

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
12658 - OPS Denton Cnty TX**

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: 2

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

FULL-TIME VACANCIES FILLED

State TX
 FCC Unit 12658 - OPS Denton Cnty TX

Req #	Job Title	Source	Number	
			Interviewees Referred by	Hired
1602925	Broadband Technician Sr	Internal	1	1
		Charter.com	1	0
		Directemployers.com	0	0
1602925 Total			2	1
Grand Total			2	1

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?
10th Annual Career & Technical Education Student Job Fair	1849 E. Central Drive #E	Bedford, TX 76022	Monica Chavez	817-354-3541	No
Americas-fs.org	3000 Mountain Creek Parkway	Dallas, TX 75211	Rich Lakers	972-342-5504	No
Arlington Answers Job Fair	2350 South west Green Oaks blvd	Arlington, TX, 76011	Arlingtonanswers.com	N/A	No
Beyond.com	N/A	N/A	Beyond.com	N/A	No
Brighter Outlook Job Fair	4910 Dunbar St.	Ft Worth, TX 76105	FTWHSA.gov		No
Cabl Bar	3501 Route 42 # 130	Turnersville, NJ 08012	http://bar.cabl.com/	N/A	No
Cablcom	N/A	N/A	www.cabl.com	N/A	No
Cable 360	88 Pine St # 510	New York, NY 10005	www.cable360.net/jobs	N/A	No
Cablefax Daily	N/A	N/A	www.cablefaxcable.com	N/A	No
Career Solutions	N/A	N/A	careersolutionsworkshop.org		No
Careerbuilder	N/A	N/A	Careerbuilder.com	N/A	No
Clear Channel Billboard	N/A	n	Clearchannel.com	N/A	No
CareerOneStop.com	N/A	N/A	CareerOneStop.com	N/A	No
Careersolutions Community Job Fair	2920 Windstone Ct	Bedford, TX, 76021	www.careerworkshops.	N/A	No
Charter Cross Channel - Television Commerce	1605 Des Peres Road, Suite 300	St. Louis, MO, 63131	www.charter.com	314-394-2563	No
Charter Jobs OnDemand	N/A	N/A	N/A	N/A	No
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No
City of Dallas Diversity job fair	6055 Lydong B Johnson Freeway	Dallas, Tx 75240	citycareerfair.com	562-409-0056	No
Congressman Marc Veasey 33rd Congressional District	2300 Circle Drive	Ft Worth, TX, 76119	N/A	817-920-9086	No
Craigslist	N/A	N/A	www.craigslist.org	N/A	No
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No
East Texas Veterans Alliance Job Fair	13592 State Highway 31 West	Tyler, TX 75709	eventbrite.com		No
Employee Referral	N/A	N/A	N/A	N/A	No
Excelerator Job Fair	15100 Houston Street	Ft Worth, TX	The Fort Worth Chamber of Commerce	N/A	No
FaceBook.com	N/A	N/A	Facebook.com	N/A	No
Ft Worth Alliance Job Fair	13825 Aviator Way	Ft Worth, TX	N/A	817-548-5274	No
Ft Worth Chamber of Commerce	15100 Houston Street	Ft Worth, TX	Cynthia Miller		No
Ft Worth Housing Authority	1201 East 13th Street	Ft Worth, TX,76102	Glenn Nixon	817-333-3523	No
Ft Worth ISD job Fair	3401 West Lancaster Ave	Ft Worth, TX 76107	FTWISD.com		No
Gateway Church	7501 Davis Blvd	North Richland Hills, Tx	Gatewaychurch.org		No
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No
Goodwill Industries	4005 Campus Drive	Ft Worth, TX 76119	Goodwill Industries	N/A	No
Google.com	N/A	N/A	Google.com	N/A	No
Great Commission Baptist Church Job Fair	7700 McCart	Ft Worth, 76119	Dr. Dale Allen	817-346-1869	No
Hero2Hired	N/A	N/A	https://h2h.jobs/	N/A	No
Hiring our Heroes	4210 Hercules Rd., NAS	Ft Worth, TX 76127	Hiringourheroes.org	202-360-0471	No
Indeed.com	N/A	N/A	Indeed.com	N/A	No
Internal	N/A	N/A	www. Charter .com	N/A	No
Job Central	N/A	N/A	www.jobcentralcom.com	N/A	No
Job Fair 520	5565 Truman Drive	Ft Worth, TX, 76112	JobFair520.Eventbrite.com	N/A	No
Jobinventory.com	N/A	N/A	Jobinventory.com	N/A	No
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No
Military job fair Dallas Baptist	3000 Moutain Creek Parkway	Dallas, TX 75211	americas-fs.org	972-342-5504	no
Military.com	N/A	N/A	Military.com	N/A	No
Monster.com	N/A	N/A	www.monster.com	N/A	No
North Lake College Job Fair	5001 North MacArthur	Irving, Tx 75038	Crystal Larthridge	972-273-3145	No
North Texas Regional Job Fair	1800 Highway 26 east	Grapevine, TX, 76051	Jo Tellin	817-807-3962	No
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No
Simplyhired.com	N/A	N/A	www.simplyhired.com	N/A	No
Texas Veterans Commission/V.A. Industries	101 New York	Ft Worth, TX	TexasVA.com	N/A	No
Texas Wesleyan University	1201 Wesleyan St	Ft Worth, TX 76105	Rbone@txwes.edu	N/A	No

Texas Workforce Commission	1320 S. University Drive, Suite 600	Fort Worth, Texas 76107	TWC.gov	N/A	No
Texas Workforce Solutions	1320 S. University Drive, Suite 600	Fort Worth, Texas 76107	Amber Gosser	817-804-4255	No
USJobs.com	N/A	N/A	https://www.usjobs.com	N/A	No
Veterans Job Bank	N/A	N/A	www.military.com/Veter	N/A	No
Workforce Solutions Job Fair	8701 Bedford Eules, Rd	Hurst, TX, 76053	TWC.gov	N/A	No
Yahoo.com	N/A	N/A	Yahoo.com	N/A	No
ZipRecruiter.com	N/A	N/A	ZipRecruiter.com	N/A	No

* 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 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 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.

Total Number of Referrals

1
1

1/or (2)
ms. Applicants,

: not limited to,

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
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	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
4	Electronic Digital Billboard	2/1/16-3/6/16	This method of advertising was used to recruit Broadband Technicians and Advanced Broadband Technicians
5	Workforce Solutions	Ongoing	Over 500 non-profit organizations are notified of job openings in this employment unit - including the following: AARP Senior Employment, American Indian Chamber, CareerLind Network, City of Fort Worth, Fort Worth Hispanic Chamber, Fort Worth Housing Authority, Safe Haven of Tarrant County, Tarrant Area Food Bank, Women's Center of Tarrant County, Urban Inter-Tribal Center of Texas. United Way, UTA/Educational Opportunity Center, Tarrant County College, FW Metropolitan Black Chamber. In addition we attended over 6 job fairs and over 7 job club job fairs held for the Texas workforce Solutions in their Alliance, Ft Worth, Hurst, and Grand Prairie locations.
6	Hiring Our Heroes Career Fair	10/27/2015	Targeting job opportunities for recent Ex-Military Personnel. Helping them get back into the regular workforce.
7	Job Links Excelerator	Ongoing	This meeting was attended by HR Staff - Hosted by Tarrant County College - A proven tool for communicating workforce opportunities by combining employer's information about the hiring process with the skills of a placement specialist. This meeting brings the employer and candidate
8	Ft Worth ISD Job Fair	7/11/2016	The purpose of the job fair was to reach out to recently and current graduating students in order to have them start more than just a job, but find a career. It really focused on those persons who were not wanting to go to college.
9	Ft Worth Housing Authority	5/12/2016	A job Fair that was being conducted by the Ft Worth Housing Authority. A job fair focusing on putting low income individuals a new job and career.
10	City of Dallas Diversity job fair	2/17/2016	It was a job fair being hosted by the city of Dallas that really focused on Veterans, Women's, LGBTQ, Mature Workers, and people with disabilities.
11	Military job fair Dallas Baptist	3/15/2016-3/16/20	A job fair that was strictly focused on getting those who served in the military back to work.
12	Charter Communications	Ongoing	Charter Communications has a career path program for Broadband Technician and Maintenance Technicians. Technicians can self promote through training and job proficiency. This program provides career progression opportunities for Technicians to strengthen and expand their abilities in their field, and enables Technicians to control their own career progression and wages.
13	Charter Communications	Ongoing	Charter Communications offers employees the opportunity to increase their knowledge/job skills by taking courses through Jones/NCTI at no cost to the employee if company set criteria is met.
14	Charter Communications	Ongoing	Charter Communications offers employees online ongoing training through Charter University. Courses offered on this site can be taken to gain job knowledge and skills.
15	The Career Explosion Tour	4/6/2016	This a branch of the Texas workforce Solution that tries to help troubled and at risk youth. The program is designed to bring local business to the teen that shows them how choosing a career can be fun and great for their future.

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 12658 - OPS Denton Cnty TX

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

Total Number of Full-Time Vacancies Filled During This Period: 5
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 8

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

FULL-TIME VACANCIES FILLED

State TX
FCC Unit 12658 - OPS Denton Cnty TX

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1407687	Direct Sales Rep	Charter.com	1	1
		Direct Employers	0	0
1407687 Total			1	1
1604999	Store Associate	Direct Employers	0	0
		Referral*	1	1
1604999 Total			1	1
1604194	Direct Sales Rep	Indeed	1	0
		Direct Employers	0	0
1604194 Total			1	0
1505032	Store Associate	Indeed	1	1
		Direct Employers	0	0
1505032 Total			1	1
1506101	Store Associate	Indeed	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	1
1506101 Total			3	1
1507378	Store Associate	Charter.com	1	1
		Direct Employers	0	0
1507378 Total			1	1
Grand Total			8	5

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	3
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
Indeed*						3
Employee Referral						2

* 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.