

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

2016 FCC EEO Public File Report for Charter Communications 12508 - OPS Hampden Cnty MA

This Report Covers September 1, 2015 through August 31, 2016

Total Number of Full-Time Vacancies Filled During This Period: 11
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 41

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State MA
FCC Unit 12508 - OPS Hampden Cnty MA

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1501949	Broadband Installer	CableFax	0	0
		RecruitMilitary	0	0
		Charter.com	7	4
		Direct Employers	0	0
		Indeed*	1	0
		Career Point	0	0
		FutureWorks	0	0
		Chicopee Chamber of Commerce	0	0
		Salvation Army	0	0
		Springfield Business Development Corp.	0	0
		Affiliated Chambers-Commerce	0	0
		Nueva Esperanza Inc/Youth Build Holyoke	0	0
		Human Resources Unlimited	0	0
		Elms College	0	0
		Springfield Technical Community	0	0
		American International College	0	0
		Cambridge College - Springfield	0	0
		Springfield College	0	0
		Western New England College	0	0
		United Way of Southbridge	0	0
YMCA of Southbridge	0	0		
Bay Path College Central MA Center	0	0		
Housing & Economic Resources for Women, Inc.	0	0		

1501949	Broadband Installer	Holyoke Community College	0	0
		Westover Job Corps Center	0	0
		Greenfield Community College	0	0
		Roxbury Community College	0	0
		Massachusetts JobQuest	1	1
		LinkedIn*	1	0
		Google*	4	1
		Multi-Channel News	0	0
		Charter Intranet	0	0
		Porter & Chester Career Event	0	0
		GlassDoor.com	0	0
1501949 Total			14	6
1506334	Broadband Installer	Billboard	1	1
		CableFax	0	0
		RecruitMilitary	0	0
		Simply Hired	1	0
		Charter.com	4	0
		Direct Employers	0	0
		Indeed*	1	0
		Career Point	0	0
		FutureWorks	0	0
		Chicopee Chamber of Commerce	0	0
		Salvation Army	0	0
		Springfield Business Development Corp.	0	0
		Affiliated Chambers-Commerce	0	0
		Nueva Esperanza Inc/Youth Build Holyoke	0	0
		Human Resources Unlimited	0	0
		Elms College	0	0
		Springfield Technical Community	0	0
		American International College	0	0
		Cambridge College - Springfield	0	0
		Springfield College	0	0
		Western New England College	0	0
		United Way of Southbridge	0	0
		YMCA of Southbridge	0	0
		Bay Path College Central MA Center	0	0
		Housing & Economic Resources for Women, Inc.	0	0
		Holyoke Community College	0	0
		Westover Job Corps Center	0	0
		Greenfield Community College	0	0
		Roxbury Community College	0	0
		(blank)	0	0
		Google*	2	0
		Multi-Channel News	0	0
		Craigs List	1	0
		GlassDoor.com	0	0

1506334	Broadband Installer	Employee Referral*	1	1
1506334	Total		11	2
1602820	Broadband Installer	CableFax	0	0
		Company Recruiter	2	0
		RecruitMilitary	0	0
		Charter.com	1	0
		Direct Employers	0	0
		Career Point	0	0
		FutureWorks	0	0
		Chicopee Chamber of Commerce	0	0
		Salvation Army	0	0
		Springfield Business Development Corp.	0	0
		Affiliated Chambers-Commerce	0	0
		Nueva Esperanza Inc/Youth Build Holyoke	0	0
		Human Resources Unlimited	0	0
		Elms College	0	0
		Springfield Technical Community	0	0
		American International College	0	0
		Cambridge College - Springfield	0	0
		Springfield College	0	0
		Western New England College	0	0
		United Way of Southbridge	0	0
		YMCA of Southbridge	0	0
		Bay Path College Central MA Center	0	0
		Housing & Economic Resources for Women, Inc.	0	0
		Holyoke Community College	0	0
		Westover Job Corps Center	0	0
		Greenfield Community College	0	0
		Roxbury Community College	0	0
		Multi-Channel News	0	0
		Charter Intranet	0	0
		Hot Dog Hot Job Event	0	0
		Craigs List	2	1
		GlassDoor.com	0	0
		Employee Referral*	1	0
1602820	Total		6	1
1604456	Maintenance Technician	Charter.com	0	0
		Direct Employers	0	0
		Career Point	0	0
		FutureWorks	0	0
		Chicopee Chamber of Commerce	0	0
		Salvation Army	0	0
		Springfield Business Development Corp.	0	0
		Affiliated Chambers-Commerce	0	0
		Nueva Esperanza Inc/Youth Build Holyoke	0	0
		Human Resources Unlimited	0	0

1604456	Maintenance Technician	Elms College	0	0
		Springfield Technical Community	0	0
		American International College	0	0
		Cambridge College - Springfield	0	0
		Springfield College	0	0
		Western New England College	0	0
		United Way of Southbridge	0	0
		YMCA of Southbridge	0	0
		Bay Path College Central MA Center	0	0
		Housing & Economic Resources for Women, Inc.	0	0
		Holyoke Community College	0	0
		Westover Job Corps Center	0	0
		Greenfield Community College	0	0
		Roxbury Community College	0	0
		Charter Intranet	4	1
		GlassDoor.com	0	0
1604456 Total			4	1
1602264	Sup, Sys Maint & Tech Service	CableFax	0	0
		RecruitMilitary	0	0
		Charter.com	0	0
		Direct Employers	0	0
		Indeed*	1	0
		Multi-Channel News	0	0
		Charter Intranet	5	1
		Rotary Club of Salisbury	0	0
		Camp Hi-Rock YMCA	0	0
		YMCA Camp Sloane	0	0
		Northeast Community Center	0	0
		American Legion	0	0
		GlassDoor.com	0	0
1602264 Total			6	1
Grand Total			41	11

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org
Affiliated Chambers-Commerce	1441 Main Street	Springfield, MA 01103	
American International College	1000 State Street	Springfield, MA 01109	Career Services
American Legion	Lakeville Rd & Rt 44, Millerton, NY 12546		518-789-4755
Bay Path College Central MA Center	1 Picker Road	Sturbridge, MA 01566	
Billboard			
CableFax	4 Choke Cherry Road 2nd Floor	Rockville, MD 20850	Alex Virden
Cambridge College - Springfield	1500 Main Street	Springfield, MA 01115	Career Services
Camp Hi-Rock YMCA	162 East Street, South Egremont, MA 01258		413-528-1227
Career Point	850 High Street	Holyoke, MA 01040	Mary Jane Hurley
Charter Intranet			
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers
Chicopee Chamber of Commerce	264 Exchange Street	Chicopee, MA 01013	
Company Recruiter			
Craigs List			
Elms College	291 Springfield Street	Chicopee, MA 01013	Career Services
Employee Referral*			
FutureWorks	One Federal Street Building 103-3	Springfield, MA 01105	Garian Coulton
Google*			
Greenfield Community College	1 College Drive	Greenfield, MA 01301	
Holyoke Community College	303 Homestead Avenue	Holyoke, MA 01040	
Housing & Economic Resources for Women, Inc.	1035-1037 Dwight Street	Holyoke, MA 01041	
Human Resources Unlimited	60 Brookdale Drive	Springfield, MA 01104	
Indeed*			
LinkedIn*	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com
Massachusetts JobQuest			
Multi-Channel News	9620 Executive Center Dr. N #200	St. Petersburg, FL 33702	Jean Rynaski
Northeast Community Center	51 S Center Street, Millerton, NY 12546		518-789-4259
Nueva Esperanza Inc/Youth Build Holyoke	401 Main Street	Holyoke, MA 01040	
Porter and Chester	1 Dulong Circle	Chicopee, MA	
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com
Rotary Club of Salisbury	326 Main Street, Lakeville CT 06039		860-435-0248
Roxbury Community College	1234 Columbus Avenue	Roxbury Crossing, MA 02120	
Salvation Army	170 Pearl Street	Springfield, MA 01101	
Simply Hired			
Springfield Business Development Corp.	254 Worthington Street, Suite 15	Springfield, MA 01103	
Springfield College	263 Alden Street	Springfield, MA 01109	Career Services

Springfield Technical Community	1 Armory Square	Springfield, MA 01105	Career Services
United Way of Southbridge	155 Main Street	Southbridge, MA 01550	
Western New England College	1215 Wilbraham Road	Springfield, MA 01119	Career Services
Westover Job Corps Center	103 Johnson Drive	Chicopee, MA 01022	
YMCA Camp Sloane	124 Indian Mountain Road, Lakeville, CT 06039		860-435-2557
YMCA of Southbridge	43 Everett Street	Southbridge, MA 01550	

* The sources marked with (*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a referral source precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them independently via their own systems. Charter does not post with directly and cannot track.

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Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

Telephone Number	Entitled to Notification?	Total Number of Referrals
317-874-9000	No	0
www.agawamchamber.com/	No	0
www.aic.edu/	No	0
	No	0
	No	0
		1
301-354-1619		
	No	0
	No	0
	No	0
www.careerpointma.org	No	0
	No	9
314-965-0555	No	12
	No	0
	No	2
	No	3
www.elms.edu/	No	0
	No	2
www.futureworks-now.com	No	0
	No	6
	No	0
	No	0
	No	0
	No	0
www.hru.org/	No	0
	No	3
312-650-7593	No	1
	No	1
1.727.497.6565 x3335	No	0
	No	0
	No	0
Eric Fernandez 413-593-2052	No	0
513-683-5020	No	0
	No	0
	No	0
	No	0
	No	0
	No	1
www.springfielddowntown.com	No	0
	No	0

www.stcc.edu/	No	0
	No	0
www.wnec.edu/	No	0
	No	0
	No	0
www.tricomcommunitymca.org/	No	0

recruitment source; and/or (2) Interviewees were unable to identify more
 fore, often learn about Charter's job vacancies from sources that Charter

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sources, including, but not limited to, educational institutions, state workforce

Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	Broadband & Maintenance Technician career progression	Ongoing	Charter Communications provides in-house technical training for career progression opportunities for our technicians to enhance their skills to better prepare them for their current jobs and/or advanced positions.
5	NCTI & SCTE Training Programs	Ongoing	Technicians have established career paths where they can advance to higher positions, and also have access to educational programs and materials at Charter's expense from industry organizations such as the National Cable Television Institute and the Society of Cable Telecommunications Engineers.
6	Porter & Chester Job Fair	1/14/2016	Job Fair hosted by Porter & Chester Institute
7	Hot Jobs Hot Dog Job Event	6/10/2016 (rain date)	Job Fair hosted by Career Point in Holyoke, MA
8	Hot Jobs Hot Dog Job Event	6/19/2015	Job Fair hosted by Career Point in Holyoke, MA

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

2016 FCC EEO Public File Report for Charter Communications 12508 - OPS Hampden Cnty MA

This Report Covers September 1, 2015 through August 31, 2016

Total Number of Full-Time Vacancies Filled During This Period: 18
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 55

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State MA
FCC Unit 12508 - OPS Hampden Cnty MA

Req #	Job Title	Source	Interviewees Referred	Number Hired
1503630	Direct Sales Rep	CareerBuilder.com	1	0
		Indeed	1	0
		LinkedIn	1	1
		charter.com	4	1
		Direct Employers	0	0
		Referral*	2	0
1503630 Total			9	2
1504841	Direct Sales Rep	CareerBuilder.com	1	0
		LinkedIn	1	1
		charter.com	2	1
		Direct Employers	0	0
		Referral*	1	0
1504841 Total			5	2
1505881	Direct Sales Rep	CareerBuilder.com	1	0
		Indeed	3	2
		charter.com	1	1
		Direct Employers	0	0
1505881 Total			5	3
1601090	Direct Sales Rep	Indeed	1	0
		Direct Employers	0	0
		Referral*	1	1
		Charter TV	1	0
1601090 Total			3	1

1601580	Direct Sales Rep	LinkedIn	1	0
		Monster	1	1
		charter.com	1	0
		Direct Employers	0	0
		Charter TV	1	0
1601580 Total			4	1
1602063	Direct Sales Rep	CareerBuilder.com	1	0
		GlassDoor	1	1
		Indeed	1	1
		charter.com	3	0
		Direct Employers	0	0
		Referral*	2	1
		Charter TV	1	0
1602063 Total			9	3
1603800	Direct Sales Rep	Direct Employers	0	0
		Referral*	2	2
1603800 Total			2	2
1601280	Store Associate	Indeed	5	0
		charter.com	1	1
		Direct Employers	0	0
1601280 Total			6	1
1506358	Store Associate	Indeed	2	0
		LinkedIn	1	0
		charter.com	1	0
		Direct Employers	0	0
		Referral*	1	0
		Charter TV	1	1
1506358 Total			6	1
1506183	Store Associate	charter.com	1	1
		Direct Employers	0	0
1506183 Total			1	1
1601943	Store Associate	Indeed	3	1
		charter.com	2	0
		Direct Employers	0	0
1601943 Total			5	1
Grand Total			55	18

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	16
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	1
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	4
Charter TV						4
CareerBuilder*						4
Indeed*						16
Employee Referral						9
Monster						1

* The sources marked with (*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment source; and/or (2) Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them independently via their own systems. Applicants, therefore, often learn about Charter's job vacancies from sources that Charter does not post with directly and cannot track.

Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	Career Progression for Store Employees	Ongoing	The <i>Charter Store Career Progression Program</i> offers our Store Representatives a well-defined opportunity for job and salary advancement. Representatives will soon have a clear path for advancing to the newly created position of Store Specialist , and that path will be identical for every current Representative. The program outlines a structured career path for Store Representatives and provides an environment in which they are recognized for their contributions to Charter's success. It also provides motivation, recognition and rewards for employees who consistently exceed our expectations. Additionally, the program will improve our ability to attract top sales talent to Charter by providing those individuals with a competitive compensation structure and formal career path.

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**2016 FCC EEO Public File Report for Charter Communications
12508 - OPS Hampden Cnty MA**

This Report Covers September 1, 2015 through August 31, 2016

Total Number of Full-Time Vacancies Filled During This Period: 1
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 4

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State MA
FCC Unit 12508 - OPS Hampden Cnty MA

Req #	Job Title	Source	Interviewees Referred	Number	
				Hired	
1604247	Assoc ISP Ops Engineer	RecruitMilitary	0	0	
		Internal	3	1	
		Multichannel News	0	0	
		Direct Employers	0	0	
		Referral*	1	0	
		Cable Fax	0	0	
1604247 Total			4	1	
Grand Total			4	1	

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	0
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	0
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Multichannel News	28 E 28th Street	New York, NY 10016			No	0
Cable Fax	9211 Corporate Blvd	Rockville, MD 20850			No	0

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Supplemental Recruitment Initiatives:

#	Name	Date	Description
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4			
5			