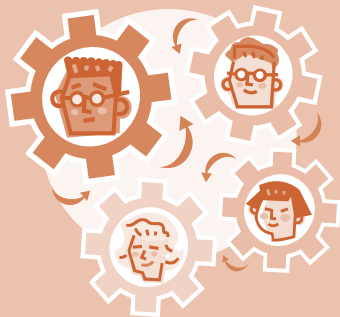




## NOVEMBER E-NEWSLETTER

### Workforce Forum Planned



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Following up on the *Tri-County Workforce Investment Board's* strategic plan, a small group of WIB Board members and others involved in workforce development are planning a *Workforce Forum* to identify the important issues for workforce development in our area, to strategize on ways to address these issues, and to implement action plans to move workforce development ahead.

In the coming month, both employers and educators will be asked to complete surveys

designed to help identify these key issues. The feedback received from these surveys will be used to determine the focus of individual break out sessions to be held during a workforce forum kick off event. This event is tentatively planned for mid-March 2007.

If you have any questions or suggestions regarding this initiative, please contact the Trust at (724) 543-2599 or [davidaet@alltel.net](mailto:davidaet@alltel.net).



### Family Caregiver Mini Series

*"To learn more about the Alzheimer's Association, visit their web site at [www.alz.org](http://www.alz.org)*

The four-part *Family Caregiver Mini Series* presented by the Alzheimer's Association continues on November 7 and 14, with sessions on *Services and Resources*,

*Planning for the Future, and Stress Management for the Caregiver.*

For more information or to register, contact the Trust at (724) 543-2599



THE COMPASSION TO CARE,  
THE LEADERSHIP TO CONQUER



## IT Consortium Assessment

Within the last month, information technology and communication services employers in Armstrong, Butler, and Indiana counties should have received a mailing asking for responses to a web survey with questions about interest in programs and opportunities that a consortium might provide.

The information collected in this assessment will be used to determine what issues and concerns will be addressed by the consortium as well as to prepare a capacity building proposal for the consortium.

If you have not yet responded to this survey or did not receive the mailing, please contact the Trust at (724) 543-2599 or [davidaet@alltel.net](mailto:davidaet@alltel.net).



## Gannon University Graduate Programs Open House

On Thursday, November 16, Gannon University will hold an open house for graduate programs for educators at the Armstrong Education Center from 3:00 to 5:30 PM.

For more information or to register to attend, please contact the Trust at (724) 543-2599.



## Educational Opportunity Centers Workshops

Are you thinking about college or vocational school? Attend a workshop to help you get started!

3:00 PM and *Financial Aid* on Tuesday, November 28 at 1:00 PM.

These programs will be held at the Armstrong Education Center.



In November, workshops offered for adults by the Educational Opportunity Centers of Southwest Pennsylvania include *Careers* on Tuesday, November 14 at

For more information or to register, please contact the Armstrong Educational Trust at (724) 543-2599 or EOC at (800) 378-6230.



Small Business Development Center  
Clarion University  
*Helping businesses start, grow, and prosper.*

## Success Story

### TRUITT'S KITTANNING KWICK-LUBE



Take a hard-working guy like Gary Truitt, add a challenging business opportunity like Kwik Lube, multiply that by commitment, competency and family support and what do you get? A success story like no other.

Truitt's Kittanning Kwik Lube is a service operation catering to motor vehicle operators who demand and receive quick turn-around for oil changes and filter replacements. Its owner, Mr. Gary Truitt, conducts business with a passion and conviction that is proof positive that hard work with customer commitment counts.

Having opened in 2004, Truitt's Kittanning Kwik Lube quickly started to develop a loyal, repeat customer base. Mr. Truitt lives up to his promise of a 15-minute turn-around time for oil changes. Mr. Truitt's unrelenting attentiveness to customer service is a key to his success, a principle that is passed onto his staff so they will perpetuate the same tenet. Service includes checking fluids, air pressure, belts and wiper blades and cleaning exterior windows. And all cars are

vacuumed before they leave the garage. Now who wouldn't want that!

Gary and Cathy, his wife, started out with their two sons, and have since hired two additional employees to accommodate the volume of business that has continually grown since its inception.

"Each month brings new customers to our already loyal customer base", explains Cathy Truitt. "This past July over 1,000 customers were served and the number keeps growing".

"Our business volume is surpassing even our suppliers' expectations", states Gary. "At this point we're out-selling even those who have been operating over five years".

These are not boastful comments, just truisms. "Be true to your name, do what you promise and they (the customers) will respond", adds Cathy. Other keys to Mr. Truitt's success include a comfortable customer waiting area, with complementary coffee. Each customer is greeted with a smile and warm welcome, in addition to making sure that every need is fulfilled.



Truitt's Kittanning Kwik Lube +  
Extra-ordinary service X  
Gary Truitt=  
Equation for SUCCESS

"We're friendly, helpful and quick so your experience with us will be a pleasant one."



- Cathy Truitt

**Client Name:** Gary Truitt  
**Owners/Operators:** Gary and Cathy Truitt

**Company Name:**  
Truitt's Kittanning Kwik Lube

**Address:**  
Indiana Pike Hill  
Kittanning, PA  
(724) 543-1776

**Industry:** Automotive Service

**Year Founded:** 2004

**SBDC Assistance:** Business Planning, Marketing Plan, Financial Projections, Loan Packaging  
**Additional Partners:** Commercial Bank; Office of Vocational Rehabilitation

**Clarion University SBDC  
Kate Curtis, Business  
Consultant**

102 Dana Still Hall  
Clarion, Pennsylvania 16214  
814-393-2060  
kcurtis@clarion.edu  
www.clarion.edu/sbdc

"STARTING A SMALL BUSINESS" workshops available at:

ARMSTRONG EDUCATION CENTER

To register, contact the SBDC at 877-292-1843 toll free



**NOVEMBER E-NEWSLETTER**

81 Glade Drive  
Kittanning PA 16201

Phone: 724-543-2599

Fax: 724-545-6127

E-mail: [armeduded@alltel.net](mailto:armeduded@alltel.net)



## **AET Mission Statement**

The Armstrong Educational Trust brings post-secondary education and training opportunities to Armstrong County.

To accomplish this we:

- Survey education and training needs.
- Convene educational providers to identify programs that meet those needs.
- Provide instructional facilities and a computer lab.
- Provide financial aid and career counseling to adults.
- Market provider program offerings.

# **"Training for Life"**

## **Educational Links**

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

This is one of the first stops PA residents should make. This site offers information on the PA State Grant Program, PA loan forgiveness programs, and other PA award programs.

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

Your free, interactive career and college planning Website which provides comprehensive resources for developing your postsecondary education plans. This site provides 24-hour access to self-assessment and career development tools.

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

Developed to help guide non-traditional students through the transfer process from a community college or 2-year school to a 4-year school.

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

Match your skills with possible careers

[www.pavcc.org/index.shtml](http://www.pavcc.org/index.shtml)

PA Virtual Community College

[www.chc.hcwp.org](http://www.chc.hcwp.org)

Explore health care careers

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

Learn about fast growing jobs

[www.stats.bls.gov/home.htm](http://www.stats.bls.gov/home.htm)

Information about careers

[www.upromise.com](http://www.upromise.com)

Discover a new way to save for college

