thank you for your support!



# Plans for 2026

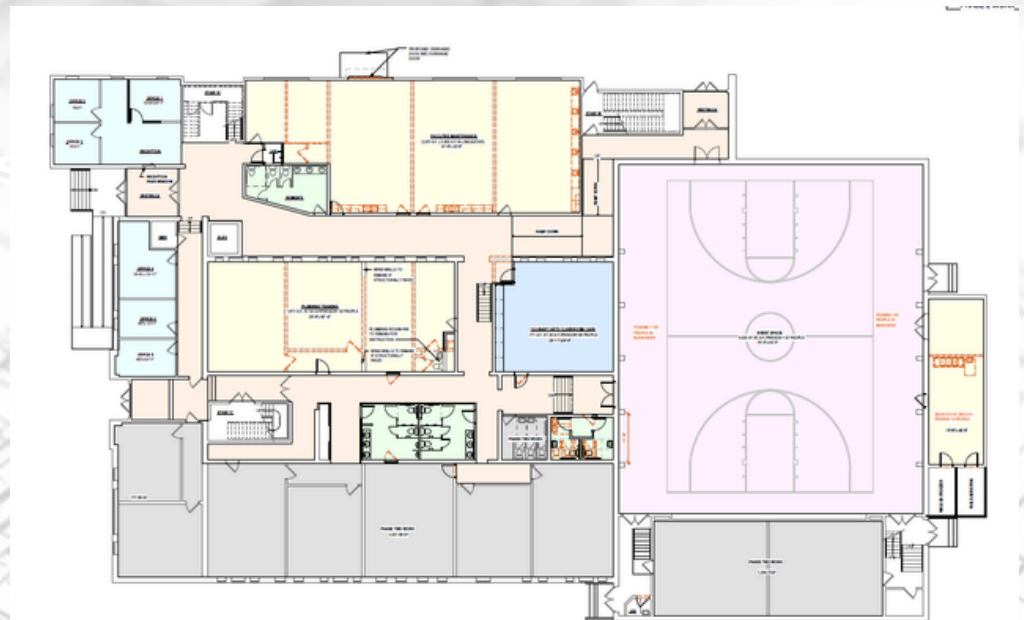


## A Blueprint for Success

### EXPANDING OUR REACH

Tec Centro York plans to maintain the cadence of innovation and spirit of program expansion experienced in our inaugural year. With plans to finalize our acquisition of a Trades Facility building in York, we will address demands for several in-demand occupations in:

- Facilities Maintenance
- Commercial & Industrial HVAC
- Commercial & Industrial Plumbing
- Commercial & Industrial Electric



### ADDRESSING NEED, MEETING DEMAND

We will also launch additional GED/HiSET instruction to further enhance job readiness.

*High school graduate  
equivalency is  
foundational to many  
in-demand jobs.  
Tec Centro York will offer  
coursework and testing  
to earn this credential.*





*Inaugural*  
**Annual**  
**2025**  
**Report**



TEC CENTRO  
**YORK**

DISCOVER YOUR POTENTIAL

**CONTACT US**



717-400-1006



[www.teccentroyork.org](http://www.teccentroyork.org)



800 East Market Street, York PA 17403

