

WORKFORCE INVESTMENT ACT

STATE SUCCESS STORIES

Program Year

2014



EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR

State Annual Reports:
www.doleta.gov/performance/results/AnnualReports/annual_report.cfm

WORKFORCE INVESTMENT ACT STATE SUCCESS STORIES

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CONTENTS

Foreword.....	1
Workforce Investment Act Adult Program Success Stories	2
Workforce Investment Act Dislocated Worker Program Success Stories.....	31
Workforce Investment Act Youth Program Success Stories.....	62
Trade Adjustment Assistance (TAA) Success Stories.....	91
Other Workforce System Program Success Stories	
Ex-Offender	95
Others.....	100

Foreword

Each year states prepare and submit annual narrative reports on accomplishments under the Workforce Investment Act (WIA) training and employment programs to the Employment and Training Administration, similar to that of an organization's annual report to its stockholders. In the reports, many states highlight participants, employers and other "success stories" that focus attention on achievements of different programs. These personal stories illustrate how states have responded to unemployed participants; providing tax dollar-funded services that have made a difference in the lives of many individuals.

The success stories are excerpted directly from the Program Year 2014 States' WIA annual report narratives, which are located on the Department of Labor's (the Department) website at:
http://www.doleta.gov/performance/results/AnnualReports/annual_report.cfm.

In general not every state includes individual participant success stories in their annual reports. This explains why some states are not included in this compilation and is in no way an indication that these states did not have noteworthy individual participant successes throughout Program Year 2014. Furthermore, some states submitted numerous stories across various programs, and only a small collection was selected to highlight the unique successes achieved by the programs.

These stories focus on WIA Adults, Dislocated Workers, Youth (ages 14-21),

and Trade Adjustment Assistance (TAA) participants, who have benefited from program services such as assessments, the development of an individual employment plan, classroom training, on-the-job training, job search assistance, and emergency support because of natural disasters. Some stories are from sector specific programs for at-risk youth, such as YouthBuild. YouthBuild provides job training and education to recipients ages 16 to 24, while they construct housing for low-income or homeless families. Additionally, there are some stories highlighting services targeted toward veterans. Thus, there are a number of stories from the range of programs supported by the Department, included in this compilation.

The highlighted success stories have been minimally edited, only as needed for clarification and consistency, but are generally included as the states present them in this aggregate form, as a point of access to the success stories resulting from the Workforce Investment System.

The Department plans to continue to compile and disseminate WIA participant success stories from States' annual report narratives as an added way to put a face on performance—participants benefiting from these programs as well as to showcase to the public the significant impact of investments made in WIA training and employment programs.

Workforce Investment Act

Adult Program Success Stories

Alabama

Mr. Brown's Success Story

Mr. Brown was determined eligible as an Adult under the Workforce Investment Act (WIA) at the Demopolis Career Center. He elected to train for the Commercial Driver Licensing (CDL) program attending ESD Schools, LLC. satellite location in Bessemer, Alabama. After receiving training during the period December 8, 2014 through January 9, 2015 he successfully passed his Alabama CDL skills testing and received his Class-A CDL. Mr. Brown was recruited and accepted a driver position with a national trucking company. After completing his employer's training program, he continues to drive local runs supporting an automobile assembly plant in northwest Alabama with materials from Tier-1 and Tier-2 suppliers in both Alabama and Mississippi.

Ms. Eby's Success Story

Ms. Eby came to the Brewton Career Center in hopes of training and obtaining employment due to the fact she was a single parent and had never held full-time employment. She showed an interest in the Design and Drafting program at Jefferson Davis Community College in Brewton, Alabama. With the assistance of an Individual Training Account funded through the Workforce Investment Act, she began training in January 2014 in Design and Drafting at the college. She never received a

grade below an A and graduated Magna Cum Laude. Prior to graduation Ms. Eby obtained employment at the local iron works as a Design and Drafter at a beginning salary of \$13.00 per hour.

Mr. Stewart's Success Story

Mr. Stewart started with Jefferson County Center for Workforce Development (CWD) in the youth program at the age of 18. He completed Electrical I as a youth with Construction Education Foundation of Alabama (CEFA), then came back to the program as an adult and is now enrolled in Electrical II and III at CEFA. CEFA helped Mr. Stewart gain employment while he studies at M&A Electrical. He reports that the project to which he is assigned is an old building that is being re-wiring from the ground up. This is providing an enormous learning experience. He recently received a \$2.00 per hour raise on his job, moving his hourly wage from \$10 to \$12 per hour. His goal is to complete Level 4 electrical and work enough hours to become a journeyman. The electrical journeyman's starting salary, offered by his current employer, is around \$20 per hour. After he has gained the experience he needs, he plans start his own business. He and his mother are grateful to the One-Stop Center and CEFA for allowing him this opportunity to gain valuable training that should ensure his employment for years to come. He constantly refers people he meets to the program.

Alaska

TJ's Success Story



TJ came to the Anchorage Career Support and Training Services (CSTS) in March 2015 after moving to the city from the native village of Alakanuk. He had no formal training and possessed limited work experience that included working at the Alakanuk Native Store. TJ had a desire to work in the mining industry. TJ's initial assessment showed that he had an interest in the maintenance/mining field. He had been offered a position with Brice Incorporated but it was contingent upon successful completion of a two week Mining and Petroleum Training Service training offered through the University of Alaska. The training was located at the Delta Mine in Fairbanks and TJ did not have the resources to pay for the training tuition or travel to the training. Career Support and Training Services (CSTS) staff worked with a regional native corporation and other funding sources to assist TJ with the travel, housing, food and tuition for training. TJ was enrolled in the Adult program on March 27, 2015 and was successfully exited on April 17, 2015, with employment at Brice Incorporated making \$16 per hour.

Jeremy's Success Story



Jeremy was attending the University of Alaska Automotive Technology program and as part of his program he needed to find an externship at an automotive shop. Around the same time, the owner of Agens Automotive approached the Anchorage Job

Center Business Connection looking for a mechanic and was interested in pursuing an on-the-job training situation. Due to solid referral mechanisms, the Business Connection referred the mechanic shop to CSTS. After working with CSTS to find the right person for the internship, Jeremy was identified as a possible hire. Jeremy's requirement for an externship, coupled with the need to financially support his family while attending school made this a win-win situation. The on-the-job contract was negotiated with the employer and included a provision to help Jeremy obtain his Automotive Service Excellence (ASE) certificate. Jeremy successfully completed his on-the-job training, received his ASE certificate, and graduated from the University of Alaska. He continues to work for Agens Automotive and is earning \$18 per hour. Jeremy was enrolled in the Adult program on May, 22, 2014 and exited on May 20, 2015. Both Jeremy and Agens Automotive are grateful for the assistance they received.

Arizona

Brittney's Success Story

Brittney is a 21-year-old single mother of a 12-year-old child and a 9-month-old baby. Her entire résumé consisted of one job working at Jimmy Johns Sandwiches as a cashier making \$7.80 per hour. She enrolled into the WIA Adult Program and was assisted in completing a training plan to become a Medical Assistant (MA). WIA funds paid for her tuition to attend the MA certificate program at Pima Community College. When she completed and received her MA Certificate she was hired full-time at Adobe Gastroenterology with a starting wage of \$10.00 per hour.

Ricardo's Success Story

Ricardo, a young adult unable to find employment after Core and Intensive Services, used several career exploration tools and became interested in obtaining a Commercial Driver's License. Once the eligibility process was complete, he started training at a WIA Eligible Training Provider List (ETPL)-approved truck driving school in Tucson, Arizona. Ricardo completed his training, received his certificate and obtained his credential from the Department of Motor Vehicles. Ricardo is currently working for a trucking company traveling in and out of state.

Joyce's Success Story

Joyce is a 32-year-old married female living with her spouse and young son in a rented apartment. She was working part-time as a Rehabilitation Technician, and her spouse was not employed. She was receiving food stamps and Women, Infants, and Children (WIC) benefits. She had a high school diploma from Nigeria and a GED from California. She was a Certified Nursing Assistant (CNA) and wanted training to be a Licensed Practical Nurse (LPN). She was selected for the LPN training program through Pima Community College (PCC). She completed her training program and received her LPN license on May 1, 2015. She started work full-time as an LPN on May 21, 2015 at Catalina Post-Acute Care & Rehabilitation with a starting wage of \$21.00 per hour.

Arkansas

Conneshia's Success Story

Conneshia is a single parent who struggled to attend school and work part-time. With the part-time job, she was unable to make

ends meet or provide for her and her children. Conneshia's goal in life was to become a nurse so she could provide a better life for her family. She was accepted into the Practical Nursing Program at Arkansas Northeastern College but was concerned about being able to afford the program with limited funds. Until one day, a representative from WIA came to her class and discussed services available under the WIA program. After completing the eligibility process, WIA paid for her tuition. Conneshia successfully completed the Licensed Practical Nurse (LPN) program and was able to obtain full-time employment at a nursing home. With this opportunity, she was able to provide a better wage and better standard of living for her and her children.

Randi's Success Story

Randi is a mother of five children who decided to take her first college course at the age of 31. Her family struggled to make ends meet but she knew a Registered Nursing (RN) degree would provide a stable financial future without government assistance. After being accepted into the RN program at Arkansas Northeastern College, she learned about WIA and how it could help her family. WIA provided tuition assistance and she graduated in May 2015 with an Associate Degree in Nursing. After taking her board exams, she was hired by St. Bernard's Medical Center in Jonesboro. Randi stated.

"We went from struggling to pay the bills and putting food on the table to staying caught up, having no late payments, and enjoying life without the worry of how are we going to do it this month."

Tommie's Success Story

Tommie was a middle-aged man in Southeast Arkansas without a job, a home or

a plan for the future. He was living in a deer stand that burned down. The temporary roof he did have over his head was taken from him. Tommie was a frequent visitor to Department of Workforce Services (DWS) offices within the region. He applied for jobs frequently and was provided with information on how to become a more effective job seeker. Tommie inquired about the services offered through the WIA program. After visiting the WIA office to receive core services and career guidance, Tommie decided that he wanted to pursue a truck driving career. He was approved to receive training funds through the WIA program after completing the eligibility process. Tommie completed his training and received his Commercial Driver's License in March 2015. He received further job search services and went to work April 2015 for U.S. Express. With determination, Tommie is reminded wherever you are in life; you do not have to stay there.

California¹

Yolanda's Success Story

As a Manager Administrator, Yolanda was laid off. She remained unemployed for eight months. The biggest challenges Yolanda faced in seeking employment were being overqualified and being one of too many applicants applying for the same job. After receiving a referral from the Employment Development Department (EDD), Yolanda visited the Southeast Los Angeles County Workforce Investment Board (SELACO WIB). She needed help finding a job as an Executive Assistant. Yolanda received encouragement and job leads daily. She also received financial assistance with gas

¹ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

and professional clothing. Yolanda searched for jobs online, networked with family and friends and used the Cerritos Career Center. Yolanda applied for a full-time Executive Assistant position at Su Casa, and she was offered the job! She advises new and returning WIB customers to "Be patient, [and] be considerate to the SELACO WIB staff! They are here to help you!"

Donna's Success Story

Donna came to Sutter County One-Stop after a friend told her about the business courses offered through their training partners. She had been a stay-at-home mom and had been out of the workforce for over 27 years. When she quit working, businesses were still using typewriters, not computers. When family finances became strained, she began looking for a job, but did not have any success. After attending the orientation meeting at Sutter County One-Stop she learned that she qualified for the Workforce Investment Act program, which helped pay for her required books and testing fees. Donna enrolled in classes to learn computer skills, bookkeeping, and office management skills. While a student, Donna served as Secretary on the Student Advisory Council and at graduation in 2011 she received a "Student of the Year" award. Equipped with the tools and skills she had acquired, she was soon hired at Grays Business Services in August of 2011. She continues to refine her skills on the job as she works as a bookkeeper and tax preparer.

Colorado

Larry's Success Story

When Larry registered with the Southeast Workforce Center, he had an 11th Grade education and no GED high school equivalency diploma. Staff explained the

benefits of achieving his GED to him, but he could not afford to attend school without pay, and needed to find a job as quickly as possible. The Workforce Center found an employer, Pioneer Health Care Center, who was willing to provide Larry with an On-the-Job Training (OJT) opportunity funded by the Unemployment Insurance (UI) Pilot Project. Pioneer taught Larry the skills necessary to secure permanent employment. During his OJT, Larry received wages as well as supportive services. In March 2014, at the end of his training, Larry was offered a permanent position with Pioneer and is currently earning \$11.00 per hour, a fair and competitive wage for southeastern Colorado.

Nina's Success Story

Nina came to the Glenwood Springs Workforce Center because she had a job offer as a truck driver if she could obtain her commercial driver's license (CDL). She was struggling just trying to support herself and six children and needed a higher paying job. Nina had contacted a truck driving training program and found that she could not afford the cost. The truck driver school referred her to the workforce center to see if one of the training programs could help. The Glenwood Springs Career Coach enrolled Nina into the Workforce Investment Act program to assist with tuition cost and referred Nina to Garfield County Social Services for other assistance, including Supplemental Nutrition Assistance Program (SNAP), formerly Food Stamp Program, and Temporary Assistance for Needy Families (TANF). The workforce program provided funding for the training and social services also provided assistance with gas vouchers to be able to commute to the school which was 90 miles, one-way. Nina completed the training and got her commercial driver's license (CDL-A). The job offer she had prior to training was no longer

available, so the career coach and Nina searched for other appropriate jobs, updated her résumé, and completed online applications. Nina did find work as a dump truck driver, earning \$20.00 per hour. She enjoys the job and the financial stability that the wage has offered. Congratulations, Nina!

Allen's Success Story

Allen came to the American Job Center (AJC) at age 73. Determined to overcome the cards that life had recently dealt him, he connected with AJC's "Experienced Workers Job Club." Through the contacts made, and by his perseverance Allen was able to create and present a two hour workshop to this group. Allen also earned his Certified Management Consultant certificate, and was able to apply many of the principles learned in this training to his own consulting business, thus increasing his prospects by 20+ new ones.

Delaware

Brittney's Success Story



Brittney has a great success story to share; she came to Fox Valley Division of Employment & Training for Assessment in July of 2013. She started

Certified Nursing Assistant training in August and was certified in October of 2013. In February of 2014 she completed Phlebotomy training and hasn't looked back since. She is currently employed with Christiana Health Care and is planning to start a Registered Nurse program in the near future. As the mother of two wonderful young sons she realizes the value of a sound education and will continue to

strive towards her goals while paving the way for them.

District of Columbia

Ms. West's Success Story

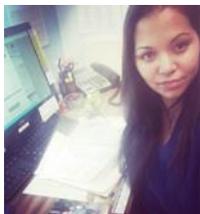
Ms. West, a native Washingtonian, 29-year-old D.C. resident living in Ward 8 determined her occupational goal was to obtain full-time employment as a support specialist in human services. An Opportunity Specialist from Department of Employment Services (DOES) Employment Opportunities Team (EOT) provided her with career counseling and résumé preparation services. She was also provided services to educate her on effective interviewing techniques. She was referred to D.C. Human Resources for an opportunity as an Intake Specialist for Human Services. Ms. West was hired as a DS Grade 7 with a salary of \$36,000.00 per year.

Ms. Marks' Success Story

Ms. Marks was a client that completed paralegal training at the Paralegal Institute through WIA funding. After her training she indicated she was working at a small firm, but was not consistently getting paid and eventually was let go by the employer. Additionally, she indicated she was over 65 years old and was not going to find a job. AJC staff worked to refer Ms. Marks and after a successful interview, Ms. Marks was hired by a local D.C. Public School.

Hawaii

Evelyn's Success Story



Evelyn faced extremely hard times as a homeless, single mother with two- and four-year-old children. Utilizing her personal

strengths and an array of state services, including help from Oahu WorkLinks, she has made a better life for her family. In 2013, after being homeless for some time, a friend provided Evelyn and her children with a place to live for about six months. During this time she acquired financial aid and food stamps as well as child care subsidy from Arbor Child Care Connections Hawaii. With basic human needs met, she studied hard, obtained her GED diploma through McKinley Community School for Adults then set career goals for higher paying jobs. Oahu WorkLinks determined Evelyn eligible to receive Adult Program funds to pay for Clinical Medical Assistant Certification at Hawaii Medical College. Although she felt confident and enthused about her career direction, her home situation took a bad turn and Evelyn and her children became homeless again and were forced to live out of her car. Evelyn remained resolute, sought additional WIA services and started working 32 hours a week at Jack-in-the-Box while continuing to attend school. Her Employment Counselor referred her to the Rent-to-Work Program which allowed her to obtain an apartment for her family. Through all these obstacles, Evelyn remained composed, focused and determined. On June 7, 2015 she obtained her certificate from Hawaii Medical College and is now employed as a Medical Assistant earning \$12.00 an hour, working 35 hours a week. She continues to participate in the Rent-to-Work Program for assistance with shelter expense and continues pursuit of employment goals for a better life.

Alana's Success Story

Alana was working part-time as a waitress in a restaurant and bar for minimum wage plus tips. Her goal was to acquire a nursing degree. Alana had exhausted her Pell Grant and risked dropping out when a fellow

student told her that Work Wise Kauai could help with college expenses. In July 2014, she was determined eligible to receive WIA Adult Program services which included help with tuition costs and mileage expenses. Alana really appreciated this help which allowed her to complete her Associate of Science Nursing degree in May 2015 and led to a fulltime paraprofessional, Behavior Health Therapy position paying \$16.50 an hour.

Idaho

Rob's Success Story

Rob, a 41-year-old with congenital hearing loss, lived with his parents and was financially and socially dependent upon his father and mother due to his disability. His father approached a WIA career planner, noting his son communicated only through sign language and spoke few words, adding that no employer has been willing to give his son a chance. After being interviewed, Rob was enrolled and assessed under WIA. A local employer, Potlatch Mill has an aging workforce and a strong need to train people for these positions coming vacant. The plant manager was contacted about Rob's availability. The WIA program partnered with Vocational Rehabilitation to provide a local job coach. Several meetings took place with Potlatch, including a mill tour to work out any details and address any concerns. Rob, with job coach by his side, was enrolled into a forklift certification class offered by North Idaho College's Workforce Development program. Potlatch initially hired Rob through a temp agency, but within six months he was offered permanent employment at \$19 per hour. with full benefits and retirement.

Agustin's Success Story

When he was 29 years old, Agustin was laid off from his job with the closure of Dutchman Manufacturing in Twin Falls, where he earned \$16 per hour. after working there for seven years. Being out of school for 11 years, he felt the need to seek help through WIA. Although he had work experience in the both the agriculture and trailer manufacturing industry, he was unable to find sustainable employment in the area along with the other 160 people that had also been laid off with him. Researching his possibilities, he was interested diesel mechanics. This fell in line with his previous work experience from both industries which he enjoyed immensely. Even his career assessment interest indicator noted he was a good fit for this high-demand occupation. Federal financial aid for school was not available to him, even though he and his family were living with his in-laws. Through WIA, he enrolled in the College of Southern Idaho (CSI) where he received all A's and excellent reviews in his first semester of pre-requisite classes. Being an ambitious person, he attended summer semester to move forward, which then led to his achievements of being named to the President's List for both the fall and spring semesters. With his 4.0 GPA, Agustin completed his clinical for the diesel mechanic program at the Peterbuilt facility in Heyburn, Idaho. He received a Diesel Mechanic Technical Certificate in April, but looks forward to obtaining his Associates Degree in Diesel Mechanics at the end of the 2015 fall semester. Both he and instructor at CSI have spoken to several prospective employers in the area that are very interested in his abilities once he completes training.

Derik's Success Story

Derik is a married 37-year-old with four children, ranging from 6 to 10 years of age. Three of his four kids are autistic. His 10-year-old twin girls attend public school and require additional one-on-one therapy several times a week. His 6-year-old son, however, is more severely affected and cannot function without fulltime attention and adult supervision, which has placed much emotional and financial stress on the family over the years. For the last seven years, Derik was a stay-at-home father providing the necessary care for his children while his wife completed her licensed practical nurse (LPN) training and then began her nursing career. Although this provided them with an income and health benefits, they still fell under low-income guidelines for a family of six and continued to struggle. Derik was assessed by WIA staff and enrolled into a four-week truck driving program where he graduated with his Class-A commercial driver's license and all endorsements including hazardous materials. He was hired by Jim Palmer Trucking at a starting wage of \$21.82 per hour with full benefits. This change in the family allowed them to hire the necessary childcare for both Derik and his wife to work full-time and better provide for their family and possibly even own their own home.

Iowa

Andy's Success Story

Andy was a 35-year-old unemployed individual who enrolled with WIA Adult program in February of 2015. At the time of his enrollment Andy did not possess a driver's license. He was on probation for drug charges and lost his job in October of 2014. He was having difficulty securing full-time work as he could not pass the

background checks. He did apply with several companies and had interviews which he would have been hireable but again could not pass the background checks. Since Andy lacked a good work history and the drug background found this was a barrier to securing employment without some form of training. Andy already had the skills to paint but thought he needed the certificate of completion from the Industrial painting program through the Workforce Training academy. The WIA Adult program assisted Andy with tuition, books and support services which Andy was very thankful. Andy was married with dependents and needed to earn a self-sufficient wage in order to support his family. Andy completed the program in April and started his job searching. After several interviews he finally was successful in landing a job working as an industrial painter earning \$19.00 per hour. Andy was very thankful to Des Moines Area Community College (DMACC), along with the WIA team and the Workforce Training Academy staff for all he achieved because of the agencies assistance.

Mickey's Success Story

Mickey was a 39-year-old single father, working seasonal positions earning \$10.00 to \$12.00 per hour. He heard there were possible training programs available through the WIA Adult and Dislocated worker programs. Mickey was looking for assistance to become a truck driver because he needed a stable job and paycheck. He found truck driving was a high-demand occupation where he most likely would not lose his job. With the training of six weeks he thought he would finish the training quickly and this occupation would meet his self-sufficient requirements of at least \$38,000 per year. He needed a short-term training so he could get back to work and start paying on the

loans. He completed all his vocational assessments and found truck driving to be of high interest for him. He completed the program through the DMACC Truck Driving Institute in June and was able to secure full-time employment immediately with a trucking company earning his self-sufficient wage of \$38,000 per year.

Kansas²

Ali's Success Story

Ali was unemployed and came to the KANSASWORKS for job search assistance and to request WIA assistance. He had a commercial driver's license (CDL) but lacked driving experience. Ali was facing cultural and language barriers that he had to overcome. Through a referral from the workforce center's Wagner-Peyser partner staff, Ali was enrolled as an Adult in the WIA Program. He participated in the CDL program offered at Hutchinson Community College and was referred to SWIFT Trucking for employment. Ali obtained his CDL and is employed as an OTR (Over the Road) truck driver for SWIFT. The income Ali is making is enough to provide a stable home for his wife and two small children.

Kimberly's Success Story

As a single mother with a young son and only a part-time, entry-level job, Kimberly had a strong desire to improve her situation. Kimberly had met her full earning potential at the job she had, but lacked the occupational skills training and certification required to change her situation. She was enrolled in a fast-track welding program at the local vocational-technical school, but

lacked the resources to cover all of her school costs.

Per Kimberly's WIA Employment and Training Specialist (ETS), Kimberly "enjoyed working hands-on and wanted to become a welder even though she knew it would be a highly competitive field for her as a woman. Kimberly knew that she was going to have to go to school during the day and change her schedule to work evenings and weekends at her job in order to provide for her son." Kimberly and her Specialist developed a plan to have WIA assist with some of her training costs and quickly put the plan into action. Kimberly completed her training program in December 2014 and had a job offer prior to graduation. Immediately after graduation, she transitioned into full-time employment with benefits as an Assembler/Welder.

William's Success Story

William was a young, long-term unemployed job seeker when he arrived at the Workforce Center. His job history reflected entry-level and seasonal/temporary employment and he lacked occupational training or education beyond high school. William was struggling with his job search and was eager to become re-employed as soon as possible in an occupation in demand. William worked with his WIA ETS to evaluate the current job market, assess short-term training providers and develop an employment plan. William chose to pursue OTR truck driving training. William successfully completed the program in October 2014 and obtained his CDL. He went to work full-time for a local trucking company.

² This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

Louisiana

Joseph's Success Story

Joseph completed the Site Safety Training at Baton Rouge Community College (BRCC) and is currently employed at ICC-IMTT, in St. Rose, LA, as a full-time Construction Site Safety Supervisor. He has been employed since June 21, 2014, earning \$26.00 an hour. His job duties include audits and investigations. Joseph stated he loves his job. He has gone from being a laborer to being the one in charge!! He thanks WIA and everyone here for providing him this opportunity. Great Job!!!

Patricia's Success Story

Patricia participated in the Making a Positive Step (MAPS) program in 2013-2014. Ms. Guillen earned her high school diploma and enrolled in post-secondary education at BRCC this fall. As a result of her outstanding performance in MAPS, Patricia has signed an internship agreement with EmployBR and is eligible to work up to five (5) years if she remains in school. Patricia has proven to be an outstanding young lady and EmployBR welcomes her to the staff.

Erica's Success Story

On December 14, 2011, Erica applied for assistance to achieve her career goals. She was an unemployed 28-year-old single-parent going through a separation from her husband. In order to make ends meet for herself and her five children, she was dependent upon SNAP and Section 8 housing assistance. Erica wanted to become a registered nurse, but without the proper training was unable to obtain employment with a salary high enough to support herself and her children. After determining her eligibility for WIA funding and reviewing her

career goals and options, she was enrolled into Occupational Skills Training for the nursing curriculum at Nicholls State University on January 18, 2012. While singlehandedly maintaining her household and raising her children, Erica maintained an overall grade point average of over 3.0 throughout her entire training. She successfully completed training and received a Bachelor of Science in Nursing on December 14, 2013 and received a license from the Louisiana State Board of Nursing on December 30, 2013. Erica is currently working as a registered nurse at Thibodaux Regional Hospital earning \$21.15 per hour. Through hard work and determination, she has become a productive, self-sufficient member of the workforce and is no longer dependent upon public assistance.

Maryland

Kim's Success Story

Kim was unemployed and requested information regarding training to enhance her employment marketability. She was interested in transitioning to the healthcare industry but needed training in the field as well as résumé assistance. Kim came to the Baltimore County American Job Center at the Liberty Center as a result of her interaction with the Rosedale branch of the Baltimore County Public Library and their relationship with the Mobile Career Center (MCC). Liberty Center staff provided résumé critique and revision, Maryland Workforce Exchange Virtual One-Stop (MWE-VOS) assistance, employment leads, and referral to professional development seminars. Ultimately, Kim was referred to WIA Intensive Services for training. After critiquing Kim's résumé and suggesting revisions be made, staff created a revised résumé for her and she was then referred

to WIA Intensive Services for training opportunities in the healthcare field. Kim received assistance with her employment and training goals followed by approval for medical assistant training. In the fall of 2014, Kim began a part-time job with a catering company to help support herself through school. She recently sent an email message to a staff member thanking him for his assistance.

“I have been really busy attending school full-time and working part-time for a catering company. Thank you for everything you have done to help me in the job search process.”

Fredica’s Success Story

Fredica had recently completed medical assistant training and was interested in employment within the healthcare industry. She was referred to the Baltimore County Workforce Development Center for résumé assistance by another customer who previously had received help at the Center. She was unemployed and needed assistance in aligning her newly-acquired skills with her transferable skills from her many years of experience working in the federal government. Although Fredica had ten years of experience within the federal government, her résumé needed to be revamped to suit employment in the healthcare industry. She had previous industry experience. Fredica’s résumé was revised and refocused on her recent training, education, and credentials as well as her completed externship. Additionally, her Profile Statement was tailored to reflect her transferable skills from her experience in the federal government. Fredica received and accepted an employment offer in October with the Greater Baltimore Medical Center (GBMC) as a Medical Secretary through Symphony Staffing.

Michigan

Anthony’s Success Story

Anthony was fresh out of college and having difficulty finding a job because he had no job experience when he came to Northwest Michigan Works! in September 2014. He worked one-on-one with career facilitators and business liaisons on résumé development, interviewing, networking, and refining his career target. Anthony also received job search assistance from Michigan Rehabilitation Services and Grand Traverse Industries. After reworking his résumé and practicing his interview skills, Anthony was able to land a full-time job in March 2015 as an engineer at GIC Thermodynamics in Charlevoix.

Mary’s Success Story

Mary had worked at Port Huron Hospital as a customer service/insurance verification representative for sixteen years when she was laid off. Her job loss came as a shock to say the least. Facing the reality of having to compete for a job in an employers’ job market was daunting. With an outdated vocational certificate in computers from 1995, Mary knew that she would have to update her skills. She looked in to local training programs that might complement her existing work experience and boost her employability in the healthcare support field. She found some great short-term low-cost options at her local vocational training facility, the Sanilac Career Center. Mary applied for training assistance with Thumbworks! in September 2013, and was approved under the WIA Adult and Dislocated Worker programs. Within just three months, she had successfully completed vocational certificates in Medical Coding, Medical Billing, and Medical Administrative Assistant at the Sanilac

Career Center. Mary went on to pass certification exams in Medical Administrative Assistant and Billing and Coding Specialist. She was hired as a front desk receptionist with Physician Healthcare Network in August 2014, making \$10.50 per hour. While that is a significantly lower salary than she was making previously, Mary is sure that with the updated skills that she has obtained and the wealth of knowledge she has of the industry, she will be back to her original wage in no time.

Thomas' Success Story

Finding employment is difficult, even more so for returning citizens. Knowing this, Thomas visited a Detroit Employment Solutions Corporation (DESC) One-Stop Service Center in May 2014 for help. He met with his Career Advisor, Cyrus Wheeler, to discuss available training and employment opportunities. Thomas was then enrolled in DESC's returning citizen week-long workshop and learned how to set goals, build his résumé, and participated in mock interviews. After completing the workshop, he met with Mr. Wheeler who sent him to a recruitment event for Southwest Detroit auto supplier, Sakthi Automotive. Thomas was not hired due to deficiencies in his résumé, so he revamped it and applied again. This time he was hired full-time as a Quality Inspector, earning \$11.00 per hour. "We've had a lot of success hiring returning citizens," said Michael Hartt, Executive HR Director for Sakthi Automotive. "Thomas didn't give up and showed a clear desire to work here. That sort of dedication and perseverance goes a long way." In June 2015, at a press conference during which Detroit Mayor Mike Duggan and U.S. Deputy Assistant Secretary of Labor Eric Seleznow announced a \$5 million grant to assist traditionally hard-to-serve populations, Thomas spoke to the media

about his experiences and the satisfaction of finding full-time employment.

Minnesota

Tina's Success Story



Tina came to Northeast Minnesota Office of Job Training (NEMOJT) and began working with Career Counselor Martha. She and her two boys were fleeing a domestic violence situation, which forced her to apply for county assistance to survive. Tina is originally from Ukraine and moved to the United States with her then-spouse, a U.S. citizen. A couple years later, Tina found herself and her two young children homeless, jobless, and penniless in a foreign country. This was not an easy journey for Tina. English is her second language, which doubles the study time to comprehend complex topics in an already difficult nursing program. Tina's hard work and NEMOJT's support through the WIA Adult program enabled her to graduate with honors with an Associate's degree (AAS) in nursing from Lake Superior College. Tina now has a great job as a nurse with wages that allow her to be self-sufficient. Tina now owns her own home, owns her own car, the kids are successful in school and active in sports, and she has become a citizen of the United States, which she is very proud of. Tina says that the most important help NEMOJT provided was friendship and support, not just in areas of training or job search, but also help in understanding and navigating American systems, programs and endless paperwork. Tina says that she would never have been able to accomplish so much, especially her RN degree, without the financial support –

tuition, books, and support services - of NEMOJT and more importantly the emotional support/friendship she found with her counselor, Martha, at NEMOJT.

Brad's Success Story



Brad initially enrolled in the Pathway to Manufacturing Career Success FastTRAC grant in October 2011. He is a veteran who had been working a physical job and was concerned about his ability to continue long-term because of physical restrictions. Brad completed Intro to Computer and Basic Machining at Alexandria Technical & Community College (ATCC) in May 2012, with A's in both courses. He also completed the National Career Readiness Certification with a Platinum in both Applied Mathematics and Reading for Information, and Gold in Locating Information. Brad then applied for admission to the Machine Tool Technology Program at ATCC and was accepted. Brad applied for assistance with tuition and fees through Rural Minnesota Concentrated Employment Program (MN CEP) and was eligible for the WIA Adult Program. Rural MN CEP was able to assist him with the cost of tuition and fees as well as a laptop rental, required for the program. He completed his first year of training with a 4.0 grade point average and was able to work for an area manufacturer over the summer, which allowed him to build his résumé and practice his skills. Brad completed the Machine Tool Technology Program in May 2014 and graduated with a 4.0 GPA. He secured full-time employment at UTC Aerospace in Jamestown, ND. He was hired as a Machinist earning \$20.25 per hour. Brad said that he was so glad he had the chance to get training that will provide him with a career. He is very appreciative of

the assistance as he would not have been able to complete the training without this help.

Partnership Success Story

Fairmont WorkForce Center partners, Vocational Rehabilitation Services (VRS), and Department of Employment and Economic Development (DEED) staff worked together to help a young man who had never been gainfully employed and had significant barriers. He could potentially fit into any of the three programs, but the team brainstormed and agreed that co-enrollment in WIA Adult, and VRS programming was the best scenario so they could offer a paid work experience. The process moved very smoothly because the participant directed staff to a company that interested him near where he lives. The company was open to more growth, and arrangements were made for him to work for 14 weeks. Everyone involved knew this was a great opportunity for the young man, despite the fact that he had no guarantee of being hired on permanently. Fortunately, it turned out to be a perfect fit, because the company's CEO is innovative and realized the value of looking beyond disabilities and utilizing the strengths of an employee. The company valued the young man's self-taught computer skills and high intellect, and they accommodated his anxieties. They realized that individuals with disabilities may function differently but just as competently as other workers. The stars aligned perfectly in this success story, because at the end of the 14 weeks, the company decided to keep him on at the same effective wage and schedule. Like any other company, they hope to increase both wages and hours as they continue to grow. This story is proof that working together as a partner team can produce an extraordinary outcome for the participant.

Mississippi

Willie's Success Story



Willie, now a process operator with the Jackson County Utility Authority, was unemployed and worried about supporting his family. Willie talked to

an interviewer at the Workforce Investment Network (WIN) Job Center in Pascagoula and was able to return to school with an Individual Training Account funded by Twin Districts Workforce Area through the WIA. He registered to take classes at Mississippi Gulf Coast Community College's Jackson County Campus in Process Operations Technology. "I knew a bit about process operations and had the potential to do really well in that field, thanks to my brother-in-law and other family members in the field. I felt it would be a great career choice for me and for my family." After completing his Associate Degree in May 2015, Willie returned to the Pascagoula WIN Job Center to start his job search and inquire about the iWork program which is designed to help students bridge the gap between their educational experience and the work environment. The iWork program allows individuals to gain actual work experience related to their field of study through an internship. Willie began his 10-week internship with the utility authority and was offered a full-time job before the end of his 10 weeks. "We could tell right off the bat that Willie was enthusiastic and motivated to do well," said Tara, Human Resources and Employee Relations Manager at Jackson County Utility Authority. "We knew very quickly that we wanted to offer him a job." Willie's supervisor, Raymond, at the Gautier Regional Wastewater Treatment Facility,

said that he has done very well since beginning his full-time job in August. "He is learning how to take samples, read them, and operate the various pieces of equipment he is required to operate at the facility. He is an outstanding worker, and we are happy to have him." Willie said the job is perfect for him because he is able to work during regular business hours and be home with his family the rest of the time. The combination of the WIA program and the iWork program provided Lee with the knowledge, skills, and practical experience needed to secure full-time employment that provides for his family.

Taylor's Success Story



Taylor was a Licensed Practical Nurse and dreamed of becoming a Registered Nurse. She enrolled in the WIA program in Greenwood and applied for an Individual Training Account. The WIA funds allowed Taylor to complete her training. She is currently employed at Baptist Hospital in Jackson as a registered nurse in the surgical unit. She expressed her appreciation to the WIN Job Center staff.

"The WIA program has given me the opportunity to further pursue my nursing career. I am forever grateful for the accomplishments this program has allowed me to achieve."

Mark's Success Story



Mark is a WIA participant from the McComb WIN Job Center who entered the field of Basic Law Enforcement at Camp Shelby in Hattiesburg. He successfully completed the

training and is now working as an officer for the McComb Police Department. As a single parent, Mark needed a career that would provide for his daughter. The WIA funds helped him acquire the necessary skills to accomplish that goal. Mark's goals as a Police Officer are to advance in rank, to bring criminals to justice, and to be an example to the youth in his community

Montana

Rhys' Success Story

Rhys was working seasonal construction labor positions just over a year out of high school. He had been making less than \$1,000 per month and looking to do better. Rhys enrolled in the 1st cadre of students at Gallatin College in the CNC Machine Technology program—a 32-credit program designed to be completed in two semesters. This program and his enrollment are great examples of business, university and Job Service cooperation as several employers helped design the course through the Strengthening Workforce Alignment in Montana's Manufacturing and Energy Industries Grant (SWAMMEI) and those same will look to hire grads like Rhys on completion.

Julie's Success Story

An individual that has been in the program since 2009 was closed out and enrolled into follow-up. Julie received her Associate's degree in Associate Applied Science with a Major in Accounting Technology with options in Human Resource & Health Services. She started work for The Department of Labor part-time as an Employment Specialist with the Anaconda Job Service to assist with the Job Driven Grant. Julie also works part-time as the Project Director for Cottonwood-Commons

in Deer Lodge. Currently she is making a livable wage and loves both her jobs.

A Mother of Two's Success Story

There are currently no graduates from last spring in District 2 but there is currently an enrolled student that is traveling from Glendive to Miles City for her nursing clinicals. She is married and a mother of two young children. She is also a farm wife with very limited income. She is very good at juggling her home life and her school life. Until she was able to receive assistance with her transportation and educational costs she was able to budget her very limited income and maintain a GPA of 2.86. Her dedication was very evident last week when she came to the office, after a day of clinicals, and checked in for the week. She was in a bit of a hurry due to having a sick child at home. A lot of students would not have had the dedication to stop in to let their case worker know what was going on.

Nebraska

Brenda's Success Story



Brenda is a jobseeker participating in WIA-funded training program at a local community college and is a single mother of four children.

Brenda is in a registered nursing program and travels 45 minutes one way four to five days each week. Brenda has been a dedicated WIA participant, a great communicator, receives very good grades, and has a career goal in mind, about which she is passionate. WIA has assisted Brenda with tuition, fees, books and mileage. Brenda shared with Stacey (Workforce Coordinator) her appreciation

for the support received through WIA and her local One-Stop center during her pursuit of her career goals.

Savanna's Success Story



"My name is Savanna. I have been enrolled in the WIA program since the beginning of my second year of nursing school. Before WIA, I was self-paying for all of my schooling expenses. When the beginning of my second year had started, I was unsure about being able to continue due to lack of funds. I lost my job related to being a dislocated worker. I have had to travel two hours to and from school, each day. The time spent traveling and studying, didn't leave much time to be employed. I also live in a small, rural community, without a whole lot of options for employment. I found out about the program through another student, and decided to check it out. I'm so glad I did! Not only have I been able to graduate with an Associate's Degree of Nursing, I passed boards on the first try, and didn't have to worry about the stresses of how I would succeed. Stacey [Workforce Coordinator] has been my representative and a godsend. She got me all the resources to be where I am today. Not only has she helped with books and transportation, but also with an emergency vehicle repair. Stacey helped set up financial assistance for me. Stacey has an open door policy and checked up on me monthly. She was always willing to listen and give advice. Having a representative like Stacey has made me very grateful. I feel like I can give back much more to society because of the successes that I have gained. Without WIA, I don't see how I could've made it. I not only received financial assistance, but also emotional support. Stacey has been such an

encouragement and motivator and has made me feel like I can conquer all things that I set my mind to. I'm very appreciative of all the program has had to offer. I want to say a huge thanks to everyone who has made it possible!!! I'm not only blessed, but fortunate to be where I am. I don't take education lightly and appreciate the assistance. Thank [for] all that you've have done for me for job placement also. You helped search jobs for me and get my résumé complete and professional. You also gave me referrals and have made sure that I'm happily placed in a career. I really am so thankful. I love my new job."

A Married Couple's Success Story

A husband and wife moved to a rural Nebraska community in 2014. Both wanted to obtain a commercial driver's license (CDL) but did not have the resources to pay for the classes. They were living with friends, had no transportation, and had no access to phone or internet. They were referred to their local Career Center by a community college to inquire about available state or federal programs that could help them gain sustainable wages. They completed their applications and were enrolled into the WIA program as eligible adults. They were referred to Vocational Rehabilitation and followed through with the appointments needed to be granted the funding for their education through Vocational Rehabilitation. The couple completed their coursework and each obtained a Class-A CDL. They were employed by a local trucking company within two weeks of receiving their licenses. Currently, they drive as a team and are making \$48 per mile. The couple recently completed their first 90 days with the company and are no longer in their probationary period. The trucking company

provides the medical benefits that they were both needing and is a family-friendly company to work for, making it possible for both to be available for their daughter's high school graduation. The couple has been invited to return to meet with future CDL classes at the community college to recruit more drivers for the trucking company. The couple recently reported to their Career Center representative that they are debt free and have been able to make purchases for items in support of their driving careers, such as cell phones and a GPS system to assist with efficient navigation. Both have expressed gratitude to Career Center staff for the help they received to get them back on their feet.

Nevada

Mr. Smith's Success Story

Mr. Smith, 74, had been unemployed for seven years before he completed the Back to Work 50+ Program. He lived on the east coast, but was forced to move to Nevada to find affordable housing. In 2007, like many other Americans he lost his home and his world was turned inside out. He made the decision to move to Las Vegas and to start over and seek full-time employment. For the next seven years, Mr. Smith remained hopeful about finding another job, but to no avail. After Mr. Smith was selected to participate in the coaching program, he completed twelve weeks of coaching which consisted of: Life Coaching, Digital Literacy, Financial Literacy, Dress for Success, Résumé Workshops, STEM workshops, and access to the One-Stop Career Center's resources including a Case Manager. After coaching, Mr. Smith became gainfully employed before graduation and said, "The patience of the staff in working with us to do résumé writing, cover letters, and job search was

beyond what I expected this program to be." Mr. Smith was selected to speak at the graduation and stated passionately, "The course program was one of enlightenment, profound personal searching and the path to a new beginning." He credits the program for giving him the ability to see his true potential and regain confidence.

Cynthia's Success Story

Cynthia is an excellent candidate who was successful through the Individual Employment Plan program. When Easter Seals Nevada asked Cynthia where she was in life prior to the program, she stated she learned about Easter Seals while taking a tour of Asher College; one of the Eligible Training Provider List (ETPL) providers. Cynthia, 55, was unemployed and lacked current computer skills. She was driven by, "[...] the opportunity to further my education and, strengthen my computer skills while learning new ones. Battling lupus would sometimes make it difficult to keep up with the program, but I would never allow it to take over and defeat me from accomplishing my goal." Where is she today? Cynthia confirmed, "I am now working for a small start-up company, My Next Career Path Staffing, as an Account Executive. I have been successful so far and am making steady progress. I am using the computer skills I learned at Asher College on a daily basis, and I am gaining experience in the talent acquisition industry. Thank you Easter Seals!"

New Hampshire

Derek's Success Story

A high school dropout with a misdemeanor on his record, 23-year-old Derek was unemployed for three years and living with a daughter and a girlfriend when he enrolled

in the WIA program in April 2014. Derek's work experience and skills were negligible. His last employment before getting laid off was stocking shelves at a big box store. Entering WIA, Derek wasn't interested in any career goals; he only wanted to take the Educational Testing Service HiSET Exam so he could apply for jobs that required a high school equivalency certificate. To his surprise, Derek scored very well on the assessment tests especially in math and reading. Derek received approval for Basic Skills training and enrolled at Claremont Adult Ed to complete the HiSET. The test was done in three separate sessions over a month. His final results were like his original assessment, very good; he scored 98 out of 106 questions correctly. Following the completion of the HiSET, Derek enrolled in WorkReadyNH (WRNH), a program designed to assist job seekers with basic skills. He did very well in this program and was now gaining confidence that he could work towards a real career path. One component of the WRNH program is that you must complete a National Career Readiness Test. Derek scored a gold level certificate. Eager for more education leading to a career, Derek and his counselor discussed advanced manufacturing. Derek's Industry Profile results indicated an aptitude for advanced manufacturing, and Derek's research into job opportunities convinced him he could match his interests and skills with a good job, provided he participated in further training. Derek decided that he would pursue CNC machining and received funding from WIA in the form of an Individual Training Account to pay for his training. Derek completed the training over a ten month period. During his last semester at River Valley Community College (RVCC), Derek (the former high school dropout) was offered a full-time CNC Operator position through the H-1B OJT grant at Lovejoy Tooling and began on

March 16, 2015. The employer worked with him on a reduced schedule for the first few weeks so he could finish his schooling. He is now earning \$15.50 per hour with a full benefit package and is very happy in his new job. In May 2015, Derek received an Outstanding Student Achievement award at an award ceremony for RVCC at the Common Man in Claremont.

Allen's Success Story

When Allen first enrolled in WIA, he had an idea where he wanted to take his career, but was unsure how to make his dream a reality. At previous jobs, Allen was making \$17.00 per hour. He is now working full-time for Smart Assistive Technologies in Rochester, New Hampshire making \$22.00 per hour as a Lead Carpenter. With the help of WIA and the OJT Program he has learned new skills and has started a successful new career and is earning a good wage. Upon receiving his GED at age 40, Allen was able to find employment occasionally; but by age 52, knew he needed additional skills in order to find full-time employment. Allen heard about WIA through word-of-mouth and entered the WIA program in February, 2015. Initial discussions revolved around his interest in entering the construction industry or property management. Allen was confident that if given the chance he could be trained on the job to prove he could learn, and increase his skills to better position himself for employment opportunities. Allen had no previous work in the construction industry, but he did have experience working as a laborer. This experience was reflected in the results of his assessment activities, which pointed to a preference for practical, hands-on positions working with materials such as wood, tools, machinery and working outside. His high Realistic score on the O*NET Interest Profiler reinforced construction or property

maintenance as a strong career choice. Working with a WIA Job Placement Specialist (JPS), Allen was offered an On-the-Job Training opportunity at Smart ATI as a Lead Carpenter, which began on February 13, 2015. During the training period, Allen received his QC certification with the company, and he successfully completed his training through the OJT program on May 11, 2015.

Max's Success Story

Max had no job experience, no high school diploma, and no driver license. He was an 18-year-old man living with his mother in Rochester, NH. But Max had an advantage, and that was that he was enrolled in the WIA-funded youth program, Project Pride. Pride staff worked with Max to help him get his GED and driver's license. Then they referred him to the WIA Adult funded program for assistance with occupational skills training. Initial discussions revolved around his interest in advanced manufacturing, which led him to the Advanced Composites Manufacturing (ACM) training at Great Bay Community College (GBCC). Funding to support this training was available to him through the WIA Incentive Grant managed by Southern NH Services, Inc. Enrolling in the local WorkReadyNH program prior to enrollment in ACM training was a requirement. Max completed WorkReadyNH and successfully passed all his entrance exams. He started his new manufacturing career training in February, 2014. Max worked hard to keep up with his ACM training, doing very well in Level I. From there he chose CNC as his specialty in the Level II program. While in school, Max continued to work with Project Pride to get his driver's license. He successfully completed his classes and earned his certificate on August 13, 2014 and was able to get his driver's license

shortly thereafter. Max is now working full-time for Brazonics in Hampton, New Hampshire making \$14.30 per hour as a CNC operator. With the help of WIA and Project Pride he has learned valuable in-demand skills and has the opportunity to start a new career working in a growing industry. Max is very excited to now have a full-time permanent job and be earning a good salary with benefits at such a young age.

New Jersey

Zaida's Success Story

Zaida, a mother of four, was a participant in the Rutgers Opportunity4Jersey Community Health Worker training program in Camden. Today she is a Community Health Worker serving low-income residents who are battling multiple and complex chronic physical and mental health conditions, low health literacy, and lack of adequate access to health resources. Zaida is part of a social service delivery team, linking housing services to primary medical care and social services. Her training gave her a better understanding of the needs of her community, and helps her identify the behavioral health changes residents wish to make in order to improve their health outcomes.

New Mexico

Aaron's Success Story

Aaron, a 26-year-old Army veteran, was honorably discharged this past year. He applied for a position as a Chemical Engineering Technician (CET) that he found on the New Mexico Workforce Connection On-Line System (NMWCOS) state database. While Aaron has a degree in Chemical

Engineering, he had no work experience in this industry, other than an internship during college. Green Theme Technologies, a company that manufactures environmentally-friendly chemical technology for finishing of textiles and nonwovens, contacted a WIA Business Consultant and expressed an interest in offering Aaron the CET position, who had been collecting unemployment benefits while searching for employment. WIA staff met with employer, approved and completed the On-the-Job Training contract. Aaron is pleased with his new position and his involvement in the WIA Program which has assisted this veteran dislocated worker to return to the workforce. Green Theme has successfully graduated three other OJT dislocated worker participants: an accountant, a chemical engineer and a mechanical engineer, all of whom are still employed with the company at a good wage despite previously collecting unemployment benefits. Green Theme has also taken advantage of the WIA Customized Training program and has trained the Mechanical Engineer on the most current Solidworks program and the accountant with the latest QuickBooks edition. As this New Mexico Company grows the Central Region looks forward to being able to continue to support their efforts.

Sarah's Success Story

Sarah came to the New Mexico Workforce Connection Centers (NMWCC) seeking financial assistance for the Radiologic Technology Program at Dona Ana Community College for which she was accepted. At the time, this participant, a single mother of one child, age 11, was residing in public housing and receiving food stamps. WIA enrolled Sarah for the Fall semester and she was required to commute

to Las Cruces from Alamogordo the first year. In addition to assistance with training costs, WIA also assisted with transportation costs and she successfully completed the first year. She began the clinical portion of the program during the second year. This presented another barrier as her clinicals were at Gila Regional Medical Center in Silver City, over three hours from Alamogordo. She continued with a difficult commute until graduating in May 2015, and was hired immediately by Gila Regional Medical Center. She started at \$20.16 an hour full-time. WIA staff contacted her to follow up and see if any services were needed and she reported that she is now earning \$22.04 an hour, and is no longer on public assistance.

Workforce Development Board Success Story

In association with the New Mexico National Guard, New Mexico Junior College, and Northern Area Santa Fe Workforce Connection, the Northern Area Local Workforce Development Board (NALWDB) adult service provider SER, Jobs for Progress, Inc. embarked on a training initiative funded by WIA. Two United States Army reservists were trained through an advanced commercial driver's license (CDL) training offered by New Mexico Junior College which enabled the reservists to become state-certified CDL instructors. As instructors, the men conduct training on-site at their respective locations at a considerable reduced cost than is currently available through private training institutions. Not only was this training a cost savings, but it enabled the participant's early re-entry into the workforce. This type of partnership and training achieved by the NALWDB was highlighted in an excerpt in The Army Times. "What is done as a soldier has tremendous value for life. The push to

expand credentialing opportunities has taken on new urgency as the Army continues to cut tens of thousands of soldiers each year from the active duty force. In 2014 alone, the Army paid more than \$320 million in unemployment compensation. It's widely believed that veterans trying to get jobs have trouble translating their skills from the military in terms civilian employers understand. One of the best ways to translate military training and skills in terms meaningful to a civilian employer is through a credential." In this particular instance, two transitioning soldiers took advantage of a NALWDB training opportunity while still on active duty. As a career step, the NALWDB acknowledges that it is beneficial to have a certified and recognized credential. Post-transition, these individuals were prepared in that they acquired a certified and an externally-approved credential. With the value system the Army supports along with credentials, these transition soldiers have done well and are providing instruction toward the same opportunity for other military soldiers.

North Dakota

Seth's Success Story

Seth is a veteran with a felony background. He came to the Minot Job Service in mid July 2014, interested in truck driver training. He completed a WIA application and was eligible for the Adult program. He had been in the ND state prison for several years, and was released in May 2014. He was having trouble finding employment due to a felony manslaughter conviction. Seth had been a truck driver prior to his felony conviction and lost his Commercial Drivers' License (CDL) when he went to prison. He had been living with his mother in an assisted living

complex, but management at the complex wanted Seth to move out. He was concerned about losing his housing and not having an income. He was running out of money and wanted to start working as soon as possible. Because of his previous truck driving experience, Seth didn't feel he needed a full four-week course. Seth was approved for an 80 hour CDL refresher course and per his instructors did very well. He received a Class-A CDL in August 2014, which made him very happy! Seth's case manager informed him of the Federal Bonding program and instructed him to let potential employers know about this program if they were reluctant to hire him. Seth continued to have some challenges finding employment, but worked a couple of short-term jobs until he was hired for a truck driving position in April 2015, at \$24.00 per hour. The employer also provided housing. The case manager spoke with Seth in July, and he was still working for the same employer. There had been some truck driver layoffs at the company, but he had not been one of them. He informed his case manager that the company was looking at making him a field supervisor for one of their branches. Seth's case manager spoke to him again in September 2015, and he is now their Lead Vac Truck driver and oversees a crew of 4-5 people. He also does hot shot and oversize equipment hauling, and helps with security at their warehouse. He is still earning \$24.00 per hour, but the company is now giving \$140.00 a week per diem. Company housing is free, which is becoming rare in the Bakken oil area. Seth says he is working for a great company, and is thankful they are willing to give people with felony issues a second chance. Seth is also very grateful for the WIA financial assistance that enabled him to acquire his CDL Class A. He has thanked his case manager on several

occasions and states “he ‘couldn’t have done it without us.’”

Wyatt’s Success Story

Wyatt was laid off from a job as a laborer at a grain elevator and was also a volunteer fire fighter. His dream was to become a Paramedic. He completed his Emergency Medical Technician (EMT) certificate (a prerequisite to the Paramedic program) and passed the national exam. He then worked part-time as an EMT while pursuing his Paramedic Associate’s degree. He graduated with honors and is working as an EMT for the local ambulance company. He’s waiting to take his Paramedic certification exam. He has been offered a full-time Paramedic position with this employer once he completes his certification.

Ohio

Jason’s Success Story



Jason of New Philadelphia had been working as a laborer for many years until he decided to become a nurse. He had attended Ohio University but did not receive a degree. Jason enrolled in the nursing program at Kent State University at Tuscarawas. OhioMeansJobs Tuscarawas County provided WIA funding for his last year of nursing school, helping to lift the financial burden of additional student loans. This single father of a 14-year-old son graduated in May 2014. After graduation, Jason began his career as a registered nurse at Coshocton Memorial Hospital. His starting salary at his new position was \$23.50 per hour. After six months, he began working at Union Hospital in Dover as a nurse in an intensive care step-down unit.

His hourly wage increased to \$30 per hour. “There is an urgent need to continue to fund the WIA scholarship program. It is such a benefit to people, and I am a great example of that,” says Jason. “There are opportunities out there; you just need to take advantage of them.”

Whitney’s Success Story



Whitney, a recent college graduate, was ready to start a career and showcase what she had worked hard for over the past four years. She had a degree and a résumé, and she began filling out

multiple applications to start her career. Repeatedly, she received the same response: “You have a great résumé and portfolio, but you do not have the experience we are looking for.” After applying to more than 30 employers, she began to lose hope. At the prompting of her mother, she visited OhioMeansJobs Crawford County. Staff informed Whitney that her job search techniques were good, but they still had room for improvement. Staff also prepared Whitney for an upcoming local hiring fair. Whitney’s confidence level went from zero to 10. A week or so after the job fair, she was offered a position as a social media marketer for a small business. Whitney continued to forge ahead and was later hired at OhioMeansJobs Crawford County.

Oregon

Success Story

“Community Action Program of East Central Oregon (CAPECO) has truly been a blessing in my life. With their assistance, I am on track to receive my Associate of Applied

Science Degree from Blue Mountain Community College in June of 2015. With this degree, I will be eligible to take the National Council Licensure Examination and receive my Registered Nurse license. Without the financial support I have received from CAPECO, I would not have been able to pursue my educational and occupational goals. With this degree and license, I will be able to support my family independent of state and federal assistance. With the help I have received from this organization, I have also been able to provide my children with a good example and teach them how important it is to receive an education. CAPECO has not only provided financial assistance to my family but has also provided me with great emotional support from their employees.”

Puerto Rico

Diana’s Success Story

Diana is a 32-year-old, single mother in charge of three underage children. She arrived at the One-Stop Center in the Northeast looking to upgrade her secondary education because she only had a ninth grade education, which limited her opportunities to get a good job. The Case Manager identified her needs to complete her high school diploma. After the One-Stop Center delivery of services, she began an alternative school at the service provider Atlantic Bilingual School, in which she graduated with academic excellence award; a four-point grade average, in the year 2014 program. As part of her follow-up services, she received a job search workshop, when she identified her need of upgrading her high school diploma to improve her employability, and in coordination with her case manager, she established the goal of pursuing post-secondary education. The

Local Area assigned her an Individual Training Account to complete an associate’s degree in nursing and she began her training at a community college on September 2, 2014. She is currently completing her university career with excellent grades and with great responsibility, because she is very clear that completing this occupational goal will allow her to be successful in the job market.

Angel’s Success Story

Angel is a special education dropout who had faced many difficulties in education. He began receiving the One-Stop Center services at age 19 under the Youth Program where he participated in a mentoring program to obtain his high school diploma. During follow-up activities, at age 22, he was offered a concurrent participation under the Adult Program, where he took the Catering and Buffet training, which he successfully completed. In addition, he received the Safe Food Handling Certification. Further participations included a Job Search Assistance project where he received training in how to increase his occupational and employability skills, and other workshops offered by WIA, such as Self Analysis, Motivation, Job Interview and Personal Marketing Plan. In his quest to achieve his goal of getting a job, Angel began post-secondary studies in the San Juan Hotel School of Mayagüez, earning a Certificate in Baking and Pastry. Taking into consideration, his preparation increased his skills and abilities. Angel was referred to an interview with South American Restaurant Corp. He passed the interview process and was recruited for an OJT. Today, at 27, Angel achieved his goal of having a job.

South Carolina

Pablo's Success Story



Pablo came to the WIA program after going through some very difficult times. Near homeless, unemployed and without

transportation, he entered the program in search of a career path for financial stability and growth. He enrolled in WIA and attended welder's training at Arc Labs and immediately found his niche. Despite having to travel daily from Taylor to Piedmont on a scooter to attend class, Pablo was enthusiastic about his new endeavor. He worked closely with his instructors and followed their guidance for success in his new field. Not only did he want to get a job in the short term, he wanted to ensure that he would remain marketable in the long term. Pablo is now a certified welder and employed with Lauren Engineer & Construction and has gained self-sufficiency in all areas of his life. He has his truck back on the road, is able to visit his son, and has a very nice apartment.

Davonna's Success Story



Davonna came to the SC Works Marion office seeking assistance from the WIA program. She was unemployed and seeking a professional career that would provide a promising

and secure future for her and her son. She recognized the nursing field as a growing industry and had high hopes of becoming a registered nurse. She was accepted in the Associate's Degree in Nursing (ADN) program at Florence-Darlington Technical College. Davonna did well in school and

performed outstandingly during her RN training. She even earned scholarships each semester of her training. Through dedication, determination, and a great deal of hard work, Davonna achieved her goal of completing the ADN program at Florence-Darlington Technical College with an Associate Degree in Applied Science. She then earned her state board certification as a registered nurse and is presently employed at McLeod Health, in Florence, as a registered nurse in the renal department.

Tennessee

Chris' Success Story

Chris came to the Career Center seeking assistance to develop a passion with computers into a fulfilling career. Despite no income between him or his fiancé, he remained committed to his goal of going to the TN College of Applied Technology to study Computer Information Technology. Even with receiving some financial support, Chris was unable to pay for the necessary tools, uniforms and testing. With additional financial help through WIA/WIOA, he excelled in every aspect of the program. With graduation, he received and accepted a very lucrative position with DOW Chemical.

Vermont

Kim's Success Story

After a history of addiction and incarceration, Kim successfully completed the Vermont Works for Women Transitional Jobs Program. Vermont Department of Labor (VDOL) partnered with Vermont Works for Women (VWW) and was able to provide tuition. Working with a VDOL Case Manager, Kim entered a work experience at Vermont Cares (a non-profit organization) helping people who are at risk of HIV. Kim

successfully completed the allotted five weeks when she was evaluated and approved for an extension. The training opportunity gave her a chance to compete for an open full-time position. Kim successfully completed the work experience and was hired as a full-time employee last October at a starting salary of \$28,000. Recently, Kim, who struggled with multiple barriers including theft and substance abuse, was promoted to Regional Coordinator with a \$1,000 salary increase. Since beginning the program she has gone from relying on public transportation to having her own car, from public assistance to financial independence and adequate housing. With the help of VDOL and WIA, Kim is on her way to a bright future.

Earle's Success Story

While Earle was incarcerated at the Newport correctional facility, the Newport staff began working with Earl to conduct an initial assessment and career action plan with him. At the time of his release, Earle relocated to the St. Albans area. During his incarceration, he attended basic welding classes through the Community High School and assisted the instructor in the classroom. Prior to his release, Earle wrote a personal statement on his goals and acquired letters of recommendation including his last employer, Cabot Creamery and his welding instructor. Earle was recommended by his welding instructor to take the Advanced Welding Institute (AWI) training program. Earle was very motivated in getting the necessary training and returning to work. He was also successful in acquiring \$16,116 of the \$18,000 tuition on his own through a Free Application for Federal Student Aid (FASFA) grant and loan, Vermont Student Assistance Corporation (VSAC), and a AWI Scholarship. He began the program in June 2014 and successfully completed it in

November 2014. He started work as a Welder on December 1, 2014. WIA paid \$1,884 towards his tuition and \$747 in support services. Earle did have some barriers while he was in the training, including lack of transportation. Because of Earle's initiative and support from the Case Manager, he is now self-sufficient.

Karl's Success Story

When Karl began working with his VDOL Case Manager, he had many identified barriers to employment, including his criminal history, single parent without support to two small children, no vehicle or access to public transportation, and living in a remote area with limited access to employers. Karl had been previously connected to Corrections, but was no longer supported through the probation and parole system. Karl's life began spiraling downward. Karl's criminal case was highly publicized in the Bennington area and his name was recognized because of the charges. Karl had many case managers from Economic Services to the Jobs program and now VDOL. Karl expressed frustration with the various systems and processes. He committed to attending all the workshops that were offered and took every class to which he was referred. He was compliant, but not motivated. He participated in a work experience, but was not offered employment. The VDOL Case Manager worked with Karl to develop a résumé and recommended taking some college courses. Once the résumé was completed, the VDOL Case Manager forwarded it to several employers. A local employer was willing to give Karl an interview. He interviewed and

began work the next week. He continues to work for the employer.

Virgin Islands

Regina's Success Story



"I am Regina, born in Woodstock, New York, to native Trinidadian parents. In 1994, at the age of 15, I moved to Trinidad with my parents, where I had to learn to adapt to island life. When my dad passed away in 2000 I returned to New York in search of a job to be able to take care of my mom financially. I joined the US Army in November 2000. That was the best decision I ever made. I did four years active duty, three inactive, and three and a half in the US Army Reserves. My experience and training in the military is as a Surgical and Sterile Processing Technician. I moved to the US Virgin Islands in late March with my Husband Vaughn and three children. I wanted my children to experience and appreciate the simple island life. I chose the Virgin Islands because I will still be entitled to all my veteran benefits. One day I visited a Beauty Salon to get my hair done after a long day at the beach. In conversation with the ladies in the salon I was questioning how to get around because we had only been on the island two to three days. That's when I met Ms. Edwards who assisted by giving me directions to the grocery store and K-mart. In further conversation I requested information on the VA Clinic's location, when she asked if I was a veteran or a spouse of a veteran. She went on to inform me she was an employee of the

Department of Labor and the services provided to veterans. I met with her on April 8, at which time she assisted me in preparing my resume and referring me to the hospital for a Certified Medical Assistant position. I was so excited when I received the call for my interview which I had sometime in May. I was called for a second interview in June and was hired as a Surgical Prep Technician. Due to the process I only started this month, but I am so grateful to Ms. Edwards for her time and assistance. I feel truly blessed to have the opportunity to raise my children in this wonderful place I now call home. My Supervisor Ms. McDonald, the Operating Room Manager/Head Nurse, also thanks the Department of Labor and Ms. Edwards for the referral."

Washington

Rose's Success Story

Rose had worked as the lead cashier and supervisor at a large hunting store until she was laid off. She was out of work so long that her Unemployment Insurance benefits were exhausted and she began collecting TANF to support her family. She enrolled in training workshops and successfully built her computer skills, including learning QuickBooks bookkeeping software. When Rose was offered a new job as a restaurant manager, these skills helped get her hired. She now makes 20% more than her old job and loves the responsibility and excitement of her new career

Isidra's Success Story

Isidra had been unemployed over five months. SkillSource referred her to a local newspaper. She was a great, if

inexperienced, fit and started an internship in January 2015. She learned new skills and proved valuable to the team. While she still had a lot to learn, the paper was excited to move Isidra to full-time employee and continued on-the-job training. She is well-liked in her position and doing great.

West Virginia

Success Story

A customer had been working for a tree trimming service and was injured on the job. He was receiving total disability for the injury but desperately wanted to go back to work, wanting to get his Class CDL and become an Over the Road driver. He came to WorkForce West Virginia (WFWV) in October 2014 to see if there were any training monies available. He was determined WIA Adult eligible but because funding was limited he was referred to Department of Rehabilitation Services (DRS) to see if they could get him into training sooner. Training monies became available at the same time from DRS and the local WIB. He completed his CDL training with very high scores and was hired by an over the road trucking company before he even completed the course. He is now earning more per paycheck than he was on a monthly disability check. He is home every weekend and is financially stable.

American Samoa

Tasi's Success Story

Tasi is a 26-year-old married father (with the couple's second child on the way) newly arrived from California, where his only work experience was in low-skill, low-pay jobs-stock clerk, forklift driver, fast food prep. Tasi and the family tried to get by on food stamps

and Tasi's job at a gas station earning \$4.41 an hour. It wasn't working. With the pregnancy, Tasi knew he had to do something different to provide for his family. Urged by the WIA case worker to consider a new training program in carpentry, Tasi thought about how he has always enjoyed working with his hands and making things. He scored high in the Realistic category on the Interest Profiler, and read the literature given to him describing the training program offered at the American Samoa Community College (ASCC). Tasi needed to lay some groundwork for this big change in his life. He agreed to enroll at the ASCC. At times, the new experience of school and training proved too much, but Tasi wanted it badly enough that he accepted extra counseling and tutoring. Tasi graduated from his training in May 2014. He was immediately hired by one of the local Construction Company making \$10.50 per hour with full benefits.

Lago's Success Story

Lago, a 48-year-old father of two, lost his job in August, 2014, with the Star Kist Company. It was steady work for three years, and Lago hoped he would collect benefits while looking for work and keep things together. He soon realized that his work compensation check didn't cover all his bills. Lago's phone was disconnected, making a job search even more difficult. The electricity was about to be shut off at home. In Oct 2014, Lago, eligible for WIA, asked for some counseling and guidance assistance. Working with WIA partners, Lago was able to get the phone turned on, and he received some help with the electric bill. He was also referred to the Department of Health & Social Services (DHSS) for assistance for food stamps and WIC support. Most importantly, Lago got help that was essential in becoming a marketable job seeker. By obtaining his

license with the help of WIA and Partners, Lago was able to find a job with skills employers needed, and was hired as a full-time Service Technician by Blue Sky. Lago earns \$12 an hour for 40 hour week with full benefits. The future looks a lot brighter for Lago and his two children due to the help of WIA and Partners.

Penitito's Success Story

Penitito's problems were piling up, one after another, and he did not see a way clear of them. With a pregnant wife and two children, he has moved from Hawaii to American Samoa to start a new life, but those problems were piling up. The family couldn't find a place to live and were crumpled in his mother-in-law's small home; the family car had broken down. The only income coming in was WIC and food stamps. But perhaps the biggest problem for Penitito was finding a job. As a convicted felon, Penitito faced the challenge of explaining his past to prospective employer while proving he was a man who had changed his ways. He practiced his interview skills and explanations, but all the problems and pressures convinced Penitito to visit the WIA Workforce Center – Department of Human Resources, Employment & Training Division (DHR-ETD). The WIA Program and Partners were impressed by Penitito's determination to help himself and his family. First, Penitito was referred to the DHSS to provide Support for food stamps, WIC. Next, Penitito's WIA counselor urged him to file a second request for his Social Security Disability income for his wife. To get a job, the WIA program provided an OJT contract for him to be employed at the 5-Star All-Signs Business earning \$5.50 hourly. He proved to his employer that he was dependable, smart and capable of advancing in the company. Penitito is no

longer looking over his shoulder for law enforcement problems. He is only looking ahead, and he was helped to move in the right direction because of his love for his family and by WIA and Partners working together on his behalf.

Guam

Richard's Success Story



An Adult Program participant, Richard, was under the Work Experience Training Program. Before being placed under the Work Experience training, he

attended a one week Work Readiness training that emphasized on customer service, work ethics, team building, and stress management. The training was helpful in providing him with the knowledge, guidance, and skills that is needed to manage situations that may arise in the workplace. For the Work Experience training, he was placed with the Government of Guam's Department of Administration (DOA), General Services Agency (GSA) Division as a General Office Clerk. The training that he received through the program has helped him learn how to strive in the workplace and has given him the opportunity to learn hands on skills that he was lacking to become employed. He was retained after the Work Experience training with the DOA GSA Division and currently under a Limited Term Appointment. Having gone through the program really helped him secure the position. The program has helped him gain skills and knowledge, something that is needed to succeed in the workplace. Richard expressed that one would need to make the effort and dedication to keep

one's position and show the employer that the individual really wants to keep their job. Richard stated that the program is beneficial and could help other individuals in the same way it has helped him.

Kate's Success Story



Kate was a recipient of the OJT Training Program, trained in bookkeeping. Being under the program has assisted her tremendously by allowing her the opportunity to gain the knowledge and skills related to her career field. She is currently attending college to pursue a degree in Accounting. Also, speaking as a Filipino immigrant and new to Guam, given this opportunity made her feel so welcome. This program not only gave her

proper training, it also helped her build her confidence and her ability to socialize well with other people. She hopes this program continues, to help those who like her, who are at a disadvantage due to their limited resources, but who desire to be better. She said she may sound dramatic, but for her, she defined her life as "living paycheck-to-paycheck," couldn't afford to buy a car, and had an unmanageable work schedule. Now having her own car and being able to shuffle work and school together without worrying about an unpredictable schedule, she is basically having a better life and is really thankful for this program. She is still currently employed with the employer that provided the OJT training and grateful for the opportunity.

Workforce Investment Act

Dislocated Worker Program Success Stories

Alabama

Mr. Sanders' Success Story

Mr. Sanders, an Iraq war veteran, was assisted by the Bay Minette Career Center with training for truck driving. He was honorably discharged from the army after serving seven years and earning Iraq Campaign Medal with two Campaign Stars. He was determined eligible as a Dislocated Worker due to his unemployment since his military discharge. He was also homeless and long-term unemployed. He began truck driving training in February 2015, completed in March 2015, and was employed in April 2015 by a transportation company in Iowa. He continues to be happy with his new profession.

Mr. Williamson's Success Story

Mr. Williamson was determined eligible as a Dislocated Worker under WIA at the Demopolis Career Center. After expressing an interest in truck driving he attended Affordable Truck Driver Training School in Moulton, Alabama, from August 19, 2014, through September 19, 2014. He successfully passed his State of Alabama CDL skills testing and received his Class-A CDL. Mr. Williamson accepted a driver position with a trucking company and after completing the employer training program is now driving cross-country.

Mr. Fairley's Success Relationship

Ms. Fairley is not like most females. She loves planes - not to ride in them, but to work on them. She decided to follow her passion and enroll in the Alabama Aviation School of Mobile, Alabama and study avionics. "I've learned so much about the avionics industry," Ms. Fairley said. "My training on the electrical system of the plane was a challenge but well worth it. I learned about the plane's electronic instruments, radios, navigation radar system, wiring, etc." She further stated that her training will allow her to work on boats as a marine electrician because their electrical systems are similar to an airplane. The support of Mobile Works and her instructors made a difference in Ms. Fairley successfully completing the program. "I strived for academic excellence and was determined to make the most of my education and career," Ms. Fairley reiterated. "I plan to use my conventional strengths in the field to develop and build positive relationships in the industry," she said. Ms. Fairley graduated in August of 2015 with a degree in avionics. She received a job at the Aviation School of Mobile.

Alaska

Randy's Success Story



Randy came to the Career Support and Training Services (CSTS) Kenai office in July of 2014. He had been laid off from a local oilfield company and was in the market to attain new skills, as his current skill set was not in demand and very few jobs existed statewide. At enrollment, he was struggling to make ends meet as a laborer in a part-time job. On his own, Randy had already completed crane training with a local provider. He realized soon after that employers were requiring potential workers to have a Commercial Driver's License (CDL) to go hand in hand with their crane certifications. Randy realized he needed help to pay for the additional training required to obtain his goal. As a Priority of Service Veteran, Randy was quickly determined eligible for the Dislocated Worker program and Dislocated Worker Training-National Emergency Grant, based on his layoff, and a plan was formed to assist with tuition and fees associated with a Construction Equipment CDL/A course. CSTS also arranged for room and board in the area of training to ensure stability. Randy successfully graduated in October of 2014 with a Class-A CDL, including all available endorsements and several heavy equipment certificates. A collaborative effort between Wagner Peyser Employment Security and WIA CSTS staff ensured Randy received résumé assistance, job referrals, and employment application reviews. This coordinated approach along with Randy's hard work resulted in employment as a heavy equipment operator on the North Slope

starting in December 2014. Randy's new employer is also providing additional training and certifications on their cranes so he can move up the ladder. His starting wage was \$28.00 per hour on a rotational 4-week on—2-week off shift. Randy more than replaced his earnings in a job he enjoys. In quoting his thank you card to CSTS, Randy says "Thanks again for everything. Getting a good job feels great."

Anita's Success Story



Anita, a displaced homemaker, came to the Anchorage Career Support and Training Services (CSTS) in August 2012. She was the widow of a retired military spouse who returned to the workforce to provide for her dependent children. She was working part-time as a secretary at her local church and taking classes towards a Bachelor in Nursing Science Degree at the University of Alaska, an excellent choice due to Alaska's growing healthcare industry. An assessment of Anita's needs identified she required assistance with tuition, fees, and books in order to continue her schooling. With this help, Anita was able to successfully complete her schooling and obtained her Bachelor's Degree in May 2014. She studied very hard and after two attempts, passed the National Council of State Boards of Nursing National Council Licensure Examination Registered Nurse (NCLEX-RN) exam. CSTS staff worked with Anita on updating her résumé and creating cover letters. Staff provided tips for interviewing and practiced mock interviewing with her. As Anita had limited work experience, she was taught how to successfully search for work in the healthcare field and assisted in her job search efforts. On February 9, 2015, Anita obtained an on-call job as a Registered Nurse (RN) making \$28.94 per hour at Alaska Psychiatric Institute. This

position turned into a full-time, permanent position shortly thereafter, and she was exited from the dislocated worker program on March 12, 2015

Arizona

Rick's Success Story



Rick had been unemployed for six months when he heard about Phoenix Workforce Connection and the services offered by One-Stop. Rick hoped

to obtain job search coaching and funds for training in the efficiency methodologies Lean and Six Sigma to help him land a new job. At the One-Stop, Rick applied for and received WIA and the Arizona Radiation Regulatory Agency (ARRA) assistance to obtain training. He participated in workshops on interviewing techniques and résumé writing and enrolled in certification classes for Lean Six Sigma Green Belt. "Once I received this [certification] and was able to add it to my newly written résumé, doors started to open for me," said Rick. "The services which were most valuable to me were the coaching, networking, and training, and having my résumé re-written by a professional résumé writer." Rick was hired by a company in Phoenix in the pharmaceutical industry. He has now been in his job for three months and enjoys working with other professional people again. In a letter to Phoenix Workforce Connection, Rick said:

"I would recommend that others take advantage of the [Workforce Center] services, and I hope to see the funding continue [to help] others who are in the same situation as I was."

Leonor's Success Story

Leonor was a long-term TANF recipient and had not worked in several years. She had recently obtained her GED and was in search of a new career. Leonor did have some previous job experience, but was in need of skills upgrading/retraining. Leonor came to the Northern Arizona Council of Governments (NACOG) and received a career assessment, job development and case management services. She was given the opportunity to participate in an OJT. Leonor eventually gained permanent employment through the OJT as an office manager with a local program that assists people to obtain their GED. This position has given Leonor the opportunity to serve her community, as well as receive certification from the State of Arizona to administer the GED test. The services Leonor received have launched her back into the workforce and into a career that impacts others for their success.

Meghan's Success Story

Meghan worked hard as a waitress while attending the Yavapai College Nursing Program. She came into the Northern Arizona Council of Governments (NACOG) seeking assistance with the Registered Nurse (RN) licensure testing fees, which cost approximately \$550.00. NACOG provided financial assistance with the licensure fees so that Meghan was able to obtain her Arizona RN licensure in January 2010. Meghan has been able to become self-sufficient after obtaining this degree and licensure. She is currently employed as a registered nurse and making \$22.50 per hour.

Arkansas

Abbie's Success Story

Abbie was employed at a manufacturing plant in Paragould, Arkansas. After fifteen years of work, she was notified that the plant was going to layoff approximately 120 workers. Consequently, Abbie was laid off and unable to find work in a manufacturing facility, so she began looking for a new career. She visited the Arkansas Workforce Center in Paragould and was determined eligible for the WIA Dislocated Worker program. WIA provided tuition assistance for an accounting degree at Black River Technical College in Pocahontas. Abbie successfully completed the occupational skill training and obtained an Associate of Applied Science degree in Accounting. Abbie had difficulty searching for employment because of her lack of experience in accounting. After discussing this concern with her WIA case manager, then both agreed she needed some "hands on" work experience. Based on this need, she was placed in work experience so that she could gain additional job skills. After completing her work experience, she was hired by an agency's financial department in Jonesboro.

California³

Pamela's Success Story

For three months, Pamela worked as a Graduate Employment Specialist. She remained employed during an eight-month layoff cycle in the industry. However, Pamela was eventually laid off. She received a notice from the Norwalk Employment



Development Department (EDD) Office and spoke with a Customer Service Representative about the program and available services. In the same month, Pamela enrolled

with the Southeast Workforce Development Board Cerritos Job Center. Through the job center, she sought training and employment assistance. Pamela was assigned a case manager, and she attended job search workshops. She struggled to find employment in L.A. County and the Inland Empire. Her biggest obstacle to unemployment was motivation. Pamela answered an ad on LinkedIn for a Marketing Manager position with St. Vincent IPA (Physicians Data Trust) in Cerritos. After the interview, she was offered the job! When asked how the Job Center helped her find employment, Pamela said, "Mr. Sharp kept giving me viable job leads and provided me with a customized résumé, which led to me finding employment."

Edwardo's Success Story

Edwardo was laid off from the Census Bureau. He was unemployed for some time and felt discouraged at not having a job. The Downtown Union/Pico WorkSource Center worked with Edwardo to provide job leads that matched his skill set. He received assistance with updating and revising his résumé. He also was provided coaching to help him with his interview skills. Center staff contacted Edward and told him about an upcoming recruiting event at one of the WorkSource Centers. Edwardo participated in the recruiting event and he was hired by the employer. He is so grateful to be working again and he is truly appreciative for the assistance he received through the WorkSource Center.

³ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

Colorado

Austin's Success Story

Austin graduated from high school in Mancos, CO, in 2013. He attended one year of college at San Juan College in Farmington, New Mexico, in the welding program, which is a two-year program. After one year in the welding program he decided that welding was not what he wanted to do. Austin was now a 20-year-old father living with his girlfriend and child at the home of his girlfriend's mother. He had not had stable employment since 2013 and was applying for minimum wage paying jobs all over the local area. In January 2015, Austin came into the workforce center inquiring about the Commercial Driver's License (CDL) training program. After a lengthy conversation with Austin, it was determined that he was a good candidate for the CDL program. Both the Unemployment Insurance (UI) Pilot program and the Workforce Investment Act program assisted him with the cost of the CDL training and the supportive services needed to successfully complete his training. He completed his training through Crossfire, LLC/Centerpoint Fire & Safety in February 2015. He immediately began his job search looking on connectingcolorado.com, the local newspaper, and other resources. He was determined to find work to help support his girlfriend and child even though his lack of experience and young age were barriers. In April 2015, Austin obtained permanent full-time employment with a beverage distributor as a truck driver. He was ecstatic to have found work and to be given the opportunity to drive for a local company. He is now working full-time, earning \$15.86 an hour and enjoying the job. He is looking forward to saving enough money to be able to move his girlfriend and their daughter into a place of their own in the very near future.

He is thankful for the workforce center's assistance as he would not have been able to afford the CDL training on his own.

Joshua's Success Story

Joshua, a disabled veteran, visited the Trinidad Workforce Center seeking employment opportunities outside of the oil and gas field. He quickly decided that he wanted to attend the Lineman Program at Trinidad State Junior College (TSJC). Joshua received tuition assistance via the WIA program. Upon completion, he was told that he needed a commercial driver's license to be competitive in finding employment as a Lineman. Staff evaluated his unemployment status and utilized the UI Pilot Project to fund his CDL training (under the Dislocated Worker Reemployment Project). Joshua was eligible for the UI Pilot Project and obtained his CDL driver's license. With the training he received, Joshua applied for a position with the U.S. Army Corp of Engineers as a Maintenance Person, and he was hired quickly. He was told by his employer that the training he received at TSJC and his CDL, along with his clean driving record, made him an ideal applicant.

Brian's Success Story

After he was laid off as an IT Manager for 13 years, Brian remained unemployed for a year. He had about 20 years of experience in the field, but he did not have a degree or any certifications. His previous employer did not have the latest technology, and potential employers told him he was behind on the latest updates. Brian was seeking assistance with tuition to obtain computer certifications. Brian received a WIA scholarship and completed training. He obtained Microsoft Certified Solutions Expert (MCSE) Private Cloud & Virtualization Specialist Certifications. A month later, he reported to his case

manager that he secured employment with a company in Portland, Oregon, as an Information Technology Director. He said, “My training over the past year was an important factor in securing this offer.” Through WIA assistance, Brian was able to increase his income by 61 percent.

Connecticut

Kyle’s Success Story



Kyle had been out of work for a year after being laid off from a shipping job in Bridgeport, CT. A job at DirectTV didn’t stick, again landing him in the

ranks of the unemployed. Kyle saw a recruitment poster for the Northwest Regional Workforce Investment Board (NRWIB) Brownfields Job Training program in the state Department of Labor office and decided to apply. Waterbury is home to dozens, if not hundreds, of “brownfields,” an industry term for vacant commercial and industrial sites with a history of environmental problems. The NRWIB Brownfield Job Training Program is a five days a week, five week long class that teaches trainees how to handle and transport hazardous waste, remove lead and asbestos, remove demolition debris, use heat and light to remove chemicals, and take soil and water samples. When they are finish the training, they leave with a fistful of state and federal certifications and a set of construction tools. In 2009, the NRWIB was awarded a \$200,000 grant to train people in the skills needed to clean up the sullied city landscape. At the NRWIB office, Kyle was determined to meet the requirements for acceptance into the program. He had to take the math test

twice, but he stuck it out, and was accepted as a trainee. Six weeks later, and only a week after he graduated, Kyle was laying boom along the Mississippi shore to protect beaches from the Deepwater Horizon oil spill. In a year and a half, the NRWIB’s local Brownfields Job Training program has put 40 of its 61 graduates to work doing everything from the removal of lead to home energy audits to carpentry. “It’s changed my life,” Kyle said. “I know many people that just can’t find work. I looked for what felt like forever and I couldn’t find it. But now, I’m set. I’ve got as much work as I can handle.” Congratulations, Kyle!

Michelle’s Success Story



When Michelle lost her job in the accounting department of a local company, she found herself at a crossroad. Michelle wanted to change her career path

and do something that would give back to the community. Through a friend, Michelle heard of an opportunity for training through the Pathways Out of Poverty “Green-Up” Program in Bridgeport. The program, run by The WorkPlace, Inc. focuses on training for career opportunities in the emerging field of green energy. In the program, Michelle learned about energy efficiency, lead and asbestos abatement, and OSHA safety rules, eventually earning 10 certificates upon graduation. “I’ve never had so much fun learning. Our whole class really worked together and made this experience informative as well as fun,” said Michelle. Shortly after graduation, Michelle was hired as an energy auditor with Gulick Building & Development in Bridgeport. Within a few months at her new job, she was promoted to Service Manager.

“I have been searching for a long time for a career that would give me a sense of accomplishment both professionally and personally. This program has filled both of these criteria by giving me the knowledge to help make the environment a safer place for not only this generation but generations to come.”

Priscilla’s Success Story



When Priscilla was laid off from her job of 17 years as a warehouse clerk/forklift operator, she was left with a feeling of despair, as she had planned to work until retirement at that

company. At age 59, she wondered what she was going to do. She had no high school diploma and felt her job options were limited. “I dropped out of school at age 16 due to a traumatic event, and I put school on the back burner. Now with no high school diploma and no job, I had to do something,” said Priscilla. Priscilla was referred to the One-Stop where she was encouraged to take GED classes and participate in a computer workshop. “What I found most challenging was going back to school at my age, sitting in a classroom with people who were younger than me, and praying that I could pass the classes, not get discouraged and drop out. Thanks to the support, and encouragement of not just family (who will support you anyway) but the staff in the One-Stop, not only did I get my GED, but I went to Housatonic Community College where I graduated with honors with an Associate’s degree in Human Services, and became a member of Phi Theta Kappa, and Psi Beta.” Priscilla went on share: “From there, I attended Post University where I received (on my 63rd birthday in May, 2010) my Baccalaureate degree with honors in Human Services. I am

now happily employed. The One-Stop provided me with the resources, and opportunities to improve myself as well as my situation. I got the push, and the confidence (with the help of some very encouraging people) that I needed to help me discover my hidden abilities to accomplish more than I ever thought possible.” Congratulations, Priscilla!

District of Columbia

Ms. Sapp’s Success Story

Ms. Sapp was introduced to services with the American Job Center as a dislocated worker who had been employed with a law firm for upwards of 15 years. She was earning a salary upwards of \$70k per year, but was separated from employment during the firms downsizing period. It was determined after an initial assessment that she had minimal knowledge on how to search for employment in the current job market. Staff worked with Ms. Sapp to develop her résumé, enrolled her in several workshops to learn the five best ways to obtain employment and offered her additional coaching. Additionally, she was encouraged to identify possible volunteer positions. Within 45 days of her following her Individual Employment Plans (IEP), Ms. Sapp was offered employment via a local not-for-profit as a housing counselor. She now earns about \$45K per year.

Mr. Addison’s Success Story

Mr. Addison visited the American Job Center (AJC) at the Department of Employment Services (DOES) headquarters for employment services. During the visit, he expressed an interest in obtaining permanent employment in the construction field. Specifically, Mr. Addison was interested in obtaining a job as a painter or

drywall finisher. He stated that he had previously held similar positions. Prior to coming to the AJC, Mr. Addison had been unemployed for four months because his previous position, as a construction worker with Handyman for Hire, was terminated due to a lack of work. Mr. Addison worked with the AJC staff for approximately four months to prepare for interviews and update his résumé. Eventually, he obtained employment with G.W. Peoples Contracting Company and was granted a starting salary of \$23.09 per hour.

Mr. Hart's Success Story

Mr. Hart visited the AJC at DOES headquarters for employment services and reported that he was unemployed and looking to re-enter the workforce as soon as possible. He further stated that he had been unemployed for approximately 14 months and was not receiving unemployment compensation benefits and this placed him in a constant struggle. He was last employed as a customer service agent with iQor Holdings in Charlotte, NC. He relocated to Washington, D.C. in September 2013 to take care of his ailing brother. After working with DOES staff for approximately one month, Mr. Hart obtained permanent employment with Shining Star Montessori Charter School as a receptionist making \$32K annually.

Florida

Claudine's Success Story

Claudine had been in management for over 20 years but struggled for a year to find new employment. After many unsuccessful recruiting events, application and networking efforts, Claudine connected with a CareerSource Central Florida team member at a job fair. Claudine received

advice on rewriting her résumé and attended workshops sponsored by funding through WIA. Claudine is employed once again and has learned how to re-create herself for today's marketplace. She is dedicated to life-long learning to keep her skills fresh and credits much of her new success to the CareerSource Central Florida center team and the WIA program.

Sandy's Success Story

Sandy is a single mother of two children under five years of age. After losing her job, she and her family became homeless just before Thanksgiving. With few resources, no home, and no transportation, Sandy applied for Temporary Cash Assistance where she was referred to Southwest Florida Works to begin receiving services. Working with her career counselor, Sandy cheerfully complied with program requirements, located temporary housing and took finding employment seriously. Southwest Florida Works and its partner program, Dress for Success, provides unemployed women with workshops designed to increase self-esteem and self-confidence while increasing employability skills. The Center's Résumé Workshop helps participants build their résumé. As a participant, Sandy was "suited" in professional attire and embarked on her next challenge: interviewing. Because of her lack of transportation, Sandy limited her job searches to businesses and child care, accessible along the transit lines. The help she had received made her feel empowered, and Sandy set forth to accomplish her goals. Sandy's newfound self-esteem came through during an interview which resulted in an on-the-spot job offer. She was ecstatic and accepted the entry level position, knowing she could go further if she got the chance. Sandy committed to saving as much money as she

could in order to secure housing; her goal was realized when she signed a lease and was given the keys to her new apartment. Sandy is grateful for the second chance she received and said “It works, if you work it!”

Melissa’s Success Story



Melissa had been unemployed for nearly two years with no success in finding a new job. As the end of her unemployment benefits drew near, she

learned about a Digital Access program that WorkNet offered for free. Melissa enrolled in the program and received free Microsoft vouchers for an online training course in various software programs. The training focuses on increased productivity and improved skills to help develop career paths to participants. The Microsoft training helped Melissa to gain the knowledge and skills she was lacking which had prevented her from successfully obtaining gainful employment. After completing the training, Melissa went on an interview and received a job offer on her very first meeting! “Now, after two years I am finally employed and, better yet, I am finally employable! Thank you WorkNet!” wrote Melissa.

“No one is an island. We all need a little help now and again. I am glad that our government has these much needed programs to help people get back on their feet.”

Hawaii

Jennifer’s Success Story

Jennifer enrolled in Oahu WorkLinks, as a Displaced Homemaker, feeling she had hit “rock bottom” after a divorce that involved substance abuse. Though initially filled with

anxiety about her job skills because she had been a stay-at-home mom for over a decade, Jennifer found the inner strength to seek services that allowed her to stand on her own and support herself and her children. With encouragement and support from her Employment Counselor, Jennifer worked hard to meet the qualifications for the Hawaii Pacific Health Patient Services Representative program. After completing classroom training at Leeward Community College, she continued with On-the-Job Training at Hawaii Pacific Health. She hopes to make Hawaii Pacific Health her career home and would like to take advantage of the company’s internal education and training programs. Jennifer’s success has led her to become self-sufficient, and she no longer needs the state aid that helped her through the crisis.

A Maui Success Story

A 64-year-old Maui resident unexpectedly found herself looking for a new job in 2013, after three decades of service with the same company. Undaunted, she worked with a Dislocated Worker Counselor, to research the current job market, set goals and take action to enhance her job skills. After 30 years of service as an Escrow Manager, this Maui resident was laid off when the company she worked for closed its Maui operations. She was in shock and devastated because she had planned to stay with the company until she retired. She felt lost and didn’t know what to do. Escrow was all she knew, and she wanted to stay in the field. However, she observed the housing market was not growing and finding employment in this field looked bleak. She was extremely worried her age would significantly hinder chances of reemployment because she would be competing with a younger generation of applicants. Her Counselor encouraged her

not to focus on age, but on her strengths as she possessed very good customer service, business, office management, project management and math skills. She demonstrated longevity and loyalty in her prior position, traits desired by many employers. In addition, she was able to multi-task and possessed highly desirable and transferable skills in administration, accounting, book keeping and general office tasks. Through counseling and labor market research, both counselor and participant identified the need to update computer skills. The participant enrolled in basic and advanced Excel, Word, and QuickBooks classes. After successfully completing classes, the participant felt more confident in her skills and tackled job search with gusto and acquired a job with the County of Maui. This participant acknowledges that classes, especially the Excel classes, increased her chances in landing her new job. Today, at age 66, she is very thankful and absolutely loves her job with Maui County.

Idaho

Nathaniel's Success Story

A week after being released from serving a two and a half-year prison sentence, Nathaniel, a 35-year-old service-connected disabled U.S. Air Force (USAF) veteran, visited his local AJC in September 2014. The Disabled Veterans Outreach Program (DVOP) specialist, along with the AmeriCorps liaison and other staff members, provided him a variety of services on numerous occasions. Despite these efforts, he was unable to gain employment and lost his temporary housing in December. Having violated his probation before this occurred, he was again incarcerated. Upon his release, he contacted the DVOP, who referred

Nathaniel to WIA under the Dislocated Worker Training National Emergency Grants, which targeted the long-term unemployed. His WIA case manager discussed the possibility of an internship opportunity with a local property company. Soon after, he met with Silver Leaf Property Development to see about the internship opportunity. The company's owner was intrigued with his persistence and likability, despite his criminal record. After meeting with his case manager, Nathaniel was hired as an intern at \$15.00 per hour. Excelling in this opportunity, he was offered a full-time, permanent position with the company several months later. Now earning a sustainable wage, he no longer needs assistance. This turn-around even led him to pick up a part-time weekend position servicing aircraft – related to his former occupation in the USAF.

Chris' Success Story

Chris, a single 52-year-old, earned \$10 per hour as maintenance person in a job he held for five years before being laid off. Unemployed for nine months and having exhausted his UI benefits, he was enrolled in the WIA Program to help him obtain full-time employment. With a traumatic head injury and epilepsy, he struggled during interviews as he would take some time to process questions and stare straight ahead without blinking. This made some interviewers uncomfortable, despite his intelligent and cogent responses. Placing him was difficult even though he had great skills and a good work history. For a short time he repaired small engines part-time at \$9 per hour, but commuted almost 50 miles a day. He applied for a position with the local bus system to work as a mechanic and was hired for the position. However, when completing new employee orientation paperwork, the human resources

department told him that he could not hire him since epilepsy prevented him from obtaining a class B CDL. WIA staff contacted the HR department but was told was an essential function of the job. Chris was devastated as he really wanted this position and tried to challenge the CDL requirements but could not succeed. He continued with his job search for several more months, when the bus company contacted the WIA career planner to see if Chris was still interested in working for them. With a change in the bus company's management, she wanted to offer him the position again. Chris was very excited about the opportunity and is now working there as a full-time mechanic, earning \$14 per hour. with benefits, which is more than he has ever earned before.

Luis' Success Story

Luis came to the WIA program after a mass layoff from a local manufacturing plant where he worked more than 10 years. Prior to this he struggled immensely finding employment since he is deaf and his only means of communication is limited American Sign Language (ASL). Though he has a high school diploma, he still struggles with reading and writing. Co-enrolled with Vocational Rehabilitation, Luis received help complete multiple job applications, a cover letter and a résumé. With a résumé and cover letter in hand, WIA staff were able to set up an interview with another manufacturing plant near his home. The program provided Luis with ASL interpreters for the interview and orientation once he was hired. He has been employed with the same company for over a year.

Illinois

George's Success Story

After 30 years in the print industry at Color World, George was part of a mass layoff as a result of the impacts of foreign trade. Like many trade-dislocated workers, George was a tenured mature worker with limited education, higher earnings, and few transferable skills. George had experience in assembly and customer support in the pre-press field. However, even with all his experience, he found it difficult to return to work in the declining print industry. George worked with his Trade Adjustment Assistance (TAA) career advisor and determined that his lack of higher education and his experience limited to a declining field were bigger barriers than his age. George enrolled at McHenry County College to train for a new career in Information Technology. George completed his Associate in Applied Science for Network Security with a 4.0 GPA. George searched for a position in IT. When the job search continued without success, it was determined that the newly acquired degree did not overcome the lack of experience in IT. The NEG Grant provided George an opportunity to acquire the needed work experience as an IT intern with Joule Technologies. On July 2014, George started the part-time position and at the end of the 12 month internship, he was offered a permanent position that was created for him by the company. The Work Experience opportunity was the needed catalyst for the training to result in a successful return to work.

Justin's Success Story

"Hi my name is Justin and I am currently part of the National emergency Grant (NEG) program through Microtrain. I graduated from DeVry University with a Bachelor's Degree in technical management, with a focus on networking and communications. While I had employment experience in customer service, and some technology background, my dream was to pursue a career as a Network Engineer or Administrator. Nearly 10 months after having no luck finding employment, I was notified of my possible eligibility in the Illinois NEG program and I applied via résumé. After being accepted into the NEG program, I completed IT training and education with program members at Microtrain, who facilitated workshops on résumé building, interviewing, and utilizing LinkedIn as a resource. Attaining several IT certifications as a result of my education and training, Microtrain's skilled recruiter Jacqueline sent my résumé to Tobias International and assisted me with an 11 week internship which resulted in a paid position with Tobias International. Tobias International is a partner focused in the area of IT Consulting, and specializing in Enterprise Network Management. I formed a mentorship with a Senior Engineer at Tobias who was also a former participant in the NEG/WIA program himself. The internship program included hands on installation and configuration of network devices, consulting small and medium business clients remotely and on site as part of a virtual workforce, and emphasizes attaining certification in the field of networking.

Corey's Success Story

Corey had been unemployed almost a year when he came to the Springfield WorkNet Center looking for assistance. With a family

to support, Corey knew it was time to learn the skills needed to acquire full-time permanent work with self-sufficient wages. Corey was selected for the Transportation Distribution Logistics (TDL) class size training at Lincoln Land Community College and quickly earned his Certified Logistics Associate and Certified Logistics Technician certificates. He also earned a forklift certificate and a Commercial Driver's License. These certifications opened the door for an opportunity to move into work based learning component through the NEG Dislocated Worker Training grant program. B.K. Jackson Bulldozing Co. a small bulldozing and excavation company that wanted to expand, interviewed and hired Corey through the on-the-job training program. Corey has earned six certifications in less than a year, his skill levels have increased tremendously, and he is extremely marketable. B.K. Jackson is also extremely pleased with the caliber of workers trained through the TDL program and with the opportunity to participate in the on-the-job training program.

Indiana

Andrew's Success Story



Andrew was living in work release, was a former offender, and was working only part-time at McDonald's. He knew that in order to get his life back on track, he would need to skill

up so he could secure a better paying job for his future. Andrew heard about the Young Hoosiers Conservation Corps (YHCC) program through the local WorkOne (One-Stop), where he would have an opportunity to gain full-time summer employment through either the Department of Natural

Resources (DNR) or the Indiana Department of Transportation (INDOT). The DNR revitalizes historic buildings, creates and rehabilitates trails and restores acres of natural habitat. The INDOT conducts emergency road cleanup, maintenance of traffic signs, equipment refurbishing and beautification of Indiana's highway rest areas and interchanges. He went to the Michigan City WorkOne (One-Stop), where they helped him with his résumé and interview preparation. He secured a job with the INDOT just 11 days later. It was evident that Andrew loved his new job. He arrived each day on time and managed any type of the work they delegated to him, including road clean up, mowing, or painting. Interacting in a team environment, with people who didn't judge his past, helped him thrive and gain confidence in wanting to do more with INDOT. At the end of the YHCC program in October 2010, he was hired in a full-time Highway Technician position for the INDOT, where he still works with a smile on his face and a positive attitude!

Charles' Success Story

Charles, an Army veteran, was dislocated from his position at an automotive components manufacturer when the plant closed. Charles began utilizing WorkOne Eastern Indiana services in September 2009. He attended 10 WorkOne Workshops as well as receiving Green Specialist Training through the Indiana Department of Workforce Development's Veterans Workforce Incentive Program. He used all of the resources in the WorkOne Center including the customer computers, career advising and internet based training. Charles was hired by Ivy Tech Community College, Indiana, as an Industrial Technology Instructor due to his extensive manufacturing experience, WorkOne training and the Green Specialist certification.

Phil's Success Story

Phil began his maintenance career 41 years ago, and had worked with the same employer ever since. Unfortunately, his company closed and Phil was without employment. Phil attended a WorkOne Rapid Response event held at his former employer. Phil heard a quote at that meeting that helped him decide what he needed to do. That quote was: "If it's to be, it's up to me." Phil began moving forward with his re-employment plan. He attended nearly every workshop that was offered to him at WorkOne Eastern Indiana. These included résumé, interviewing, Jobs after 40, computer skills, and Earn While You Learn, which prepares workers for On the Job training. Through his hard work and faith, Phil interviewed and was selected as a maintenance worker for Howard Precision Products. Through the WorkOne On-the Job Training program, Phil was able to showcase his existing skills while also learning the skills that were needed at his new employer. Congratulations Phil and thank you to Harold Precision Products. You are an important part of the economic success of Region 6 in Indiana.

Iowa

A Parent's Success Story

Twenty-four-year-old dislocated worker with two children when Quad Graphics closed in Dubuque; received classroom training assistance through TAA to attend Southwest Wisconsin Technical College for the Associate Electro-Mechanical Technology program: co-enrolled in the WIA Dislocated Worker Program and Quad Graphics Silicone Edge Graphics (SEG), graduated from training and is currently working at A.Y. McDonald.

A Parent's Success Story

Forty-two-year-old married dislocated worker with three children, received classroom training assistance and support services while she attended Northeast Iowa Community College (NICC) for the Associate Degree Nursing program. She completed training, attained her state license, and is currently working at the Edgewood Convalescent Home.

A Parent's Success Story

Thirty-five-year-old single parent adult with four children, received classroom training assistance and support services while he attended NICC for the Associate Degree Nursing program. He completed training, attained his state license, and is currently employed at Luther Manor.

Kansas⁴

Silver's Success Story

Silver was a dislocated worker who was laid off from a local heating and air conditioning company due to lack of work. While he was on unemployment, he came in to KANSASWORKS to begin job searching with an employment specialist. He was struggling with finding work because of his felony record and the time he had spent in prison. In addition, while he had a high school diploma, he did not have any formal training for a career. Silver's employment specialist enrolled him as a dislocated worker in the WIA Program. He attended both the Job Search Workshop and the Career Success Workshop. Following that, he participated in the six-week CDL course offered at Seward County Community

College. He obtained his license on his first try and started applying for trucking jobs in the area. His employment specialist referred him to Ford County Road & Bridge to apply for a CDL driver position. His employment specialist worked with the county to identify skills Silver had as well as those he still needed to learn and they worked together to form an on-the-job training contract. Silver participated in and successfully completed the OJT with Ford County. He has been very successful at his job and Ford County is very appreciative of the work the employment specialist and the WIA program did to connect this job seeker to them for employment.

John's Success Story

John came to the Workforce Center as a dislocated worker, having been terminated from his computer aided design (CAD) position at a local company. He had also experienced layoffs from CAD positions with other organizations. As the sole supporter of a family of four, it was imperative John receive retraining for employment in a demand occupation with strong wage potential. John's highest level of education at time of WIA enrollment was a high school diploma. Through a referral from Labor Exchange services, John connected with the WIA Dislocated Worker program. His WIA ETS worked with John to develop a plan for training and employment. John chose to pursue Advanced Systems Technology training at a local technical college with WIA's help. WIA funds were allocated to help with tuition and fees for the program as well as supportive transportation costs as John was traveling over 35 miles one-way to attend school. John began the program in January 2014 and successfully completed the program in December 2014. As a WIA eligible and enrolled student, John was able

⁴ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

to keep receiving Unemployment Insurance benefits while in an approved training program. As the sole wage earner for his family, this was crucial to his ability to complete the program. Within a few days of graduation, John started a full-time position with a local manufacturer and is still with them as of this report.

Ayla's Success Story

Ayla was placed into the WIOA Dislocated Worker program when her company closed their doors permanently. Ayla was making minimum wage position in her position with the company. Through WIOA training funds, Ayla was enrolled into classes for Certified Medical Assistance (CMA) and Phlebotomy at Neosho County Community College. Ayla was also eligible to participate in the Youth LIFEWORKS model and after completing this program was able to interview and secure a job with Allen County Hospital making \$11.11 per hour. Ayla will now be able to continue her education while employed at a job that provides a more sustainable wage.

Kentucky

Kateruah's Success Story



Kateruah was laid off from her job of 18 years and was at a loss on what to do next. She attended a Rapid Response session at her former employer, where she met workforce specialist

Jennifer Hayes. "Jennifer was very supportive and helpful from the very first time I met her," Witt said. During their meeting, Hayes told Witt about the Bluegrass Workforce Investment Board Scholarship Program and the opportunity she had to return to school. Witt had always

been interested in the medical field, so she returned to school to get her degree. After two years of training, Witt is now a registered medical assistant with Richmond's Kentucky One Health Urgent Treatment. She enjoys her job and is so much happier and secure in her new career. She attributes that satisfaction and the financial security she has received to the steady support of the Kentucky Career Center in Richmond and a workforce specialist.

Louisiana

Patrick's Success Story

Patrick had worked as an IT and networking person in the oil field. He was laid off in December 2014 and came to the center for re-employment services. Upon our suggestion, he completed the interest and skills assessments. One day Louisiana Workforce Commission (LWC) reviewed his results and conducted a job search based on skills and interests. To the program's surprise, not one job was listed that matched at 50 percent for both skills and interests. LWC looked at the results of his interest assessment and discovered he was in the wrong field. He was interested in working with people yet he was working with computers. I counseled him on what I found and suggested he find a better match of skills and interests. He was interested in working. However, he took a job with a computer networking service company. It did not work out. I gave him information on the EMT program through South Louisiana Community College (SLCC) and Acadian Ambulance Services, explaining how it is a good mix of technical skills and interests in helping others. At that point, he decided to pursue something that matched his interests better and enrolled on his own in EMT training at SLCC in March. He stopped

by in August to let me know he had passed all of his exams. Summer session EMT training was grueling but he stated he is now in a field that is what he should be doing and is in the right place. He attributes his success to the counseling LWC gave him to pursue a career that better matches his interests. He thanked LWC for helping him pursue this career. Patrick is very happy with his decision and his successful completion of the EMT program. He is looking forward to working as an EMT.

Jacquentin's Success Story

Jacquentin was unemployed at the time that services were accessed at the Caddo One-Stop Center. He has been laid off from a local assembly plant. He scored a 12.9 grade level in Math on the TABE assessment. Aptitude test results indicated an extremely high interest in Science and Technology. Jacquentin received Career Development services. A comprehensive assessment and employability plan were completed by local staff. He received WIA assistance in order to complete a six-month Pharmacy Technician Program at Ayers Career College. Job Development and Placement services were provided by staff at Ayers College. During his tenure as a student, he successfully completed the training and secured employment with Boudreaux's Pharmacy in Shreveport. He earned a 3.37 Grade Point Average during classroom training. At the age of twenty-four, he has been employed full-time for approximately one year with his current employer. LWC Case Management staff was responsible for completion of assessment, development of employability plan, co-coordinating services with educational provider, monitoring progress, and ensuring maintenance of accurate information in Helping individuals Reach Employment (HiRE). Results of assessment, testing, and

aptitude scores indicated that student had a good probability of achieving the originally designated employment goal.

Maryland

Angela's Success Story

Angela was a laid-off childcare worker looking for a new career path. Although she had a high school diploma and many years of work experience as a teacher's assistant, she was not confident in her skill sets and her ability to find work. Angela visited the Eastside American Job Center in Baltimore City. She was seeking employment and certification training after her employer for the past 11 years – Hillendale Child Development Center – closed its doors in August 2013, leaving her dependent upon unemployment benefits. Angela met with Career Development Facilitator who counseled her about the loss of her job and began to explore new employment options. She expressed interest in a career change to pursue a fervent desire to work with the geriatric population. As such, Angela was advised to earn nursing certifications in order to make her more competitive for positions in the healthcare field. Angela applied for the CNA/GNA (Certified and General Nursing Assistant) training programs provided by the Maryland Center for Adult Training, Inc. (MCAT). She was approved and subsequently began her training. Angela successfully completed the training and prepared to take the GNA certification exam and passed. She was issued her State of Maryland certification in early October 2014 and later sought employment at Symphony Manor, where she was hired as a Certified Nurse Assistant.

Michigan

Thomas' Success Story

On September 23, 2014, laid off lumber worker Thomas decided to visit the Northeast Michigan Consortium office in Onaway to look for a new career. Talent Specialist Yolanda explained the Dislocated Worker eligibility requirements to Thomas and assisted him with creating his new résumé. Yolanda worked with Certified Business Solutions Professional Nicole Chamberlain to contact Great Lakes Tissue to explain that Thomas was eligible for On-the-Job Training (OJT) funds since he needed additional training in order to qualify for their available maintenance worker position. Thomas applied and was granted an interview with Great Lakes Tissue. He successfully completed his OJT and received an Industrial Standard Credential as a maintenance worker. On October 8, 2014, Thomas was hired in to the Great Lakes Tissue Paper Product Maintenance Department, making \$0.85 more per hour than his previous job. "I would not have got the job had it not been for the help of the Michigan Works! Office."

Jeffrey's Success Story

Jeffrey had been working in manufacturing for seven years in Saginaw when the plant he was working at closed in February 2014. He was the main source of income for his family of five. Jeffrey and his family were lost and didn't know which way to turn. He heard about the Chemical Process Fast Start training program from Great Lake Bay Michigan Works! Jeffrey came into the Saginaw One-Stop to begin the process to get into the program and develop a new career. Great Lakes Bay Michigan Works! career managers and other staff worked with Jeffrey to ensure that he had the tools

to be successful. It was a very stressful time for him and his family. His only other job lead for comparable employment was for Ford in Buffalo, NY. After much preparation, Jeffrey was relieved to learn that he had been accepted in to the Delta College Chemical Process Fast Start training program and that Michigan Works! would fund his training. He had some deprecation as it had been twenty-two years since he had been in a classroom. The Michigan Works! staff all understood that it had been a long time since he had been in a classroom setting and helped by preparing him for the experience. After graduation, Jeffrey received a call for an interview at Dow Chemical. His household was filled with excitement and nervousness. Dow Chemical offered him a position. He was unable to describe how he felt, but it was such a relief for him and his family. All he could say is "we made it!" Since accepting a position with Dow Chemical, Jeffrey has been contacted by several more good employers. It wasn't easy, but with the support of his family and Great Lakes Bay Michigan Works! his job preparation experience was worthwhile. He will always be grateful to the Michigan Works! staff. Jeffrey started his new full-time position as a Chemical Process Operator with Dow Chemical on July 14, 2014, making \$22.25 per hour with benefits. His best advice is:

"[...] to take control of your own destiny by directing it not just following along and taking what comes and don't let the fear of the unknown or of returning to school after several years stop you from taking charge of your own life. Returning to school turned out to be the best thing I could have ever done."

Cynthia's Success Story

Cynthia was working in production and was not happy. She learned about the WIA program at Capital Area Michigan Works!

and was interested in learning about becoming educated in a new field in which she'd be more marketable and that she enjoyed. Cynthia was thrilled to learn that Capital Area Michigan Works! Has developed a partnership with Lansing Community College in order to help participants take a Welding Basics course. She enrolled and sent her case manager weekly updates expressing her sheer excitement and gratitude for helping her obtain a new skill. Immediately after graduation, she was offered a position with Kirchoff-Van Rob as a Robot Cell Operator earning \$10.00 per hour. She has already been assured that they will be promoting her soon to a team lead position and that since she is getting in on the ground level of a new shop, she will also have the responsibility of training new team members. Cynthia sends frequent emails letting her case manager know how much she loves her new job. "Thanks so much for everything you helped me with. You did an excellent job!"

Minnesota

Brent's Success Story



In 2012, Brent was laid off from his manufacturing job, which he had held for over 17 years. He had a GED, but no post-secondary education. Brent attended the Dislocated Worker program at the

Monticello WorkForce Center in August 2012 and met with Greg Gapinski, Central Minnesota Jobs and Training Services employment specialist. Because of his years of experience in manufacturing, Brent felt he could excel at and obtain job stability in that field if he had the proper training.

Brent was especially interested in learning Computer Numerical Control (CNC) machining. Brent enrolled in the Workforce Investment Act Dislocated Worker Program for tuition assistance and in the CNC Machining Program at Anoka Technical College. Brent struggled the first few semesters but graduated on December 19, 2014, with nearly a 3.0 grade point average - of which he was very proud! Brent got a full-time job at Premier Industry in Blaine as a CNC lathe operator. His starting wage was \$15.50 an hour, but in less than six months, he was at \$20 an hour – equal to his lay-off wage. "I am very proud of and happy about my accomplishments, including graduating from college and my new job," said Brent. "I could not have done all of this without Greg, my counselor, and Central Minnesota Jobs and Training."

Minneapolis WorkForce Center's Success Story



"On April 2014, I was laid off from a very well paying sales management position at a manufacturing company. I longed for a transition into the nonprofit sector. I didn't

know where to start. I went to a required session for those claiming unemployment insurance. I learned I qualified for the Dislocated Worker program. I was assigned an amazing case manager, Laura. Over the next few months, Laura walked me through an action-based process on résumé, cover letter preparation, interviewing tips, skill set identification, and follow-through techniques. I took pride in my biweekly action steps and re-employment activities. By September, I secured a part-time position at Clare Housing, a nonprofit serving low-income people living with

HIV/AIDS. I was also enrolled in a 14-week Mini MBA in Nonprofit Organizations. I never would have been able to afford this program, and am incredibly grateful that the Dislocated Worker program was able to fully fund my tuition. In December, I was offered a full-time position at Clare Housing as a Community Outreach Coordinator. My sales experience and nonprofit core are blending together well at Clare. I'm truly grateful to the Dislocated Worker program at the Minneapolis WFC, and indebted to Laura, who was remained positive and driven as we worked together. She and her colleagues made a very challenging time, manageable, hopeful, and successful for this client."

"Because of my involvement in the Dislocated Worker program at the Minneapolis WorkForce Center, I was able to successfully transition from the corporate to nonprofit world."

Minneapolis WorkForce Center's Success Story



"The one-on-one advisors and classes that WorkForce Centers offer are amazing and empowering for anyone looking for a job. When someone is looking for a new career opportunity, it can be a very intimidating experience because today's job search world is so much different than in years past. The Woodbury WFC changed all that for me. I had not searched for employment in over 25 years. That meant brushing up on the most effective way of getting my information to companies looking for people in my career area. Cindy and Linda have developed world-class workshops relevant to anyone needing job search assistance. The classes range from

designing an effective résumé to a week-long class called 'Boot Camp,' where you are immersed in everything you need to know about marketing yourself and identifying your skills and experience to find a new career. The classes provided the direction to get me on track and the knowledge to achieve a productive job search. My counselor, Mark, kept me focused on my goals and how to achieve them. He worked with me month after month to organize my job search. He empowered me to take the lead in the life I was going to rebuild. These learning opportunities made a world of difference in helping me market my skills. I obtained a new role at an international company in exactly the career path I was seeking through my job search plan, earning \$11,000 more than in my previous occupation. I could not be happier about my experience with the Woodbury WFC."

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Montana

John's Success Story

John came to the WIA Dislocated Program (DW) to apply for a position that had the potential to be an OJT. John has two children under 18 and had been laid off as a driller in April, 2011 (he was making \$17 per hour). Since that time, he was seriously underemployed, working part-time janitorial, food-service, and customer service jobs, and, when he was enrolled in DW was only making minimum wage. John applied for a Fuser position which became

an OJT funded with DW funds. John did very well and completed his OJT in the first quarter of 2014-2015, and was making two dollars more per hour than when he started. John's supervisor said he had plans to make John a shift supervisor in the near future which would come with another raise. John feels like he has landed with a company that will recognize his skills and hard work and where he will be able to build a career well into the future.

Sarah's Success Story

Sarah had been terminated from her position with the State of Montana for her inability to complete her accounting work due to her disability. Sarah has a difficult time communicating with others and rather than ask for help, she tried to keep up with it herself so she wouldn't have to explain to someone else how to complete the projects. Sarah was eligible for unemployment insurance and was enrolled in the DW program. Because of Sarah's skills, her case manager contacted a known employer and explained Sarah's experience, education, and accommodations that she might need. The employer interviewed Sara and offered her a position as an auditor and has made reasonable accommodations for Sarah to retain her employment, which included accepting her as a part-time employee. Sarah has retained her employment for several months now and is earning \$15.00 per hour while she is still learning the duties of the position. Her employer has expressed to us that he is very satisfied with her work.

Jay's Success Story

Through the Worker Profile program, Jay was identified as an individual eligible for training. His background was in construction and he also has a degree in Psychology. However, he had been unable

to find suitable, sustainable employment in either field. After career exploration and assessment, Jay decided that he needed to obtain his CDL. Through the DW program, he attended SAGE Truck Driving training. In July, Jay graduated with honors in his class and obtained employment with an employer in Billings, working in the Bakken oil fields. After working for this employer a month he was able to return home to visit. While here, he was offered a job with a local employer. He is pleased to have had the opportunity to obtain his CDL and to now have the ability to work locally.

Nebraska

A Jobseeker's Success Story

A male job seeker was employed as a production operator for six years until his layoff in 2013. After his layoff, he was not able to find a first shift position that paid comparable to the wage he was making. He is married and has four small children at home, so the loss of his income was difficult for his family. He chose to take this loss and use it as a time to find a career that best supported his family. He chose to attend a local community college and enrolled in an HVAC Program (Heating, Ventilation, and Air Conditioning), which is a Healing Our Heroes' Homes (H3) program, lasting 18 months. He was a very dedicated student graduating with distinction, but this wasn't always easy for him. While he was in school, his wife worked second shift to save on childcare expenses. This meant, once he arrived home from a full day at school he was a full-time parent; preparing meals, doing homework, giving baths, and getting the kids to bed. This all had to be done before he could sit down and work on his homework for the next day. He was able to take advantage of Trade Adjustment

Assistance benefits to assist with his tuition, books, and tools needed for his program as well as weekly dollars to assist him while he was in training. The assistance of the WIA Dislocated Worker program allowed him assistance with mileage to Milford and other emergencies that came up along the way. His sacrifices paid off. He graduated with Distinction with an Associate Degree. The Monday following graduation he went to work! He is currently working in the HVAC field and is earning \$18 per hour. He is able to support his family and most importantly, he is doing work that he loves.

Nevada

Benjamin's success Story

Benjamin came to the Community Services Agency (CSA) seeking assistance with obtaining his CDL license. When he first started in the program he was living in transitional housing and was dealing with some legal trouble. He was able to start CDL training and successfully obtain his Class-A and B license. Benjamin was then able to move out of his transitional housing and obtain a full-time job as a CDL driver making above minimum wage.

Ramiro's Success Story

For 16 years, Ramiro was a dedicated employee at Smith's Food and Drug making \$16.90 an hour as Inventory Control Clerk. He was responsible for his crew, and due to a mistake a crew member made he was terminated on November, 2008. He was especially devastated when he was denied UI benefits. He said, "I am not sure how I am going to provide for my family. My wife doesn't work either. Now I'm a total failure and have let my family down. They rely on me!" Ramiro attained his Mine Safety and Health Administration (MSHA) certificate

and began looking for work; he registered with the local Temp Services and JobConnect. Time went by but nothing looked promising for long term employment. Ramiro had to do something fast because time was running out. He spoke with a Career Enhancement Program (CEP) representative who referred him to Job Opportunities in Nevada (JOIN) for funding for CDL-A training and possible co-enrollment. He then began CDL-A training on February 17th, completed it on March 7th, and obtained employment on March, 15th with Redi Services making \$25.00 an hour!

JOIN's Success Story

What was a man to do when he turns 50 years old and finds himself unemployed or, in this case under, employed? This client had been working as a maintenance person for different properties in Ely and a pattern had developed that he would work for a short while for a company and then be laid off. When he came to JOIN his current job only provided him about 20 hours of work a week, if he was lucky. The client qualified for unemployment compensation. After meeting with the client and reviewing the required documentation it was decided that this client was an appropriate JOIN client. When he first came to JOIN, he stated that he was interested in obtaining his CDL. He shared with JOIN the reasons he thought having his CDL would be a good direction for him to go. The client was given an assessment test. The test revealed that the two best fits for a career were in the Outdoor career cluster and the Technology Skilled career cluster; truck driving was listed in the Technology Skilled cluster. His interests, abilities, and values showed that a career as a truck driver would be a great fit. After meeting with the client several times JOIN decided to send him to Sparks, NV, for CDL training. This client was an A+ student

at CDL training. He was focused on school and obtained his CDL license in two and a half weeks. A week after his return to Ely, he was employed by Weber Trucking making \$17 per hour. This client chose a new career path and took the steps necessary to achieve that goal. JOIN applauds him for his efforts.

New Hampshire

Denise's Success Story

Denise is a 52-year-old divorced woman living in Amherst, New Hampshire. Although a high school graduate, Denise had no concrete career path opportunities and had worked in several fields, including child care, healthcare, criminal justice and cosmetology. She entered the WIA Dislocated Worker program in July 2013 to receive assistance in employment counseling, résumé writing, job leads and training support. Denise and her WIA counselor explored the job market for open positions with a career path, and found a growing demand for Medical Secretaries. With a background that included some CNA and EMT training, Denise was encouraged but realized she needed to learn medical office skills in order to secure full-time stable employment. Using Eligible Training Provider data, Denise researched training programs and expressed an interest in the programs offered through John Mason Institute in Nashua. She visited the school and learned about the Health Care Coordinator training. The skills taught in this training are those needed by healthcare facilities hiring Medical Office workers. Working with her WIA employment counselor, Denise completed an assessment of her current skills and abilities to determine a need for training and an understanding of her ability to succeed in a

training program. After careful consideration of all her options, as detailed in her re-employment action plan, Denise was approved for training and enrolled in the program. Although Denise admitted it was difficult at times to keep up with the workload, she successfully completed the training on October 30, 2013, and earned a certificate to add to her résumé. However, Denise's lack of experience, and perhaps her age, still presented barriers to her finding full-time employment in her chosen field. Denise expressed interest in more training to increase her skills and better position her to market herself to local healthcare centers. In addition to Medical Secretary Jobs, Medical Assistants are also in high demand. Oftentimes, employers seek candidates able to wear several hats, combining front office responsibilities with medical assistant responsibilities. Denise believed that having a combination of the skills required for each position would broaden her job search efforts and significantly increase her chances for finding a job. To accomplish this goal, Denise was referred to the High Tech, High Touch and High Demand Training (HT3) Healthcare Grant for assistance with additional training costs. Denise was accepted into the Medical Assistant Diploma Program at Mt. Washington College and after three long and stressful semesters of hard work, Denise graduated the program with a 4.0 GPA. However, even after a rigorous job search effort, Denise – like many other long-term unemployed dislocated workers – was unsuccessful in finding a job. Working with her WIA employment counselor, Denise was enrolled in the Job Driven National Emergency Grant (JD NEG) program, which is designed to help individuals who, despite their continued effort to find suitable employment, have been out of the job market for an extended

period of time. On-the-Job Training (OJT) is a training option available through the JD NEG. OJT allows the employer and employee to work together for up to six months, during which time the employer agrees to train the employee on the job to meet job requirements in exchange for wage assistance from the WIA program during the training period. Denise was a good candidate for the program. She had newly acquired skills learned in a classroom, but not all of the real work skills and/or work experience needed to demonstrate her ability to prospective employers. In early September, 2014, Denise interviewed at Ear, Nose and Throat Physicians and Surgeons in Manchester, New Hampshire for an open Medical Assistant position there. The employer expressed interest in hiring her, but was reluctant because she lacked hands on experience with surgical procedures and the processing of diagnostic tests. Using the OJT training model as a means for gaining the job specific skills and experience that would be needed, the employer made Denise a job offer and she gratefully accepted. She successfully completed her OJT in January, 2015. Today, Denise is gainfully employed with this employer working full-time earning \$14.00 an hour with full benefits. She reports that she continues to grow in her position and is appreciative of the guidance and financial support provided by the WIA Program, and others.

New Jersey

David's Success Story

David was employed for 19 years, before being laid off in April 2014. Visiting his local unemployment office, he noticed a flyer on the wall describing the metal fabrication program being offered by Raritan Valley Community College (RVCC). He contacted

the school and joined the first RVCC metal fabrication mobile class in June of 2014. David excelled in his studies and acquired the National Institute of Metalworking Skills (NIMS) Measurement, Materials and Safety certification. One of the program's employer partners was quick to employ David after graduation as an entry level machinist, and shortly after gave him a raise to \$23 an hour. When the Raritan Valley Community College CNC program started, David was hired as an assistant for the lab workshop, and he now assists two manufacturing training programs, and is on a fast track to becoming a main instructor.

Edward's Success Story

After two years as the Computer Hardware Engineer responsible for programming and maintaining all computers and controlling audits for a leading casino, Edward lost his job in the mass layoffs of October 2014. Fortunately, just days after his unemployment insurance expired, he was invited by the New Jersey Department of Labor and Workforce Development to attend the Atlantic City Reemployment Session (ACRE). There, he learned his skills were in demand in other industries outside of the hotel business. With support from a state business representative and the Atlantic City National Emergency Grant (AC NEG), Edward found employment within days with a new employer. The company was able to offset much of the cost of hiring and training Edward, thanks to a state OJT grant which covers 50 to 90 percent of training-related expenses for dislocated jobseekers. Edward completed the OJT program and was retained as a permanent full-time employee at the company.

New Mexico

Juan's Success Story

Juan came to WIA after being laid off from his job where he earned \$12 an hour as a laborer. Juan had worked for the company for three years. Juan is married with two children and is the sole provider in his home. The layoff resulted in his family requiring assistance from the SNAP program. Juan explained that as a laborer he is often laid off when work slows down. He wanted to obtain a credential in which he could provide a more stable living for his family. Juan decided to obtain a commercial driver's license (CDL) with the assistance of WIA. He was immediately hired in Alamogordo as a driver earning a starting wage of \$15 an hour. With his CDL, Juan looks forward to long-term, stable employment with many opportunities for increased earnings.

Nelson's Success Story

When Nelson was growing up, his family operated a restaurant in the Española, New Mexico valley. He always enjoyed cooking but never seemed to have the opportunity to work in the area that he loved. With assistance from WIA funding, Nelson enrolled at Santa Fe Community College to work toward an Associates in Applied Science in Culinary Arts. Nelson took full advantage of WIA support; throughout he remained a student in good standing, earning a 4.0 GPA in the 2015 Spring semester. Nelson's continuous merit got the attention of the Director of the Culinary Arts Program who selected him for nomination to the Study Abroad Internship Program in Italy. Working closely doing research with his WIA case manager, together they came upon the Gilman Scholarship Program, which offers awards

for undergraduate study abroad and awards U.S. undergraduate students scholarships to participate in study and intern-abroad programs worldwide. Additionally, the Gilman Scholarship aims to diversify the kind of students who study and intern abroad by supporting undergraduates who might otherwise not participate due to financial constraints. Only three percent of applicants from community colleges nationwide receive the scholarship; Nelson was one of five recipients from the State of New Mexico. He left for Italy on May 30th for an 18-day internship. Upon his return to New Mexico, Nelson plans to graduate from the Culinary Arts Program with his Associate's Degree in December 2015.

Robert's Success story

Robert first came in to the workforce center to apply for unemployment insurance. As an unemployed veteran, finding a job with his current skills seemed impossible. Behind on rent and other bills, supporting his family was very difficult, especially around the holidays. Robert received information about getting a commercial driver's license. With WIA's Tuition Assistance Program, Robert completed the five-week CDL training and was hired right away, making a thousand dollars a week. After gaining some work experience, Robert moved on to work for another company with higher pay and bonus opportunities.

North Dakota

Whitney's Success Story

Whitney came to the Bismarck Job Service office in February of 2012 after she lost her job as a loan officer at a local bank. As a single mother with two young children and only a high school education, she needed additional training so she could provide for

her family. Whitney was approved for Certified Nurse Assistant (CNA) training and obtained her license. A short time later, she started the Registered Nurse (RN) program. In May 2015, she completed the RN training with a 3.28 GPA and obtained her RN license in July of 2015. She is currently employed as a RN at long term care facility. Whitney maintained a positive attitude throughout her training and always had a smile when she came to our office.

Morgan's Success Story

Morgan was referred to the WIA program in December, 2014, by Vocational Rehabilitation Services (VR) for possible assistance with retraining costs. He had been in an unfortunate well site accident in the oilfields almost two years prior to this referral. His dominant hand was crushed and he had total or partial loss of three fingers. After months of reconstructive surgery and rehabilitation therapy, the company placed him on light duty, but let him go after six months due to a miscommunication of instructions. He really wanted to get back into the oil industry as a site worker. He was working with VR, and throughout physical therapy and career counseling, he decided that he wanted to be a crane operator. It was very difficult to use his non-dominant hand, so he worked hard to rehabilitate his injured hand and learned to use it differently to accomplish his goals. WIA partnered with VR on the training costs, and split the Support Service costs of housing, meals, transportation, required clothing, and physical exam to accommodate his training. Morgan is a very motivated young man and WIA and VR funds helped him reach his goals. Completers of the Crane Operator training through Williston State College TrainND Northwest were being offered a five day training in Rigger and Signal Person

certifications at no additional training cost. He studied diligently and successfully completed training and attained the industry recognized National Commission for the Certification of Crane Operators (NCCCO) certifications for Crane Operator. Two weeks following completion of the Rigger training, Morgan was hired as a Rigger/Crane Operator with an employer in the Keene area, which is not far from his home. He was hired as a Rigger but during his first few days of employment, the business desperately needed a Crane Operator and transitioned him to that job. His starting wage is \$24 an hour and working 40+ hours per week. He is happy with his job and doing exactly what he wants to do. He greatly appreciated his WIA and VR assistance.

Monica's Success Story

Monica lost her job as a research assistant at a drug testing facility when the facility closed. Her Bachelor of Arts degree in biology did not qualify her for other research/lab positions in the area and she wasn't able to find related employment. The WIA program funded her for the two additional years of classes she needed to obtain her Bachelor of Science in Medical Laboratory Science. She completed the degree and is employed as a medical lab scientist at a major healthcare provider in Fargo at a significantly higher wage.

Ohio

Brian's Success Story

Brian was employed by the city of Eastlake as a building inspector. The city was facing budget cuts, and Brian was among 15 individuals slated for layoff beginning in November, 2014. A Rapid Response team presented résumé and interviewing workshops at an orientation meeting, and

Brian participated in both. Upon completion, he was encouraged to update his résumé and submit it to staff at OhioMeansJobs Lake County. Business services representatives on the Rapid Response team began reaching out to employers that needed Brian's skill set. In December 2014, the team secured two job orders suitable for Brian. The following month, Brian had an interview. He met with OhioMeansJobs Lake County staff to sharpen his interviewing skills. On February 26, 2015, Brian was hired by the city of Painesville's Water and Sewer Department at \$17.76 an hour. Layoff aversion strategies helped reduce his employment gap. Brian was hired within three months of being laid off, after receiving customized workshops and consistent follow-up from staff at OhioMeansJobs Lake County.

Norman's Success Story

Norman is a U.S. Air Force veteran who was dislocated from Columbus State Community College after 21 years of employment. Norman went to the Central Ohio Workforce Investment Corporation to enroll in the Roads2Work program, an adult training opportunity that helps fill the demand for truck drivers in Ohio. With the assistance of Roads2Work, Norman completed a five-week training series and obtained his CDL in April 2014. He then started working for FedEx Ground at a wage of 34 cents per mile. His salary soon increased. Norman currently is earning 43 cents per mile, averaging \$800 per week. "R2W prepared me to re-enter the workforce nicely and earn a steady income," Norman said.

Oregon

Jason's Success Story

Jason was a dislocated worker who decided to attend training as a Diesel Technician at Blue Mountain Community College. Jason has a small family and a mortgage, and was in danger of losing his home without additional services and assistance. To assist, WIA Community Action Program of East Central Oregon (CAPECO) provided tuition payments for the two years of Diesel Technician training so that Jason could purchase the mandatory tools for the training and have those tools as he transitioned into employment. In addition, Jason was referred to a Mortgage Assistance program. The family's application was accepted and the family was provided mortgage assistance, reducing the household expenses significantly during Jason's training – easing the financial burden and reducing the stress – enabling a successful completion. Jason did graduate and obtained employment at a semi-truck repair shop in the Hermiston area. Although he was later laid off from that position, he was subsequently hired as a Maintenance Technician at the local RV Manufacturing plant. Jason struggled during training and it was not until he actually obtained employment that his confidence and self-worth improved. He reports that the family is doing great and that his attitude and energy level have improved dramatically. He really likes the job and will be getting his first raise, as well as insurance and other benefits, soon.

Pennsylvania⁵

Charles' Success Story



Charles had a work history full of low level, low paying positions with limited opportunity for advancement. When he got laid off from his last job as a

temporary laborer he decided he needed to make something happen in his life for the sake of his family's future. Charles had not finished high school and needed both his GED and assistance in identifying a trade career that would keep his interest and help him provide for his family. He came to the PA CareerLink Westmoreland and met with an Employment Specialist. Using funding from CareerLink, Charles enrolled at the Private Industry Council of Westmoreland/Fayette Inc. to obtain his GED. He worked very hard, excelled his classes, and was even invited to be a speaker at graduation. He continued to work with PA CareerLink to complete assessments and labor market research that were used to set his career goals and determine his plan for employment. Charles chose a Diesel Mechanics program offered through Wyotech and was enrolled in the course using an Individual Training Account, which is grant funding designed to help people get the skills they need to compete in today's workforce. CareerLink funding along with student loans and other grants paved the way for Charles to start at Wyotech in December, 2009, in the Diesel Mechanic and Management Program. As

with all that he has done, Charles brought great enthusiasm and commitment to his plan for a brighter future. He credited his success to his father's "tough love" as well as the support of his wife and family. He also credits the Private Industry Council, and PA CareerLink Westmoreland for helping him determine the best career path and coaching his progress through the many steps and challenges. He excelled in his program at Wyotech and even took a leadership role in many of his classes. Upon his graduation from Wyotech, the Account Representative at PA CareerLink Westmoreland connected Charles with Forsythe Transportation, a local employer that needed a mechanic. Charles interviewed and enjoyed the first interview he ever had where he had the perfect set of skills for the job he wanted. He accepted the position and began his new career shortly after graduation. He is employed at Forsythe Transportation as a Mechanic and works on vehicles that are owned and used by Westmoreland Transit to provide bus service throughout the County. Charles is very excited to have a job close to home making more money than he has ever made. According to Forsythe Transportation as Charles gains experience his salary will increase.

Puerto Rico

An Entrepreneur's Success Story

Caguas/Guayama Local Area highlights the history of a dislocated worker who was delivered pre-vocational services, in the occupation of Green Areas and Landscaping Technician at the University of Puerto Rico in Cayey Campus. During his involvement he had perfect attendance and acquired occupational skills in maintenance of green

⁵ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

areas and landscaping. He completed 60 hours of training at that agricultural school in Cayey. After completing his pre-vocational training, this dislocated worker established his own landscaping business. Currently, he remains self-employed, because through the Local Area he acquired tools and equipment to start his own business. This participant attained his goals because he always kept a good attitude and had perseverance to complete his training.

Yaritza's Success Story



Yaritza was in the Mayagüez/Las Marías Dislocated Workers Program. She is a single mother of two children who lives in a public housing project. She is a high school graduate with academic training in Cosmetology. After presenting the documents needed to determine eligibility and completing an application, Yaritza was determined eligible to participate in the Dislocated Workers Program and the Case Manager proceeded to register her. After receiving basic services and getting no positive results in finding a job, the Case Manager proceeded to provide intensive services, perform an objective assessment and develop an individual employability plan, which confirmed the participant's goal was to establish her own business. Consistent with this result, the participant was then referred to participate in the Microenterprise Development Project. After completing her participation, Yaritza was able to establish her own business, Yo Beautiful Hair and Makeup Salon, located at La Candelaria Street, Suite 101, in Mayagüez. The beauty salon has been so successful that its owner has already hired

an additional employee, due to the increase in clientele.

Gilberto's Success Story



Another success in Mayagüez/Las Marías was Gilberto, a dislocated worker of 33 years, with previous experience in the food business. He always had a special interest for the proper care and protection of animals. After presenting the documents needed to determine eligibility and completing an application, Gilberto was determined eligible to participate in the Dislocated Workers Program and the Case Manager proceeded to register him. After receiving basic services and getting no positive results in finding a job, the Case Manager proceeded to provide intensive services, perform an objective assessment and develop an individual employability plan, which confirmed the participant's goal was to establish a business that was directly related to his love for animals. Consistent with this result, the participant was then referred to participate in the Microenterprise Development Project. After participating in the project, Gilberto created the P.R. Cotas Magazine, which has not only been a success in sales and distribution; it is an effective tool for disseminating and educating people about their pets' needs.

South Carolina

Ben's Success Story

Ben was honorably discharged from active duty from the U.S. Navy in October, 2014. He did very well in the military and his biggest concern transitioning into civilian life was, "would I find a reasonable job opportunity that I could become a valued



employee, with a good wage and with benefits?” During his first visit to SC Works Greenville, he was quickly assessed by a veteran representative and given a referral of an

on the job training opportunity through WIA. Benjamin completed his WorkKeys with a Gold level certification and soon after he was interviewing for a job opportunity with Greenville Water. During his OJT training Benjamin was offered full-time employment as an operations technician and he now has the opportunity to grow within Greenville Water.

South Dakota

Monica’s Success Story



Monica came to South Dakota Department of Labor and Regulation (DLR) to inquire about QuickBooks training. Monica was 36 years old and a single mother

of three school age children. She was cleaning houses on a part-time basis, hoping to make a business of it. Monica was encouraged to work on Teknimedia computer training and KeyTrain Career Skills. Monica already had taken the National Career Readiness Certificate (NCRC). Monica was enrolled in the Workforce Training Program in order to help her gain skills necessary for full-time employment in a clerical position. Monica worked with DLR staff to create a résumé. Through Work Experience, Monica was able to work at the front desk in a DLR office and work towards the Short-term Labor (STL) program. During this Work Experience, she greeted the public and

directed them, scheduled appointments for 14 staff, answered phones at the front desk, transferred calls, and worked on projects for staff. One project she completed involved using Excel to create attendance demographics for the spring 2015 Job Fair. Monica continued to struggle with answering interview questions and seemed frustrated. Through discussion with DLR staff, Monica enrolled in Vocational Rehabilitation services to assist with her anxiety. Monica also decided to take advantage of the TANF program. Through TANF she received supportive service that would help her continue her employment. DLR staff continued to assist Monica with résumé and cover letter assistance, as well as online applications. DLR staff also reviewed paper applications and made suggestions to improve Monica’s chances of securing an interview. As Monica searched for employers, Dakotah Bank emerged and contacted Monica for an interview. She was offered a position as a Loan Document Specialist. An OJT was developed to train her into the position. A few months later the OJT was complete, and now Monica is a permanent employee. This is a great example of how WIA, TANF, and VR work cooperatively to provide success to South Dakotans.

Shirley’ Success Story

Shirley, a 56-year-old dislocated worker from Minnesota Rubber, came to DLR after she was laid off. She had worked for the company for 31 years, raised five kids, and had been through many of life’s ups and downs. She always regretted dropping out of school in the ninth grade and not having her high school diploma. Shirley was referred to Adult Education and Literacy (AEL) to complete her Tests of Adult Basic Education (TABE) assessment. Her scores

were not high; however, Shirley was determined to succeed. She drove 58 miles, round trip, every day regardless of the weather conditions and would spend the whole day working on GED prep. Shirley eventually passed three of the four tests. She only needed to pass the math test when she started an OJT with Dakota Tube. Since Shirley was working the weekend shift, she was able to drive to the AEL classes Monday afternoon through Thursday to continue working on math. Shirley, with the help from AEL, finally earned her GED credential. Shirley enrolled at Lake Area Technical Institute (LATI) and is hoping to be accepted into the Practical Nursing program. Shirley is an inspiration, and is a perfect example that no matter your age, how long you have been out of school, or what obstacles get in your way, you can achieve your goals.

Tennessee

Brandy's Success Story

Brandy came to the Career Center in 2013 after being laid off from her job as a paralegal. Despite partial hearing loss requiring the use of hearing aids, Brandy had a dream of becoming a nurse. She completed the prerequisites and was accepted into the Registered Nursing program at Pellissippi State. She was receiving financial aid but it was not enough to cover all the expenses of the program. The Career Center was able to step in and assist in a number of ways including purchasing a special stethoscope that helped with her hearing impairment. Brandy juggled her duties as a single mom and student while still maintaining a GPA that earned her a place in the school's National Honor Society. Upon graduation, she passed all her licensing exams and is

now working for one of the largest healthcare providers in East Tennessee.

Virginia

Thomas' Success Story



Thomas of Fredericksburg first visited Michelle, a Germanna Community College adult career coach, at the Fredericksburg Workforce Center in February of last year.

Disappointed at the lack of opportunities to put his Bachelor of Science in geography to good use, Thomas was interested in increasing his skills to pursue a meaningful career. After being out of work for a 10-month period, Thomas felt like he had hit a wall when it came to his options and decided it was time for a change. "Searching for a new career was a daunting task," Thomas said. "Applying for positions via the internet was like sending your résumé into a black hole. Applying in person and making contact with the hiring person proved just as difficult. After months of 'We'll be in touch,' and, 'Good luck in your career endeavors,' I decided to contact Germanna's Center for Workforce and came in contact with Michelle and Stephanie (outreach specialist) who provided the information and connections that worked for me." Michelle had the extensive coaching experience to provide him with the tools and resources needed to put him on the path to success. She encouraged him to utilize his eligibility for On Ramp funding to enroll with Germanna's partnering organization, CDS Tractor Trailer Training, to earn his Commercial Driver's License (CDL). A month after enrolling, Thomas graduated with his CDL and two weeks after that, found full-time

employment with benefits including health care, 401(k), and paid vacation and holidays. The team at CDS also proved helpful to Thomas in tailoring his desired job with the right companies. Germanna Community College staff are honored to have provided him the educational resources and career coaching services he found beneficial on his path to success.

West Virginia

Success Story

Shortly after graduating high school in 2011, WorkForce West Virginia (WFWV) customer began working as a heavy equipment operator for Bluestone Coal Company. He began thinking about his future in the mining industry, and what other opportunities he may have in this industry. He approached his employer to inquire about their college tuition assistance program. They agreed to help him pursue a Degree in Civil Engineering at Bluefield State College (BSC). He began the enrollment process at BSC, expecting to begin in January, 2013. Unfortunately, he was laid off October, 2012. He was devastated. The layoff questioned his choice to pursue a Degree in Civil Engineering. Still thinking about his future, he recalled working for a short period as an Emergency Medical Technician (EMT) for one of the local ambulance services. He liked this type of work, because it allowed him the opportunity to help others. He thought this may be a career that he would like to pursue further. As he began exploring his career options in the medical field, he had to keep in mind what barriers he would face during the time he was in training. He quickly realized he could not go to school full-time without any form of income. At that time, he began exploring short term trainings. The Licensed Practical Nurse (LPN) program was

enticing because the program could be completed in one year. In August 2013, he began LPN training at Summers County Technical School/New River Community and Technical College (CTC). He successfully completed training in August 2014 and is currently working as an LPN for Princeton Community Hospital. He indicated that he is now able to proudly say he can financially support himself. He is currently enrolled at the University of Charleston pursuing his Associate of Science Degree in Nursing. He hopes to one day be a Nurse Anesthetist.

Success Story

WFWV customer had one job his entire adult life, working 40 years for a warehouse. The warehouse closed down and he was only in his early sixties and still needed to work. The local WIB assisted with basic computer skills, résumés, interview skills, etc. as the customer had little to no experience with seeking employment. While working through the years he also began taking care of a sick family member. Having had this experience he thought a career in the medical field might be an option. At his age, not wanting to be in training too long, he opted for Patient Care Technician at Mountwest CTC, one semester program, allowing him to become nationally certified and become employed at St. Mary's Medical Center.

Success Story

Due to a slowed economy, a customer was laid off from a position he had held since 2008. With supportive services funding, he was able to purchase tools and uniforms needed to take his career in a new direction. He accepted an offer to work with PCM Industrial Services Inc. a company specialized in industrial maintenance and repair, in March 2015. The company has currently placed him working as a crew leader in a power plant.

Workforce Investment Act

Youth Program Success Stories

Alabama

Ms. Robertson's Success Story

Ms. Robertson was a youth participant enrolled in the LPN Practical Nursing Program at Chattahoochee Valley Community College during the Program Year 2014. As a single parent, she was a disciplined student who effectively balanced family obligations, educational activities, and professional responsibilities consistently. She was able to complete her curriculum on time. Ms. Robertson passed her State Board for LPN on the first attempt and obtained full-time employment with a local health care facility. She is currently enrolled at Columbus State University in the Pre-med curriculum and continues to work a fulltime job.

Mr. Barnhart's Success Story

Mr. Barnhart came into the CWD office on September 3, 2014. He was interested in receiving training in the electrical field at Construction Education Foundation of Alabama (CEFA). He began his Electrical Level 1 training under the Youth Program on October 13, 2014. From the start, Mr. Barnhart surpassed his classmates, and upon completion of the program on February 9, 2015, he not only earned his certification, but received an incentive for perfect attendance as well. Mr. Barnhart requested to continue his training and because of his dedication and enthusiasm, he was enrolled into the Adult Program to

earn additional certifications at CEFA. Because of his excellent performance and dedication, Mr. Barnhart has been hired by Marathon Electric, one of Alabama's most prominent electrical contractors. After completion of all of his certifications, Marathon has advised that he will be promoted, resulting in an increase in pay. All of these achievements are due to Mr. Barnhart's hard work ethic and determination.

Ms. Bonner's Success Story

Ms. Bonner was a 20-year-old single mother of three children determined to experience success both personally and professionally. Prior to applying for the Out-of-School Youth Program (OSY) she worked several low-wage jobs, but encountered health issues that caused her to face many challenges. Ms. Bonner revealed during the application and prescreening process that there were times she wanted to give up because she felt as though she had no guidance in improving her situation. The Jefferson County Center for Workforce Development in conjunction with career input from Ms. Bonner was able to successfully enroll her in The Dannon Project's (TDP) Youth Careers Program (contract partner). She completed Phase I on May 12, 2014 where she learned various life skills to build a healthier lifestyle. On July, 25, 2014 she entered Phase II, where she passed the Patient Care Tech exam and obtained her certification. After having completed the majority of the goals identified on the Individual Service Strategy

(ISS) and after earning her Patient Care Technician (PCT) certification she stated that she was grateful for the educational tools and occupational training provided by TDP and the Jefferson County Center for Workforce Development (JCCWD). Ms. Bonner's determination to reach her goals along with the motivation she received from TDP staff and monthly from Mr. Marshall (JCCWD) impacted her life tremendously. TDP's Career Development Team worked to support career placement for Ms. Bonner and on November 10, 2014 the career placement services paid off when she was offered an opportunity as a Patient Care Tech at Walker Baptist Health Hospital at \$10 an hour. One of the many blessings for her is that she has a caring, supportive family who reside in Jasper, AL; which is why she chose to work in the area. Ms. Bonner stated, "Since enrolling with The Dannon Project, I have increased my interpersonal skills by learning how important it is to budget my money, along with starting and completing goals and how to prepare for a prosperous future for me and my children." One final piece of good news is that at the time of this report, Ms. Bonner now resides in her own home and stated she will continue to strive for success.

Alaska

Zackary's Success Story



Zackary had an extensive criminal history primarily due to drug addictions. Zack's first troubles with the law began in 2010 and continued up through 2014, with multiple felony drug possession convictions and a general inability to overcome his barriers. Zack enrolled in the WIA Youth

program through Nine Star Enterprises on September 1, 2013. He was homeless, using drugs, and unemployed. Zack was provided appropriate assessments and mentoring to help him begin working on his addictions. This ongoing mentoring allowed him to achieve goals including completing high school and gaining work readiness skills through work experience opportunities with a local youth partner's cafe. He excelled in working with the customers by keeping a positive attitude and making them feel welcome. In turn, he started to feel better about himself. Zack committed to remaining drug free and was enrolled in the carpentry occupational skills training, which he completed from beginner to advanced levels. He was assisted with writing a résumé and applying for jobs. With this training, Zack secured a good job and is now in a financial position to no longer be in danger of homelessness. Through this involvement with the WIA Youth program, he has been able to address and possibly overcome his drug addiction, move away from his criminal behaviors and become an extremely productive, in-demand member of the workforce. His entire demeanor and viewpoint on himself has changed for the better.

John's Success Story



John is an 18-year-old from Emmonak, Alaska - an area with high youth suicide and disenfranchisement rates and comes from a family who depends on a subsistence lifestyle. Training and employment opportunities are scarce and usually held by adult workers. John enrolled in the WIA Youth program in 2011 through Yukon Delta Fisheries Association, and was provided paid work experience within the local fishery. His

strong work ethic earned a promotion to safety officer for the fisheries Salmon Roe Processing area. John was also provided the opportunity to enroll in welding training, paid for by partner resources, while attending high school. John graduated high school, became a certified welder, and gained employment with the local boat manufacturing shop in Emmonak. Additionally, he taught himself how to cut his own hair and now provides haircuts in his village as the only local barber in the community. He plans to expand and diversify his skills and attend barber school to become a certified barber. With support from the WIA Youth program John was able to mature as an independent and enterprising asset to his community.

Arizona

Courtney's Success Story

Courtney is 20-years-old, almost 21, she's quick to tell those who ask her age. She'd been out of school since she was 16, a good four years before she came to Las Artes. She'd been homeless for two years, working odd jobs to make just enough money to get by day to day and staying with one friend after another – or “couch surfing” as she refers to it. Courtney lost her mom to an automobile accident when she was eleven years old. She soon became estranged from her father. She says throughout her late childhood there were people in her life that cared for her, but no one that really cared. She goes on to explain that she was fed and sheltered, but not given life skills as a pre-adolescent and then as a teenager. No one taught her about the importance of education, or about making good life choices, or even about taxes. Courtney first went to Open Inn, a local non-profit, where she was able to get her housing needs

resolved. Open Inn helped Courtney get her own apartment-rent free- she was just responsible for the utilities. Because Open Inn has a cooperative relationship with Las Artes, she was also referred to the school to obtain her GED. With her housing needs met, Courtney was able to give her full attention to preparing for her GED. In doing so, Courtney completed Las Artes in 16 weeks, passing all five GED exams and earning her GED on October 15, 2009. She also gained valuable work experience and learned employability skills. Courtney is currently enrolled at Pima Community College. Courtney intends to eventually transfer to Evergreen State University in Washington State to pursue an undergraduate degree in Adventure Therapy. She then wishes to earn a Master's in Counseling and work as a child therapist to help children overcome trauma. Courtney also recently received a job offer from AFNI, a local teleservices firm. She said the employability skills she learned while at Las Artes made her more confident and positive during the interviewing process with AFNI. Starting December 6, Courtney will be working as a Customer Care Consultant under AFNI's Verizon contract. She's excited about having the new full-time job, making almost \$10.00 per hour and being eligible for benefits. At the end of the year, she says, she'll also know how to do her taxes.

Gabbie's Success Story

Gabbie was a 19-year-old Native American young woman when she enrolled in the youth program through Arizona Women's Education & Employment (AWEE) two and a half years ago. At the time, she was a senior in high school with a five-month-old baby. Gabbie had been in and out of households with her mother who struggled with addiction and periodic imprisonment. Ever

since Gabbie started the youth program, she has dreamed of a job in health care. AWEE has supported Gabbie with basic skills tutoring and a connection to the youth summer employment program. She also completed work readiness training with AWEE. Gabbie has been exposed to the process of college enrollment and has completed volunteer work and office training through the AWEE office. Additionally, she has received a number of supportive services including transportation as well as emergency food and clothing assistance. Despite the many obstacles Gabbie faced (absentee parents, struggles with addiction, domestic violence, poverty), she has held on to her dream. She has not allowed any of the obstacles to become an excuse. Gabbie completed her high school diploma and has since enrolled in college where she is studying to become a medical assistant. Gabbie is an excellent role model and displays determination that any one of us would be lucky to embody. Good luck, Gabby.

Curleshia's Success Story

When Curleshia came to the ASPIRE youth program, a WIA-funded program that seeks to provide young adults with employment and training opportunities, she was unsure of what her options were and how she could go about building a sustainable future for herself. Although she was a young woman with drive and ambition, she was having a difficult time finding the resources and venues to turn that ambition into a career that she could support herself with and be proud of, since she had little training or skills to assist her in her dream of being self-sufficient and successful. Through Workforce Investment Act-funded training, Curleshia was able to attend a training course at a well-rated academy for Dental Assistants. She was also offered support for books and fees in her classes at a local

community college and attended workshops to improve her résumé creation, job search and interviewing skills. Curleshia's training provided her a foot in the door to a fast-growing sector of the medical field. Thanks to the job search knowledge she gained by participating in workshops and classes, Curleshia has found a part-time job as a Dental Assistant where they are impressed with her work ethic. She is also attending community college to earn her associates degree and work towards the option of a further degree in the future. The opportunities afforded to this participant have fulfilled the highest promise of programs in the workforce development field; allowing people to find it in themselves to create the best future they are capable of achieving.

Arkansas

Stacy's Success Story

Stacy was an out-of-school youth in pursuit of a degree as a Licensed Practical Nurse (LPN). Stacy, age 20 and a young father, managed to support his family and focus on furthering his education. Soon Stacy was confronted with the challenge of paying for the remainder of his tuition that his Pell Grant did not cover. Stacy sought out the assistance of the WIA program. On January 2015, Stacy became an active, WIA out-of-school youth participant. With the encouragement and guidance of a WIA case manager, he was once again able to focus on his studies without the worries of his family's financial needs. Stacy was awarded an Individual Training Account by WIA to cover the remainder of his tuition expenses and state exams. Stacy completed his LPN training at the University of Arkansas Community College Hope in May 2015. He entered employment with Laurel Place

Health and Rehab in June 2015. Stacy also decided to further his nursing career in the Registered Nurse Transition program. Although the road to success was not smooth and flawless, Stacy's determination and his will to prosper allowed him to continue following his dreams.

California⁶

Stacey's Success Story



As a married mother of two, Stacey was unemployed and enrolled in TANF and CalFresh. She is a third generation welfare recipient and needed guidance on how to secure a more financially stable future. She visited the center, and staff conducted a personal assessment to identify her likes, dislikes, work values, and skills and abilities. The personal assessment helped to determine the medical field as a suitable career choice. Stacey was approved for Certified Nursing Assistant (CNA) training, and her uniforms, supplies and testing fees were paid for by CalWORKs and WIA Yuba County Program. Stacey is now employed full-time as a CNA with the local adult manor.

Ignacio's Success Story

Ignacio, or Nacho as he is affectionately called, suffers from mental health disorders. As a result, Nacho dropped out of school with severe credit deficiencies. This experience left him with low self-esteem and caused him to withdraw. Nacho desperately needed the WIB youth program to improve his social, academic and

vocational skills. Nacho was referred to Operation New Hope, which is funded by the San Bernardino County Workforce Investment Board. He was immediately enrolled in work-readiness training through "The 'A' Game" curriculum and placed in a job as a peer tutor and janitor. From his experience in the program, Nacho changed dramatically, growing in character and leadership. In his first two trimesters at Operation New Hope, Nacho has received a 4.0 GPA in his high school classes, as well as earning the most credits possible per trimester towards his upcoming graduation. He was also instrumental in launching Operation New Hope's Strive for Success student store, which provides young adults with a place to buy snacks and lunch during school hours. Lastly, an unexpected, but celebrated outcome from the WIB program is Nacho's new identity as an advocate for those suffering from various mental health disorders. He said:

"For the first time in my life, I feel like I can graduate, and I am not ashamed of who I am thanks to Operation New Hope and the WIB program."

Michael's Success Story

Michael was a high school dropout who has a learning disability and little work experience. His teacher recommended that he apply to join the Workforce Investment Board youth program with Hesperia Unified School District. With WIB support, Michael reenrolled into high school and soon graduated. He also received help finding a job and now works full-time in customer service at Smart and Final. With a high school degree and full-time job, Michael is able to dream of higher education. He is currently enrolled at Victor Valley College. Michael says he is grateful for the WIB support. He said, "I now know where I can

⁶ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

get help and support, and I know I need to keep moving forward.”

Colorado

Aleksander’s Success Story

Aleksander came into Arapahoe/Douglas Works! as an 18-year-old high school drop out with documented disabilities, legal trouble and a sporadic work history. He needed assistance getting his GED and gaining the skills needed to obtain employment. Aleksander was enrolled into the Workforce Investment Act Youth Program and received GED tutoring and pre-testing assistance from the onsite tutor at Arapahoe/Douglas Works! He also received job search assistance and soft skills development from his workforce specialist. After completing his tutoring sessions and working on his soft skills development, Aleksander earned his GED and became employed as a line cook making \$9.50 per hour.

District of Columbia

Alisia’s Success Story

Alisia was an Office of Youth Programs (OYP) In-School Program participant assigned to In-School Provider, Latin American Youth Center (LAYC) is a non-profit organization that seeks to empower youth to achieve a successful transition to adulthood through multi-cultural, comprehensive, and innovative programs that address youths’ social, academic, and career needs. As an OYP participant, Alisia was placed with LAYC for summer employment. While there, she completed high school and received her diploma. She currently attends Seton Hall University where she is pursuing a Bachelor of Arts degree.

Mandy’s Success Story

Mandy was an outstanding WIA Youth In-School Program participant. During Mayor Marion Barry’s Summer Youth Employment Program (MBSYEP), Mandy worked at the American Federation of Government Employees, where she maintained high attendance. She graduated high school at the higher end of her class and is currently enrolled at Trinity University.

Amanda’s Success Story

Amanda, a 23-year-old MBSYEP participant in 2015, utilized the skills she acquired through MBSYEP professional development and her work experience at Uprising Muffin Company to obtain a position with the District Department of Transportation (DDOT), where she is currently employed.

Florida

Zachary’s Success Story

At the age of 20, Zachary had been searching for a job to support himself while he was earning his college degree at the College of Central Florida. His lack of work experience coupled with the incredible competition for jobs kept him job searching for more than one year without luck. His mother discovered an article in the newspaper about the Workforce Central Florida Summer Job Connection, an employment program funded by the American Recovery & Reinvestment Act that provided valuable work experience for 1,200 young adults. Participants had the opportunity to earn \$8 an hour and work up to 35 hours a week for six to 11 weeks. Zachary applied, was accepted and attended the Summer Job Connection Summit, a full-day event for young adults in the program to learn work readiness skills

such as setting goals, creating a résumé, networking, developing strong customer service skills and presenting a professional attitude in the workplace. Following the work readiness portion, participants attended a job fair with employer worksites where they were interviewed and placed with employers. At the job fair, Zachary learned of an internship with the Sumter County Board of Commissioners. He was hired and spent the summer there working in human resources and risk management as a clerical aid. He was always open for advice and guidance, took pride in his work and completed tasks efficiently. His worksite praised him on everything from his personality to his work ethics and even his dress. Because of Zachary's hard work, the Sumter County Board of Commissioners recommended him to work at the Villages at Belvedere Branch library as a library assistant, where he has now been employed for a year, while also attending school. "The Summer Job Connection was a tremendous opportunity get the experience to get ahead when you're at the very bottom," said Zachary. "I gained clerical experience that I was able to apply to my new job." Because of Zachary's success, he was honored with an Award of Excellence at the 2009 Workforce Central Florida State Workforce Summit.

Samantha's Success Story

Samantha, a 17-year-old mother, had very limited financial resources, but she wanted to earn her GED so she could attend Nursing school. Samantha discovered Youth Connect, a program that provides services aimed at helping youth to enroll and successfully complete academic or vocational training programs, develop leadership skills, prepare to enroll in Post-Secondary education or to enter employment. Youth Connect assisted

Samantha with GED preparation, and she passed the test. After earning her diploma, Samantha enrolled in Galen School of Nursing. Youth Connect provided assistance with books, tuition fees and the staff offered "words of encouragement and support" throughout the process. Upon completing Nursing school Samantha participated in the Paid Work Experience program until she could take her National Council Licensure Examination (NCLEX) exam. Samantha now has her LPN license and a new job.

"It's such a great feeling to know that I am now independent and I can take care of my child. I am starting my first job as an LPN on November 29, 2011. I am super excited and cannot wait to gain the new experience."

Kathryn's Success Story

Kathryn was a low-income adult working at a retail store with high aspirations to become a Dental Hygienist. She found it extremely difficult to work full-time to meet her basic living expenses let alone the cost of training. Kathryn discovered the WIA program at WorkNet Pinellas, Inc. which was able to assist with two full semesters of funding for tuition and books. At the conclusion of these two semesters, Kathryn touted a 3.2 GPA. She was further assisted in the last two semesters through a combination of WIA and PELL funding; she also received assistance with the National and State Board exams and dental tools required for the exams through the WIA program. Following training, Kathryn proudly visited WorkNet Pinellas with a copy of her Dental Hygiene license. Since completion of training and receiving her license, Kathryn is employed with a local dental office making a salary of \$60,000. She thanked her case manager and said that

her accomplishments would not have been possible without the WIA program.

Georgia

One of the most popular youth services offered and sought after is GED test preparation and financial support in paying for the exam. As a result of the recent changes to the GED test, many local areas have expressed concerns in meeting their Youth performance requirements, specifically for Attainment of a Degree or Certificate. Local areas are currently working to better train their providers and GED instructors in order to effectively prepare Georgia's youth for the new GED test. While difficult to quantify, soft skills are becoming increasingly important in today's workplace. Education is necessary to gain employment and employers continually stress that an applicant's soft skills are tightly correlated to outcomes with regard to assimilation into the larger team, work performance, and retention rates. Georgia employers indicate that they see decreased levels of soft skills in today's youth. In order to mitigate these issues and advantage WIA youth participants, local areas are encouraged to supplement the participant's education with soft skills training. While specific soft skill training is available through software and classroom sessions, there are other options that have proven successful. Job shadowing and internships introduce participants to different work environments as well as the customs and practices therein.

Hawaii

Tiana's Success Story

Tiana called on Oahu WorkLinks to help her transcend a challenging period in her life,

and as a result of their support and her hard work, she obtained her high school diploma and is striving to earn an Associate's Degree. While attending Farrington High School in 2011, Tiana began to have difficulties with other students including physical conflict, which led to her decision to stop attending school. She registered with the WIA Youth Program in January 2014, for help with obtaining her high school diploma. Her start was a little rough. During WIA's initial three-day Foundational Skills Training (FST) workshops, Tiana was excused from the workshops due to tardiness, and had to reschedule for the next FST workshop. Upon completion of the workshops, Tiana enrolled for Individual Tutoring services with the Honolulu Community Action Program (HCAP). Tutoring services through WIA vendors are designed to help participants reach a 7th grade level of competency in reading and math, prior to enrolling into a diploma program. Unfortunately due to attendance issues and depleted motivation, Tiana was on the brink of being released from the WIA Youth Program. After numerous counseling sessions with a Case Manager who did not give up on her, Tiana regained her determination and took strong and consistent action to get back on track. Tiana increased her reading and math levels and transitioned into the Competency Based Community School Diploma program at HCAP. With support from her Case Manager, Tiana was inspired to study college level Criminal Justice. While attending HCAP and earning her high school diploma, Tiana began a Criminal Justice program at Remington College and is scheduled to achieve her Associate's Degree in Spring 2016. She plans to continue to attain a Bachelor's Degree with the goal of a job in forensics.

Sheila's Success Story

Traditional high school was not for Sheila. She failed to attend classes regularly, fell farther and farther behind, and eventually dropped out. At 17, with no work experience and lacking basic math and reading skills, Sheila entered Goodwill Industries' WIA Ola I Ka Hana Program to find a career path. Sheila began her journey in August 2012, improving her math and reading, and participating in numerous community service learning projects and leadership development classes. In leadership classes she learned about different occupations, as well as how to set goals and achieve them. She volunteered weekly at Kaiao Community Garden and participated in quarterly service projects such as helping the Salvation Army feed and care for the homeless. Sheila believes all of these experiences helped mold and shape her as she gained an understanding of what she wanted to do. Initially, Sheila was unsure about what occupation to pursue. She knew that retail was not for her and that she was interested in working with people in a medical setting, but not as a nurse. She could not stand the sight of blood, nor give shots to infants. She researched other positions in the medical field, and after about a year, determined the right career path for her led to a Medical Administrative Assistant position. Despite educational and personal barriers, Sheila progressed and did not let anything or anyone get in her way. In May 2014, Sheila earned her Competency Based Community School Diploma through the Waipahu Community School for Adults – Hilo Campus. She then attended the Hawaii Institute of Healthcare and Training Services (HIHTS) and earned her Medical Administrative Assistant certificate in August 2014. This landed her a full-time job in that capacity with a pediatric office in

Hilo where she greets patients, schedules appointments, files insurance claims, and answers calls.

AJ's Success Story

AJ, a recipient of Paxen Kauai occupational services entered the program at age 17 as a high school dropout. He did very well in Work Readiness Classes, enrolling next in Competency Based Classes at Kauai Community School of Adults on the Waimea Campus. There he lost focus due to some personal issues and dropped out of class. After becoming a father, AJ committed fully to continuing his education and expanding his job search because he wanted his child to be proud of him. The WIA program's job developer arranged a work experience for him at Sueoka's in Koloa where he is still employed. He was able to obtain his GED/HS Diploma and he was referred to a program called the Waialeale Project to fund his college education. He began classes and is still studying at Kauai Community College to be a Facilities Engineer, a valuable degree on Kauai given the many big hotels and resorts.

Idaho

Garret, Nick, and Chris' Success Stories

Garrett, Nick, and Chris' summer was anything but routine for them. As participants in the WIA Youth Work Experience Program, the three youth worked on various projects with the Cascade Ranger District of the Boise National Forest, spending time working the highly-traveled recreation areas and toiling in remote, pristine locations. A combination of physical labor, forestry chores and eye-opening educational experiences all contributed to improvements of the

Cascade Ranger District and the enjoyment of the visiting public. This opportunity helped to build the futures of the three young men who learned new skills and strong work habits. Projects included constructing and painting picnic tables, placing screens on 48 bathroom vents, working with wildlife biologists, repairing water-damaged roads and pot holes, interacting with the public, posting signs, building and clearing trails, removing trees using axes and bow saws, landscaping, ditching, repairing boat ramps, and much more. The crew did such an awesome job that the Ranger District kept them on longer than initially anticipated. The young men continued to work with Hydrologists and Fisheries Biologists. Here they learned core sampling in rivers, fish species identification and understanding the ecosystem. The two younger participants returned to classes at Cascade High School but the oldest, Chris, was able to convey this opportunity into an internship, extending his experience into late October or November. Having passed the U.S. Forest Service training and testing, he has a career interest in forestry work which has been bolstered by this activity, providing a valuable foundation for him to compete for future job openings with the Forest Service and similar organizations.

Brittany's Success Story

Brittany, an out-of-school parenting youth, participated in a paid Internship through WIOA with Idaho Power. She was able to work hands on with Relay Technicians, Communication Technicians and Protection Engineers to commission a new transmission substation, help install protection and control schemes. She received a great evaluation from her instructors. She is currently enrolled at Idaho State University in the Energy

Systems Instrumentation Engineering Technology program. Graduating on December 2015, she was an early hire by JT3 in Las Vegas, NV and will earn approximately \$26 per hour.

Iowa

Success Story

An 18-year-old single parent youth with one child, received classroom training assistance and support services while she attended Western Dubuque Community School District and Northeast Iowa Community College (NICC). She achieved her high school diploma, attained her Associate Degree Accounting, and is currently working at Roger Klosterman CPA.

Success Story

"I am sincerely thankful for the assistance that I have received from WIA while attending college at the University of Wisconsin Platteville. This assistance includes reimbursement for gas commuting to and from school, day care assistance, scholarship money, and reimbursement for necessary program tools. With this assistance, the WIA Youth Program lightened my financial burden throughout each semester which allowed me to focus more on my studies and successfully complete my Bachelor's degree in Electrical Engineering while caring for my four-year-old daughter. Approaching graduation, I accepted the full-time position with Utility Line Construction Services where my pay starts at \$28.30 an hour."

Success Story

A 19-year-old single parent youth with two children, received classroom training assistance and support services while she attended the Dubuque Community School

District Alternative Learning Center and NICC Continuing Education. She achieved her high school diploma, attained her Certified Nurse Aide license, and is currently working at Oak Park Place.

Kansas⁷

Vivian's Success Story

Vivian came to the WIA Youth Program as a high school senior whose family was receiving SNAP and Medicaid benefits. Vivian had no prior work history and lacked specific occupational skills. Vivian did possess strong soft skills. During the assessment and employment plan development process, her WIA Youth Provider indicated Vivian's strengths were "on time, follows directions, people-person, organized, caring and loves animals." Vivian's Youth Provider developed a paid work experience opportunity for her at a local animal hospital. Vivian was able to work part-time after school and on the weekends to explore the animal care field, earn valuable employment skills and develop a positive work reference. Throughout her experience, Vivian's Youth Provider served in a coaching and mentorship role, along with her worksite supervisor. Vivian earned her high school diploma in May 2015 and went to work for the animal hospital after graduation.

Dustin's Success Story

Dustin was released from Larned Juvenile Correctional Facility (LJCF) and needed to re-start his life outside of the Correctional Facility. We assisted him with Supportive Services as well as emotional support and

became part of his support system. Dustin will be graduating from Barton Community College in May 2013. During the Fall 2012 semester he received four A's and one B. Dustin has been asked to join the honor society and will be able to graduate with honors in May. He did take classes that were provided through WIA funds while incarcerated in LJCF. This allowed him to only need one year to graduate with his Associate's Degree. Dustin will transfer to another state school and will continue his education until he has his Bachelor's in Business Administration degree.

Tuan's Success Story

Tuan was a senior in high school with no work history and few resources to attend college. No one in his family had attended college and he knew nothing about the admissions process, making college intimidating. Youth Program staff eliminated Tuan's fear of enrolling in college and coached him through the enrollment and financial aid process at Butler Community College. Feeling more confident, Tuan later transferred to Wichita State University and participated in the college's Co-Op program, working for a large aviation manufacturing company while attending school. Tuan graduated with an engineering degree and was hired by a local company earning \$50,000 per year.

Louisiana

Shelby's Success Story

Shelby came into the St. Tammany Business and Career Solutions Center in July 2014. She was a 21-year-old parenting youth who was homeless and receiving welfare. She had no prior work experience. Although Shelby had received her GED in 2012, she was basic skills deficient in Math. She

⁷ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

needed assistance across the board, from transportation and child care to soft skills. Her self-esteem and confidence levels were extremely low. She was placed in a work experience assignment in the St. Tammany Business and Career Solutions Center (BCSC) and progressed continually throughout her time there. All staff in the center contributed to Shelby's training allowing her to gain the skills needed to attain and retain employment. In addition to her work experience, Shelby completed several on-line Microsoft office courses, worked one on one in tutoring with her WIA Youth Counselor, and increased her educational functioning level in Math from 8.2 to a 12.0 Grade Equivalent. She now has a résumé, soft skills, and her own transportation. In addition, her Counselor helped her secure childcare and an apartment. She was referred to and interviewed with Information Innovators at Stennis Space Center in July 2015. She began working there on March 16, 2015 for 40 hours per week at \$14 per hour. She continues to progress on the job.

Brent's Success Story

Brent came into the St. Tammany Business and Career Solutions Center seeking employment in March 2015. He was a 19-year-old, homeless youth with no prior work experience. He was planning to go to college, but needed to work because he had to find a permanent place to live. He was previously living with his father, who became ill and had to be put into a nursing home. It was then that Brent became homeless. Job search was difficult because he was lacking job seeking skills and needed assistance in developing soft skills as well. He was placed in a WIA work experience assignment at Habitat for Humanity in April 2015. Brent attended weekly workshops at the St. Tammany BCSC given by his Youth

Counselor that focused on soft skills, workplace ethics and behavior, financial literacy and life skills. He also continued to show great progress in his work experience. As of August 2015, Brent is now a permanent full-time employee of Habitat for Humanity, working 40 hours a week and earning \$11 an hour. He has also moved out of his temporary living situation (sleeping on friends' sofas), and has his own place and is planning to attend Delgado Community College in the spring of 2016.

Maryland

Cierra's Success Story



Having difficulties landing a first-time employment opportunity, 16-year-old Cierra was becoming discouraged: "I applied to a lot of jobs but I couldn't find one. Most places

want someone with experience." Carroll County Business and Employment Resource Center (BERC) operated a State program called Maryland Summer Connections—matching 16 and 17-year-olds with businesses. The program provided first-time employment opportunities for teens in a climate where finding a summer job proved difficult. Through the summer work program, teens were paid \$8.25 an hour by BERC to work at small businesses in Carroll County. An initiative from the Maryland Department of Labor, Licensing and Regulation (DLLR), BERC received a grant of approximately \$25,000 to run the program. BERC worked out arrangements with local businesses that were willing to give youth opportunities to work in their companies so they could the skills to perform the jobs as well as work expectations and behaviors. BERC staff coached the teens about work

etiquette before they began their jobs. If employees met three focus areas — show up to work on time, dress appropriately, and perform their job satisfactorily — they were eligible for a \$5 per day bonus at the end of the program. The program was beneficial to both Cierra and the business! Cierra was hired by Undersea Outfitters — a dive shop in Westminster, MD. Cierra spent her summer providing customer services, serving as a cashier, filling dive tanks, and unloading equipment. This program allowed employers the ability to hire additional help, and it afforded the opportunity for employees to gain valuable work experience.

Michigan

Kenneth's Success Story

Kenneth came to the Ottawa County Michigan Works! WIA Older Youth program for assistance with obtaining his GED and employment. He had never worked before and lacked the tools to obtain employment. Kenneth was also interested in attending college, but needed to obtain his GED beforehand. Kenneth received assistance with GED preparation to ensure that he would be successful when he took the official GED tests. He was provided with employment resources to assist with his job search. Kenneth successfully completed his GED requirements and obtained his official GED. Kenneth maintained monthly contact with his Career Development Associate and received job lead assistance. He attended an "Employer of the Day" event at Ottawa County Michigan Works! Where Blu Perspective was present. He interviewed for a production position and was offered employment. He is currently working at Blu Perspective making \$9.00 per hour.

Lucas' Success Story

Lucas spent his senior year of high school trying to decide on a definitive career path, and although he was enrolled in career and technical education classes, he was feeling lost as to what to do next. That is where the Pre-Apprenticeship Academy, a partnership between Michigan Works! the Lake Michigan College M-TEC, and Berrien County Manufacturers stepped in to assist him in June 2014 by allowing him to enroll in classes. Lucas is from a single parent family and was struggling with how to finance his post-secondary training. Michigan Works! assisted him with tuition and guided him to employment opportunities. He started working at Eagle Technologies and Michigan Works! further assisted him with work-related tools. Through his pre-apprenticeship training, Lucas became employed at Eagle Technologies in a high-wage occupation as an Electrical Apprentice. Lucas stated that he has learned what it takes to hold a career and that working hard pays off. "I enjoy working at Eagle Technologies and think it was amazing what Michigan Works! did to guide me through the process."

Jordyn's Success Story

In September 2014, Jordyn relocated from Ohio to Northern Michigan due to personal challenges. Moving to a new area as a senior, Jordyn was feeling very uncertain about enrolling in a new school in a small town with kids who had been together for years. In addition, she faced the challenges of being homeless and knowing few people in the area. Thanks to the McKinney-Vento Homeless Education Assistance Act, Jordyn is now doubled up with friends. She did not start classes immediately and, being shy, was considering taking classes online. However, it was important to her to

graduate high school on time because she wants to attend college and pursue a career in the medical field. Despite being behind in credits, she knew returning on a full-time basis was her best option. Thankfully, Jordyn has been able to make up her classes through a special program available through Inland Lakes and she is on track to graduate in June 2015. Jordyn said that being part of Project Explore and Succeed, a WIA Youth program, helped her be successful and eased her way into the new school. The program offered her counseling, leadership development activities, support, and helped her adjust to the new area with improved confidence. In addition, stipends have helped pay for basic needs as Jordyn depends on friends for her support. She feels regular meetings with her case manager also have helped her to feel more comfortable, as well as the fact that other members of the program have become her good friends. Jordyn plans on applying for the Summer of Service program through McLaren Hospital this summer to gain valuable experience and knowledge of careers in the medical field. She is enrolling in the nursing program through North Central Michigan College in the fall.

Minnesota

Samantha's Success Story



Samantha came into the WorkForce Center during her job search. Samantha had recently quit college, stating she “hated school.”

Samantha worked with the youth and young adult program at the Southwest Minnesota Private Industry Council, Inc. (SWMNPIC), where she was able to explore and understand possible music careers in

Southwest Minnesota. Radio broadcasting seemed to emerge from every conversation between Sam and the PIC staff. “Eriann (PIC Youth and Young Adult staff) asked me what I wanted to do instead of telling me. I really appreciated that.” PIC staff contacted the Marshall Radio Station, regarding their Work Experience program. They were able to offer Sam a work opportunity that aligned with her goals. Sam answered phones, did filing, worked with clients, salespeople, and the general public, and helped with events. She also took on- and off-air broadcasting shifts, and, when sports announcers were off-site at games, she ran the commercials and “troubleshoots in-house.” With Marshall Radio Station and PIC Young Adult staff support and encouragement, Sam returned to Minnesota West Community and Technical College, where PIC staff linked her up with a “great support person.” Knowing there was a tangible result of employment with the Marshall Radio Station, returning to school was much more manageable for Sam. Sam is grateful for her work experience. “This is an opportunity I would still not have [that I would] not even have thought of. I appreciate the help and support! Eriann is always there.” Sam attained her Associates of Applied Science degree in June 2015, and was hired by the Marshall Radio Station in July.

Austin's Success Story

Austin was referred to Workforce Development, Inc.'s (WDI) youth program by his Vocational Rehabilitation Counselor at the end of his junior year in high school. Austin has Asperger's, an autism spectrum disorder, and has an Individual Education Plan at school. Austin was enrolled in WDI's Workforce Investment Act Younger Youth Program (WIA YY) and the Disability

Employment Initiative (DEI) Program. WDI staff set up a work experience for Austin with La Crescent Animal Rescue. Austin successfully completed 120 hours. He learned about the payroll process, how to complete his time sheets, and direct deposit. In October 2014, Austin started working for school credit at Mayo Clinic's hospital in La Crosse. Austin was featured in the La Crosse Tribune on January 4, 2015 as a recipient of The Tribune Extra Effort Award, a program designed to recognize high school seniors who have persevered to overcome obstacles or performed outstanding service. Austin graduated from high school in June 2015. He is planning on attending Southeast Technical College in Winona in fall 2015 and is interested in obtaining work in the computer field.

Gaolee's Success Story



Gaolee was enrolled in the WIA Older Youth Program in March 2013. She was 19 and had two young children. It is her dream to be a nurse as she loves helping people.

Gaolee started in the program with a work experience placement at a hospital, which provided her with experience and exposure in a health care setting. After 18 months at the hospital, it was time for Gaolee to learn new skills, so she facilitated activities with the residents at a nursing home. She was only there for a month when the hospital called her back for a regular part-time position as a dietary aide. Gaolee was doing well at work when her counselor talked to her about doing a four-week nursing assistant program through Anoka Ramsey Community College. Gaolee was ready and could make that schedule work with her employer; she took classes during the week and worked every weekend. It was not easy, but Gaolee was

successful and on July 7, 2015, she passed the Nursing Assistant and Home Health Aide state exam! Her plan is to work for a few years as a Nursing Assistant and then return to school to be an RN when her children are both in school. Gaolee told her counselor: "I really appreciate the time you took out of your life to help me get this far. Thank you for being very supportive and also believing in me. I wouldn't have gone this far without your help."

Montana

Moyer's Success Story

Moyer enrolled in the Youth Employment and Training Program in September 2014 with the goal of completing an alternative education program and to gain work experience. During her short time with the program, she has been able to obtain her High School Equivalency Certificate (HSET). Moyer also has participated in a paid work experience at the Big Horn County Library, where she has excelled and continues to receive extra responsibilities.

Isaac's Success Story

Isaac began working with the Youth Employment and Training Program in November 2013 with the goals to obtain his high school diploma and to gain work experience. Isaac began working at Rock Creek Roasters in February 2014, and his supervisors describe him as an eager learner, dependable, and very hard working. Isaac was hired on as a permanent employee of Rock Creek Roasters in January 2015, where he will continue to learn new skills and be given more responsibilities. Isaac continues to home school and is on track for an early graduation this spring.

Homeless Youth's Success Story

A homeless youth who had custody of a minor child enrolled into the Human Resource Development Councils and Career Training Institute (HRDC-CTI) program. She was enrolled under our regular funding for WIA. HRDC-CTI has given her some support services under that program, such as clothing and paying for the Hi-Set test. She was also enrolled onto the Carry Forward Funding, allowing her to work more hours. She wrote this paragraph about Opportunities Inc.: "Opportunities, Inc. Employment and Training has helped me in the past few months with employment at their office. I have learned job skill for a receptionist. I can now use those skills to apply for other receptionist jobs. Diane has helped me find reception positions to apply for. They have helped me to create a résumé and shown me how to write a cover letter. This program has also helped me by getting enrolled to take the Hi-Set tests. I am currently done with two of these five tests. They have helped me by assisting me to reach my goal of education for myself at this time. Diane and Arwen have been very kind and understanding they have thought me a lot of general knowledge that I can use in my life to obtain skills and how to be responsible for myself and actions. They have also helped me by referring me to the Community Resource Center to get rental assistance. They have helped me so much by giving me the training and skills so that I can become self-sufficient. Thank you Opportunities, Inc. Employment and Training."

Nevada

Sean's Success Story

As a child, Sean was diagnosed with Asperger's and Bipolar Disorder. When he was enrolled in Goodwill's ELITE program, at age 19, he had not yet obtained his high school diploma. He came to Goodwill unsure about his future. Sean quickly learned he belonged in this program and that he would receive all the support he needed in order to achieve his lost dreams. Sean knew he needed his high school diploma so he enrolled at Desert Rose High School to continue working on passing his proficiencies and obtaining his diploma. Additionally, to provide Sean with some much needed work skills, he was placed into a paid work experience (WEX) in Goodwill's distribution center. Sean truly enjoyed the job and was noticed by one of the warehouse supervisors. Upon completion of his WEX, Sean was offered a permanent full-time position. Sean entered the ELITE program feeling unsure of himself, but he was soon soaring through all of Goodwill's workshops, including the leadership courses, gaining back his self-confidence. Sean is happy with his job, but is now clear that he would like to pursue a career as a professional cook. He is looking forward to enrolling in culinary training as while continuing his education to pass his final proficiency test. The future is bright for Sean!

Maya and Xena's Success Story

Maya and Xena entered the Summer Work Experience Program in 2013. They had recently graduated from Sparks High School and both were accepted at Truckee Meadows Community College (TMCC). When they were in high school, they were taking college courses which consisted of English 101 and Ceramics. They signed up

for the Summer Bridge Program at TMCC and had almost completed the program. Maya was excited to start at TMCC in Fall 2015 and planned to get her associate in science. Xena will study secondary education. Both girls were accepted into the University of Minnesota and will transfer once they complete their A.A. degrees through TMCC. They will both be taking 15 credits this fall. They received the Millennium Scholarship as well as the Ronald McDonald Scholarship. They have been working at the North West Library for the past two summers and their evaluations were outstanding. Both girls were very respectful, did what was asked of them and were always willing to help out where needed. It was a pleasure having them as a part of the Work Experience Program; they were wonderful examples for their friends and others in this program.

Dominick's Success Story

Dominick was part of the Summer Work Experience Program since 2013. He was struggling with his grades in senior year. He took it upon himself to ask Children's Cabinet for help during winter break to make sure he would stay on track for graduation. During the school year, client also reached out asking if there were any jobs available. Dominick was working in Cabinet Ink, helping in the food bank, and helping with building maintenance. He then took the initiative by keeping himself busy and did such an exceptional job in Cabinet Ink that he was hired on as staff when summer ended. Children's Cabinet was proud of him for getting a job and achieving his goal of graduation from Galena High School.

New Hampshire

Tiffani's Success Story

When Tiffani showed up at the MY TURN, a WIA-funded youth program, she was wearing pajamas, and according to her soon-to-be counselor, she looked "disheveled" and used inappropriate, vulgar language as she described her current situation. Despite her gruff exterior and early admission that she was unmotivated, it was clear that Tiffani was reaching out for help and understanding. Through friends, Tiffani had heard about the Advanced Manufacturing program at MY TURN and felt that it might lead to what she hoped would be "a direction for success." With the help of the MY TURN staff, Tiffani, who originally thought she might like working with machines, prepared for an internship at GL&V, a local paper and pulp company in Nashua, in the Human resources department. Part of the preparation included dressing appropriately and learning job keeping skills, often referred to as "soft skills," such as being reliable, using appropriate language and learning to work well with others. For many people soft skills have to be learned and reinforced, as was the case for Tiffani. It took Tiffani a while to apply what she was being taught. In the beginning punctuality and reliability were challenges for her to master. Choosing appropriate business attire was another work behavior that she needed to learn. And, for Tiffani, recognizing that she now had an opportunity to succeed came only after a slow start to her training at GL&V. With on-going counseling, advice, and support from her MY TURN counselor and co-workers at GL&V, Tiffani learned how to apply herself and succeed in the workplace. Today her communication skills are appropriate to the work environment, she is

prompt and reliable, and conducts herself in a positive manner. Tiffani successfully completed her internship at GL&V in addition to her first semester of Human Resource classes at Nashua Community College. She is currently enrolled in her second semester. Her immediate goal is to obtain a part-time job utilizing the Human Resources skills she gained in her internship at GL&V, while she continues her education at Nashua Community College.

New Mexico

Kayla's Success Story

Kayla came to the WIA Program looking to gain work experience in her field of interest - social work and psychology. She also wanted to gain local support and resources to help her sustain livelihood and succeed with her endeavors. Kayla is originally from a small town and moved to Albuquerque three years ago to attend University of New Mexico (UNM), where she is currently majoring in Psychology. Kayla had no prior work experience and has been preparing for her future career as she is nearing the completion of her degree. Through the WIA Youth Program, Kayla was able to gain work experience, as she was placed at a non-profit to gain employability skills in the field of social work. Kayla has excelled through her participation in the program, developing the skills, knowledge, and resources to help her sustain her living and guidance to stay focused on school. Upon completing her bachelor's degree at UNM, Kayla would like to enter the field of social work and ultimately return to school to pursue a graduate degree.

Patrick's Success Story

Patrick is a 17-year-old junior in high school who was enrolled in the Youth Program in October 2014. The primary focus of services was to develop work readiness skills to improve his math skills. When Patrick completed his work readiness training and looked at careers in O*NET, he was interested in becoming a pharmacist or pharmacy tech after graduating from high school. Patrick began his work experience at Roden Smith Pharmacy in November 2014, which was scheduled to complete in February 2015. He did so well with the work experience that the pharmacy hired him for a part-time position. Patrick is now a senior in high school and is still employed with them. He plans to attend college after graduation to become a pharmacy technician. The employer has informed him that they will work around his college schedule and hire him full-time when he completes. He has also seen significant increases in his math scores and is currently working on reading.

Victoria's Success Story

Victoria is a 16-year-old female who dropped out of high school. She enrolled in home schooling, however, she had a difficult time attending classes on-line. Victoria was referred to the WIA program at HELP-NM, Inc. With guidance from her WIA case manager, she quickly responded to the opportunities that were offered by the program, and was enrolled as a participant, receiving paid work experience while placed at HELP-NM, Inc. as a Clerk Assistant. This Youth participant was motivated and eager to learn, completing her assigned tasks immediately, and taking the initiative to ask other departments if they needed assistance. She successfully completed her work experience during which time she was

provided needed support services and participated in community leadership opportunities. Eventually she was hired full-time at Arby's fast food restaurant. Subsequently, Victoria successfully completed her GED and received her diploma, and today, she is registered at Luna Community College for Fall 2015. Victoria's goal is to earn her two-year certificate as a Registered Nurse and continue her education in Colorado.

North Dakota

Zander's Success Story

Zander is 18 years old and eligible for the WIA youth program. His father is deceased, so he lives in a single parent household. This young man had a disability, was basic skills deficient and an offender and was referred to WIA by a high school counselor. Zander completed welding classes in high school and this was an area he wanted to pursue as a career. Zander was interested in the 12 week combination welding program at training facility in Bismarck. He applied for several scholarships to assist with his training and received three of them. He continued to work part-time while in high school and through the summer to assist with living costs while in training. He began his training in September 2013, and successfully completed the welding training in January 2014, with four certified welds. WIA funds assisted with tuition, fees, and transportation to the training site. The WIA case manager worked with Zander on his résumé and job search plans prior to graduation. Zander interviewed with a company in January 2014, received a job offer to start in February. He started as a welder at \$31.78 an hour with full-time, benefits, for an employer in the Bismarck area. During the fourth quarter of follow up

services we learned that Zach had moved back to his home town to be closer to family. He started fulltime employment with a new employer in January 2015 at \$30.00 an hour.

Lance's Success Story

Lance was enrolled in the WIA youth program in 2009. WIA assisted him with work experience the first year at a local fitness facility and the second year, he worked at the public school, assisting with mowing and cleaning. During his junior and senior year WIA assisted him with dual credit classes, doing some career exploration with him for computer sciences. Once Lance graduated from high school he attended college to earn an associate degree as a computer support specialist. Lance and his case manager worked together to find an internship in the IT Department of an employer in his community. During his work experience, the employer paid the wage and the worker's compensation. He lived at home with his parents during the summer while he worked, so WIA funds assisted with transportation until he got his first paycheck. He returned to college and graduated in May 2015 with his Associate's degree as a Computer Support Specialist. After graduation Lance went back to the same employer to work full-time in their IT department.

Ohio

Mahoning and Columbiana Training Association's Columbiana County Youth Works Program Success Story

It became clear within a few weeks of high school graduation that four participants in the Mahoning and Columbiana Training Association's Columbiana County Youth

Works Program needed an extra push. They had completed the required job readiness and leadership sessions and work experience, but had not found jobs or entered post-secondary education. Susie Aikens, a Columbiana County youth coordinator, quickly saw how the four could benefit from intensive services. Several months earlier, she had developed a program called “Let’s Get Hired” for youth like them. The four were in the Youth Works Program after being identified as basic-skills deficient and low income. Each also had additional barriers. William Bates was in foster care, Christine Valentine had a child, Victoria Stephens needed to build up her work experience, and Marisol Bell had difficulty keeping up with her class work. “Let’s Get Hired” consisted of four weekly sessions. In the first session, participants completed OhioMeansJobs.com profiles and the career cluster inventory guide. In the second session, the youth built résumés and conducted job searches using OhioMeansJobs.com. The third and fourth sessions provided interactive preparation for successful job interviewing techniques. Participants focused on soft skills and interview questions and prepared themselves for training and employment. After completing “Let’s Get Hired,” Victoria was hired by Walmart and planned to start classes at Kent State University in the fall. Marisol quickly moved up to a permanent position at Burger King, and William was referred to a partner agency for more career services to help with a physical disability.

OhioMeansJobs Knox County Office Success Story

A 19-year-old cash and food assistance recipient entered the OhioMeansJobs Knox County office in hopes of strategizing a path toward obtaining a State-Tested Nurse Aide (STNA) certification. She had just completed

the required Temporary Assistance for Needy Families job search class and was ready to move forward. Although she had a high school diploma and prior work experience in the fast food industry, her efforts to find better employment appeared hopeless. She knew one thing for certain: Obtaining some type of certification beyond high school was paramount. She was eight months pregnant, living with her parents, and determined to build a better life for herself and her child. During the intake process, she was identified as being basic skills deficient. As a result, she attended several tutoring sessions and raised her score significantly. After the birth of her child, she resumed her job search efforts, completed her training, passed the state test, obtained her STNA certification and was living in her own apartment. Things were turning around. She began working 38 hours a week in a local nursing home at \$8.50 an hour. After three months, she obtained an STNA position that paid \$9.50 an hour. She not only moved from part-time to full-time employment, but also transitioned off public assistance.

OhioMeansJobs Ottawa County Office Success Story

Lake Disposal Services of Northern Ohio in Port Clinton called OhioMeansJobs Ottawa County in need of an employee. The owner’s previous attempts at posting job openings on OhioMeansJobs.com were unsuccessful in attracting the right talent for her company. She was becoming frustrated and doubtful that the system worked. Staff at the center convinced her to let them try. Her position was posted. Not long after, a young man came into the center very interested in the position. Staff arranged for the young man to meet the company’s owner at the job site. She hired him that same day. The owner called the

center to share her delight in the process and their ability to fill her position so quickly. The employer continued to thank staff for their efforts and for proving that the “system” works.

Oregon

Sergio’s Success Story

Sergio grew up in the small town of Woodburn and faced many obstacles along the way, including non-English proficiency, poverty, and growing up with uneducated parents who were unfamiliar with the U.S. school system. Despite many challenges, and living in conditions of poverty, Sergio always kept his eyes set on his goal, college. Sergio joined the Empowerment and Leadership for Youth (ELY) job training program and participated in after school classes such as Assertiveness Training, Teambuilding Training, Acing the Interview, Customer Service, Job Readiness, and Leadership. Sergio quickly became a leader in his ELY cohort at Woodburn High School, demonstrating a natural ability to lead a group and get things done. Sergio initiated an internship with the City of Woodburn and worked taking pictures throughout the City of Woodburn and in parks to update the city’s website. Sergio’s photographs will be used on the City of Woodburn website and in print materials. Sergio was also successful in securing his first entry-level job; he worked at a Texaco gas station until he left to attend college. In the winter of 2014, Sergio applied for a scholarship to George Fox University and he was accepted to the university and received a full-ride scholarship targeting underprivileged students. He competed with hundreds of students. He is living on campus and majoring in computer science and technology, and has finally realized his

dream to attend a four year university. At times, Sergio misses home and his familiar environment but he is determined to complete his degree in four years. Sergio Ramirez is a resilient youth who utilized the opportunities and assistance available through Youth Out-of-School programs such as ELY, to help overcome challenges and help reach his goals.

Puerto Rico

Daniel’s Success Story

The Northwest Local Area highlights the history of a few participants who overcame their low employment skills and achieved their goals through the One-Stop Center delivery of service. The first story the Local Area highlights is of Daniel, an out of school older youth with problems of shyness and low self-esteem. The objective assessment reflected a schooling of 10th grade. The case manager encouraged him to complete high school, which he achieved with excellent grades in the 2013 program year. His case manager explained to him the relevance of upgrading his skills and continuing postsecondary education through a training account aimed to complete an occupation credential. Daniel accepted the challenge and the Local Area assigned an Individual Training Account (ITA) to initiate training on the service provider’s ICPR Junior College-Mayagüez, Puerto Rico. He completed his training on April 29, 2015 and obtained an Associate’s Degree in Maintenance and Computer Repair with a 3.84 grade point average. While Daniel was studying, one of his professors identified his qualities and skills to become an excellent employee, so Daniel was referred for interview by his professor to Computer Express Network Services Company, located in the Municipality of

Moca, Puerto Rico. Daniel was hired by this company in a full-time job and currently he is earning a wage of \$20.00 per hour. He reached his goal of achieving economic stability through the One-Stop Center services.

Oscar's Success Story

Oscar is a younger youth participant, who completed his high school at the Manuel Mediavilla Negrón High School of Humacao. He had work experience as part of the Commercial and Vocational Program, where he made his practice, complying with the requirements for high school graduation. Case managers understood that he had clear and defined goals although he was not sure how he could achieve them. In order to help this youth to be involved in a work environment, learn how to engage in the labor force, reinforce his self-esteem and leadership and obtain employment skills, he was delivered work experience services. Oscar was admitted to the Virginia College University to study cinematography. Since the beginning of high school, he was searching available scholarships to cover the costs of college, which in the first year alone was \$40,000. Also, he took part in various competitions for student scholarships, including one that consisted writing an essay on the theme, "Why the Veterans Have Been Important Now and in History." The contest required an essay of 700 words, to be written in English that had to be recorded to measure the intonation, diction, and passion when spoken. This year 50 thousand students applied for this scholarship and only 54 were chosen, and Oscar was one of those students. During this process, Oscar was participating in the youth program services in the Southeast One-Stop Center, which has contributed to his academic preparation and success.

Richard's Success Story

Richard, a younger youth, began his delivery of services in the Southeast One-Stop Center, on February 25, 2013, looking for the alternative school services to complete the high school diploma. When he was a younger youth, he made poor decisions in his life that led him to a juvenile institution at age 15 and then at Hogar Crea, a community-based rehabilitation center for drug users. Prior to being imprisoned, he was told about the services of the youth program available in the One-Stop Center. While he was at the juvenile home, he kept in touch with his case manager, told her his desire to complete a high school diploma. As soon as he fulfilled his sentence, Richard returned to the Southeast One-Stop Center accompanied by his mother. His mother, to support the effort of her son, also decided to complete her high school diploma. Both were assessed by the case manager and accepted in the youth and adults programs respectively. This youth was able to successfully complete the activity of alternative school and decided to continue post-secondary education. An occupational interest test was applied to determine his interests and employment goals. He started his training in Culinary Arts at the service provider Instituto de Banca y Comercio de Humacao, graduating as Professional Chef in 2014. In addition, his mother participated in strategy workshops needed to be competitive in a job. As part of her programmatic goals, she was referred to a few job interviews organized by the Local Area and was hired by an employer. Then, her brother Felix, looking at the initiative of his mother and brother, decided to start his post-secondary education with an Individual Training Account. He was admitted to the Centro de Estudios Multidisciplinarios for studying paramedic and currently continues college.

The three members of this family still receive the services of the One-Stop Center so they can complete their occupational goals.

South Carolina

Vanessa's Success Story

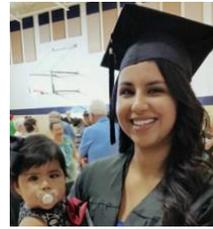


Vanessa, a 2013 high school graduate, came to the Greenville Employment and Academic Resources (GEAR) program when she

was laid off. Having lost her mother to domestic violence at a young age and raised by her father as a single parent, Vanessa faced many challenges in her youth. She had limited skills and experience and felt it was time to create a career pathway for her future that included training. Vanessa began by working on her TABE (Test of Adult Basic Education) practice test to prepare for the actual exam and ultimately go to school. She passed the test on her first sitting and also earned a silver-level WorkKeys certificate. Vanessa found employment and also enrolled at Greenville Technical College and began her certified nursing assistance studies, attending classes at night so she could work during the day. She completed her training, passed her state exam on the first try, and completed her clinical at National HealthCare Corp. in Greenville. Her performance and work ethic was recognized by her manager who offered her a full-time position.

Family Literacy Program Success Story

Bethel dropped out of high school in 10th grade after an unexpected pregnancy, but she was determined not to let her new role as a young mother stop her from reaching



her dreams. She enrolled in the Family Literacy program at Oconee Adult Education and was able to attend GED classes while her daughter was in daycare. Bethel also

enrolled in Palmetto Youth Connections where she completed Career Smart classes and earned a gold-level WorkKeys certificate. Bethel completed the GED, passing each section the first time she took it. Soon after starting her work experience at a local library, Bethel began attending classes at Greenville Technical College. She completed a four-part training in medical interpretation, earned her certification and then obtained a full-time position as a front desk assistant.

South Dakota

Jackie's Success Story



Jackie was referred to WIA by Adult Education and Literacy (AEL). Jackie was 18 years old, had missed numerous days of school due to depression, and eventually dropped out of

high school. She was ordered to be on juvenile probation until she earned her GED credential. Jackie's goal was to earn her GED credential and attend college; however, she did not know how to apply for school or financial aid, or what degrees were available. Jackie took My Next Move and completed labor market research on Child, Family, and School social worker. She determined she would need a Bachelor's degree, which was available through Northern State University or Presentation College. With an interest in social work, Jackie's WIA staff arranged a summer

opportunity Work Experience at Safe Harbor, the local domestic violence shelter, as an Administrative Assistant for 20 hours per week. This was poignant for Jackie; her family stayed in Safe Harbor when she was nine. It was noted Jackie had not been completing the full 20 hours each week. In visiting with Jackie, she agreed she had been struggling with depression. After this conversation, Jackie and her WIA specialist met with Vocational Rehabilitation. Jackie's attendance improved throughout the rest of the summer. With college as a future goal, Jackie continued her studies with AEL and earned her GED credential on October 7, 2014, for which she earned a financial incentive. The WIA specialist assisted Jackie with improving her job search skills and began the hunt for employment that would accommodate her studies. Jackie was hired to work 20 hours a week at the Dakota Event Center (DEC) for catering. This job had a flexible schedule, and her boss was aware of her plans to attend post-secondary. The WIA specialist and Jackie toured Northern State University (NSU) together where they met with a professor in the Psychology Department and a representative from the TRiO Program. It happened to be free enrollment week so Jackie took the American College Testing (ACT) exam, and was accepted into NSU. Currently, Vocational Rehabilitation is providing financial support to help Jackie earn her bachelor's degree in Psychology. She is enrolled in the TRiO program. Jackie loves college, enjoys her job at the DEC, and is doing great.

Marcus' Success Story

Marcus was referred to WIA by a case manager with Lewis and Clark Behavioral Health Center. Marcus was unemployed and had minimal work history consisting of a few hours a month as a janitor when he



began WIA. Marcus has Asperger's Syndrome, a disability for which he receives Social Security benefits. A WIA specialist assisted Marcus with career exploration, and through My Next Move, he began exploring an interest in automotive. Marcus attended a Job Search Assistance Program (JSAP) class, and we created an employment plan so Marcus could develop references and work history. Marcus began a summer opportunity work experience at Fox Run Quick Lube as a general worker. In the beginning, Marcus had a difficult time with the social setting and was unsure if he could continue the work experience. With support and encouragement from his Integrated Resource Team consisting of his mom, manager, WIA specialist, and counselor, he persevered and successfully completed 206 hours of work experience. Marcus proved his value through his attendance, attitude, adaptability, willingness to learn, and teamwork skills. His WIA specialist informed the manager about the Work Opportunity Tax Credit available if Marcus was hired as a permanent employee. On April 2, 2015, Marcus was officially hired as a Lube Tech Assistant at Fox Run Quick Lube. Marcus and his mother were referred to a Benefits Specialist from Black Hills Special Services to assist Marcus with reporting wages to Social Security. The Benefits Specialist completed a worksheet for Marcus that showed even though Marcus' Supplemental Security Income (SSI) benefits have been reduced, his income is \$250 more a month than what he was receiving through SSI alone. Marcus was surprised to hear this and felt much better about taking the job while not having to worry about losing income or his medical benefits from SSI. Marcus reports he really

likes his job and coworkers. His mother said, “His life is much fuller now that he works every day. I am so excited that Marcus has other interests and attends company events now.” Marcus recently lost his mother to cancer. Having a job to go to each day, makes the grieving process a little easier to endure.

Tennessee

In-School Youth Success Stories

Fifty-six in-school youth participated in college tours, career fairs, leadership development activities, and other community service projects. Thirty-eight youth participated in summer work experience, earning an average of \$1,161 each. Ninety-seven percent of in-school seniors (32 of 33) graduated in 2015. Eighty-five entered the workforce or post-secondary education or training. Workforce Connections also provided work experience for 18 out-of-school youth participants through a work experience pilot. An additional 24 youth offenders were served in work experience programs through a collaborative effort between Workforce Connections and Knox Leadership Foundation.

Vermont

Matt’s Success Story

Matt was a 20-year-old, out of school youth in need of WIA youth training supports to complete his education and career goals. Matt was dealing with several barriers: no diploma, autism, felony, arson charges, and mental health issues. Matt had no idea what he wanted to do for a career and had 500 hours of community service to complete. Matt was referred to the WIA

youth case manager by Jump On Board for Success (JOBS) program. JOBS reported that Matt was a solid worker but had large gaps in employment. Matt also struggled with maintaining employment due to poor communication skills, difficulty understanding expectations, and suffering from depression and anxiety. Matt and his case manager developed a plan focused on completing his court ordered community services at a site that would encourage growth and help develop coping skills. Matt was placed with Montpelier Parks to repair flood damage of trails, rebuilding culverts, trail grooming, removal of invasive plant species harmful to native plant life, and completing daily rounds to keep the park presentable to over 300 daily visitors. Matt was supervised in his Community Service hours by a long time VDOL mentoring employer. Through his community service he earned a position in the granted Summer Work Employment Opportunity (SEQ) with Montpelier Parks. During the program, Matt successfully completed his GED and earned a credential in Chain Saw Safety. With this credential, Matt was able to land a job with a tent rental company at the end of the program. Matt remained in work experience until the end of the winter season so he could transition to employment while getting all of his required community service hours completed. Matt is now employed in a manufacturing position with a growing company in Northfield Vermont. Matt continues to be supported by VDOL and its partners.

Logan’s Success Story

Logan came to VDOL as a 17-year-old youth attending an alternative education program for individuals who have been expelled from high school. Logan came to VDOL for an individual orientation with the same WIA Case Manager. He was much more polite

and engaged in the conversation. At the end of the presentation, Logan stated he needed to find a training site that would mirror the academic courses he was missing in order to graduate on time. Logan also wanted to step up his skill set and enter the military. When asked what changed his mind about participating in training, Logan admitted that he was impressed that a state worker would welcome him back for another attempt without holding a grudge against his past behaviors. With WIA expectations clear, Logan began his Individual Service Strategy with a Summer Employment Opportunity at Two Rivers Farm to learn Agriculture and Construction Trades. In the fall, Logan interviewed with a local mentoring employer at a local garage. This mentor had a proven track record with dealing with the most at risk youth in the community and was a former at risk youth himself. During the time with this mentor, Logan was able to learn mechanical skills, customer service and interaction, inventory, lube and tire tech skills, and patience. Logan was a challenge at first, but his behavior and grades improved at school, his grades improved, and he received credit for his internship work experience. Because Logan completed his diploma a semester early, he attended VDOL workshops and intensive services appointments to work on his résumé, interview techniques, and assisted job search. Logan was looking for a seasonal job in a similar field. Logan received his Vermont Driver's License, was hired for a position at L&D Safety Marking and continues to do well.

Chris' Success Story

Chris came to VDOL in May as a youth aging out of foster care after 12 years in DCF custody. Nine of those years, Chris lived in residential treatment and attended educational programs for individuals with

emotional disturbance disabilities. Chris engaged in an SEO with a local mentoring employer after a month of transitioning to Spaulding High School. When he started his SEO, he was very eager to please others and wanted to learn all he could, however after a few weeks it was clear that Chris was not ready for work. Over the school year, WIA staff and Spaulding Special Educators used the SEO feedback as a working assessment of Chris's abilities to show him areas that need attention and how to build on his strengths. Chris concentrated on his academics, specifically his basic skills goal of showing measurable increase in Math Computation. In the early winter, Chris followed through on a referral to the Vermont Youth Conservation Corps (VYCC) and was accepted as a Crew Member for the summer. That acceptance improved his attitude and his last semester of school progressed with fewer disciplinary issues; his team stated he demonstrated leadership skills. In the spring, Chris came to VDOL to meet with the Job Corps staff to discuss further training. Chris began work for VYCC in June and continues to do well. He accepted life skills coaching from WIA and will check in at the end of July before entering Job Corps.

Virgin Islands

Casey's Success Story



In December 2014, Casey participated in a program giving him a 12 week paid work experience and soft skills training. Today, his twelve weeks are completed, and he has gained part-time employment from a local employer. "Work, Learn, and Earn" is a twelve-week work experience program

being implemented this year by the Virgin Islands Department of Labor (VIDOL). The program assists high school graduates and out-of-school youth with résumé development, soft skills training and provides a meaningful 12 week work experience, based on each participant's long term career goals. Casey, who has a background in customer service and retail, was placed at Hotel on the Cay. His placement saw him successfully fulfill the duties of a Front Desk Clerk. "Working at Hotel on the Cay has been an enriching experience," the program participant describes his time in the program. "I love the atmosphere and the feeling of growth that I experience every time I go to work." Casey, during his 12 weeks worked under the direction of Ms. Etienne, General Manager at Hotel on the Cay. Etienne was impressed with his professionalism and impressive work ethic from the moment he came for his interview. "His personality is a big plus. His ability to think outside the box and perform anywhere necessary is very impressive," Etienne eagerly expressed. "If you put him at the front desk and he sees something that needs to be done, he will initiate that change." Charlemagne's placement with Hotel on the Cay solidifies the post-employment success of VIDOL's work experience programs. Almost a year after his participation in "Work, Learn, and Earn," the 22-year-old has a career within the local hotel industry.

Virginia

Myesha's Success Story

Myesha has never been one to settle on a single hobby or interest. "I like to engage in different things to have a well-rounded platform of knowledge," says the 18-year-old Bayside High School Health Sciences



Academy senior. Myesha has experience volunteering at hospitals, holding leadership positions in various organizations, and most recently participating in Opportunity Inc.'s Virginia Beach Science Technology Engineering Mathematics (STEM) Program. The purpose of this program is to expose students to STEM careers via internship opportunities, robotics competitions and dual enrollment credits. Yet, the common theme that glues all of her experience together is her passion to help other people. "Having explored medicine in my volunteer experience and learning more about engineering through the STEM program, I realized that I definitely want to work in the field of global medicine," says Myesha. After figuring out what she wanted to do, Myesha was faced with the question – how will she pay for it? "One day, I was watching the news and saw that a local girl won the Bill Gates Millennium Scholarship. I thought, 'I can do that!' After an intensive application process, Myesha was notified in May that she is a Gates Millennium Scholar which means she earned a good-through-graduation scholarship to use at the college of her choice. She said she'd never cried so many joyful tears. Myesha is now attending Princeton University where she's studying computer science. She plans to become a global infectious disease physician. "The STEM program really gave me a glimpse of college academics through the STEM college classes I was enrolled in to get ahead," says Myesha. "I thank Opportunity Inc. for this chance to spread my wings."

Two Brothers' Success Stories

The old saying that good things usually come in threes frequently applies but, in the case of two brothers, the good thing actually came in twos. Chris and Alex participated in the Eastern Shore Community College (ESCC) Workforce Investment Act (WIA) Youth program while students at Arcadia High School, with the goal of making a successful transition to employment and further education. Chris and Alex moved with their mother from California and enrolled at Arcadia High School, a location where they could flourish and pursue their dreams. Due to limited family income and other factors, Chris became the first brother to enter the WIA program and to begin work with the ESCC career coach, Faye. Chris enrolled in the welding program and there discovered his career niche in life. Chris mastered basic and then advanced skills as well as numerous certifications required for employment in the field. With assistance from the career coach and financial backing from the WIA program, Chris also enrolled in an ESCC night welding class, furthering his welding skills and enhancing work contacts. During this time, he also obtained part-time employment to help with family and personal expenses. In addition to his welding program, Chris enrolled in college prep courses in math and science and maintained excellent grades. After graduation, Chris was offered employment with Liebherr, a nationally known manufacturing company. There he immediately put his welding skills to work and, within months of his employment, was selected for their elite apprenticeship program. Chris completed his apprenticeship in October 2014. Alex, the younger brother, enrolled in the WIA program during his junior year. He chose the building trades program with an eye

toward becoming a building contractor. Alex also included college prep classes in his high school program and maintained excellent grades. After talking with the Marine recruiter during his junior year, Alex decided that his future lay with the military. After completing basic training, Alex transferred to another training post where he received his assignment for refueling jets. He is still hopeful that, at some point, he will be using those building trades' skills he earned in high school. WIA and the career coaching program provided the support and financial aid which enabled both of these young men to pursue their dreams successfully. Their personal initiative and the outstanding training they received in high school formed a basis for their success in life.

Washington

Success Story

One young woman who was helped by the WIA youth program encountered homelessness after being in a domestic violence situation for several years. She needed to find work and stable housing in order to support herself and young daughter. This was difficult for her as she hadn't completed high school. Through WIA she was able to immediately access emergency housing, which quickly turned into a safe and stable housing solution. With her efforts and the help of the WIA youth program, she was able to create a career path and start to move in the direction of her goals. After completing work on her high school diploma through adult education, she received her GED and went on to complete a work experience job. She is now working part-time as a certified nursing assistant while she pursues a career in medical field.

West Virginia

Success Story

A 17-year-old high school senior enrolled into the youth program in September 2014. As a student in the Cooperative Education program at the local Career and Technical College (CTC), the youth employment program allowed the customer to fulfill her work hour commitment at the Hardy County Health and Wellness Center. The program's flexible hours were beneficial as she is actively involved in several high school sports programs such as volleyball and softball. She enlisted in the National Guard in April 2015 and after graduating high school plans to enroll at West Virginia University (WVU) in January 2016. "I am a student athlete so finding a job that would work with my availability is hard. I am very grateful that I have been given the opportunity to work through your program."

American Samoa

Lupelele's Success Story

Lupelele was a member of the WIA Summer Youth Employment Program during 2010 - 2011 school year. She was a teenage parent and took advantage of every opportunity presented by the program. She applied for the WIA support services to help pay for her tuition and fees at the American Samoa Community College. During her college years Lupelele worked at the LBJ Hospital where she started out as a dietary aid and worked her way up to being an LPN Nurse. Currently, Lupelele is now employed as a registered nurse at our medical center. Most recently, she has received an award

for outstanding Nurse and has committed to mentoring nursing students and for those who are interested in pursuing career in health care. We are so proud of everything Lupelele has accomplished and look forward to being there when she received her Master's degree.

Guam

Kevin's Success Story

Kevin was enrolled in the Classroom to Careers program during SY2013-2014 where he was placed at University of Guam as a General Office Clerk Trainee participating during the summer, winter and spring school breaks. In June 2014, Kevin graduated from Southern High School completing the Classroom to Careers program. Kevin was able to obtain employment immediately after graduating at the Leo Palace as a Cook Helper.

Jelen's Success Story

Jelen was enrolled in the Classroom to Careers program during Program Years 2011-2012, 2012- 2013, and 2013-2014, where she was assigned to the Guam Airport Authority as a General Office Clerk Trainee participating during the summer, winter and spring school breaks. In Fall 2014, Jelen entered post-secondary at GCC and in November 1, 2014 entered employment at Code 1 Law Enforcement Supply as a Sales Representative.

Trade Adjustment Assistance (TAA)

Success Stories

California⁸

Francisco's Success Story

Francisco first visited our San Joaquin County WorkNet Employment and Economic Development Department (EEDD) Center in February 2012. He was one of many hit hard by the recession in San Joaquin County. He had been with his company for 10 years in Quality Control prior to being laid off when the plant closed. Francisco was enrolled in San Joaquin Worknet's NEG program, but he needed encouragement and support as he began to explore his career options. After some research, Francisco decided to pursue training as a welder. Worknet has a strong partnership with the partner agencies and he was able to go to welding school using Trade Adjustment Assistance funds. After completing training and receiving his certificate in welding, Francisco was placed into an On-the-Job Training contract with a local employer to further learn skills needed for employment. Upon completing his On-the-Job Training, Francisco was hired full-time by the company. He is now working in his new job and has career opportunities in his new trade. "I am so happy you guys helped me," said Francisco. "I am so happy to be working and doing something new!"

⁸ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

Edie's Success Story

Edie had spent the majority of her career in manufacturing and had been through many company closures. After her last layoff, however, her plant closed and moved the jobs overseas, and she found it even harder to find a new job. She came to Workforce Santa Cruz for assistance. Edie was eligible for Trade Adjustment Act funds, and after counseling and assessments by the workforce staff, she decided to change careers and enter the medical field. Edie enrolled in training to become a Surgical Technician. The training was intense, and required her to commute an hour each way, four days a week. However, this did not deter her from her new goal. Edie successfully completed her training and was quickly hired by the largest local hospital in Santa Cruz. She now works as a Surgical Technician and enjoys knowing she is in a more stable profession.

Colorado

Tiana's Success Story

Tiana enrolled in the TAA Program after being laid off as a maintenance technician at a manufacturing company. She attended training at Pikes Peak Community College beginning the 2013 Fall Semester to pursue an associate's degree in nursing, and consistently achieved excellent grades. While in school, Tiana juggled coursework with parenting twin teenage sons and her duties as a Petty Officer in the U.S. Naval Reserves.

She graduated within two years, passed the National Council Licensure Examination (NCLEX) exam on her first attempt, and is licensed to practice nursing. Tiana was hired by Parkview Medical Center in Pueblo, CO, as a registered nurse for \$24.50 an hour. According to Tiana, the TAA Program was a tremendous help to her and her family as she transitioned into a new career.

Illinois

Angela's Success Story

Angela worked for Novartis Pharmaceuticals as a Senior Sales Consultant from 2003 - 2010 before losing her employment due to trade impact. Upon visiting the Chicago Workforce Center at the Pilsen office to receive services as a dislocated worker, Angela realized she could qualify for trade services. She filled out the petition application with the assistance of the Office Manager and was approved through the Department of Labor. Prior to enrolling in the program, Angela's education history included a Master of Arts in Marriage and Family Therapy and a Bachelor's Degree in Finance. She also received a Leadership Development certificate in 1997. With Angela's extensive educational background, and the 20+ years of experience in teaching, the next step towards her career was to enroll in a Ph.D. program. Angela was approved for training in 2012. She has successfully completed her training in August of 2014 and has received the official title of Doctor of Philosophy in Psychology with a specialization in Industrial/Organizational Psychology. Although Angela hasn't obtained permanent employment yet, she remains active and engaged in securing employment in her new field. She has made multiple connections and continues to network. She

has met with the Vice-President of a prominent non-profit agency in Chicago and is confident towards obtaining employment very soon.

Kansas⁹

Sabina's Success Story

Sabina had been working for a large aviation company and was laid off. Sabina is an older worker who was trying to obtain employment earning the same or a similar wage to what she was making at the time she was laid off. She was enrolled into the TAA Program and worked with case manager to assist her with her job search needs. Sabina was able to obtain employment and because she was enrolled in the TAA program and was eligible to apply and eventually receive wage subsidy through the TAA program.

Alan's Success Story

Alan was a dedicated aviation worker but had been laid off. As he struggled being unemployed other stress factors started to impact him. Working with his TAA case worker, Alan was able to identify new career interest and was enrolled in a CDL training course. The TAA was also able to pay for this class for Alan. Immediately upon obtaining his CDL driver's license, Alan was able to obtain full-time employment as a truck driver earning a self-sufficient wage to meet his needs.

Wanda's Success Story

Wanda was having a hard time finding employment that was comparable to her previous job in terms of wage and benefits.

⁹ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

She visited the Wichita Workforce Center and enrolled in the TAA program. Wanda received help with her résumé highlighting her skills. Wanda was able to find employment in our local area. She is not making as much as she was from her prior employer but with TAA they are able to assist her with Reemployment Trade Adjustment Assistance (RTAA), which is a wage subsidy to help with the wage gap.

Kentucky

Joi's Success Story

Joi worked at Creation Technologies for more than eight years before she was laid off in February 2013. She found out about the WIA program through the Rapid Response services provided by the employer during layoff. She was unable to afford the additional education required for the change in profession she wanted until she met with a WIA workforce specialist who explained she was eligible for training benefits through TAA. WIA aided her in the process and guided her on her path back to school. Joi completed her education and received an associate degree in applied science from Maysville Community and Technical College with certificates in accounting, basic business administration and financial perspectives. In November 2014, she was hired by Hinkle Holding Company in Paris, KY, as an accounting clerk.

Mississippi

Rebecca's Success Story

Rebecca was laid off after working for 34 and a half years at Chromcraft. During her tenure, she worked in various departments and had advanced to the position of Sales Administrative Coordinator. Dickerson first

learned about the services offered at the Workforce Investment Network (WIN) Job Center when she attended a Rapid Response session for employees of Chromcraft, which closed due to the influence of foreign labor. The company was granted a certified Trade Adjustment Assistance (TAA) petition which provided additional services and benefits to employees. Rebecca went to her local WIN Job Center on the campus of Northwest Mississippi Community College (NWCC). She met with a case manager and enrolled in both the Workforce Investment Act program and the TAA program. The goal of these programs is to prepare individuals to re-enter the workforce as soon as possible and provide training if necessary. Job Center staff reviewed local labor market information, business needs, and Rebecca's skill sets and determined that she would benefit from additional training to update her skills in Microsoft Word and Excel. This would prepare her to meet entry qualifications for current and future employment needs in the area. She enrolled in classes at NWCC. The entire cost of training was covered under the TAA program. Rebecca continued to use the job search services at the WIN Job Center to seek employment while attending classes. Her case manager kept WIN Job Center staff informed of Rebecca's skill sets, work ethic, and training progress. Calbee North America, a new company in the area, began searching for an administrative assistant for its maintenance manager. WIN Job Center staff matched the company's job requirements to Rebecca's experience and updated skills. Her case manager met with Calbee's Human Resource manager and proposed hiring Rebecca for the position through the WIA Adult Internship program. She was hired and proved to be a valuable asset to the company.

Montana

Susan's Success Story

Susan was a laid off Route Sales-Merchandiser from Hostess/Interstate Brands in November 2012. She trained in Accounting Technology at Flathead Valley Community College Certificate and then was very excited to accept a full-time job for a newly created Office Administrator position at a local beverage distributing company in July 2015.

Gordon's Success Story

Gordon was laid off from the Hostess Corporation after 23 years of employment. He was approved to attend the Welding & Inspection Technology program at Flathead Valley Community College – and was a highly successful non-traditional student. He was consistently on the dean's list and graduated with a 3.68 GPA! Gordon obtained employment as a safety technician with a company based out of Somers that is currently stationed in the Bakken oil field. He earns approximately \$310 per day, with housing and transportation included, and is very thankful to be earning a solid income again.

Pennsylvania¹⁰

Larry's Success Story

Larry, a single parent of two children and the primary caregiver for his mother, became a dislocated worker when Wheeling Pittsburgh Steel closed. He had worked there for over 15 years as a maintenance technician. Larry knew he needed to update his skills in order to support himself, his children and his mother. Southwest Training Services, Inc. began working with Larry through his enrollment into a two-week work readiness program "Work Certified Academy." He wanted to take advantage of any help he could get to secure employment. Larry obtained a work readiness credential, but also found out that he was eligible under the trade act for training assistance also. With support of his WIA case manager, he was assessed and enrolled under both WIA and Trade programs and enrolled into Penn Commercial Business & Technical School's electrician program. Trade Act funding paid for the training and WIA offered support and case management. Both programs, Work Certified and Electrician, along with his past experience, ultimately prepared him for getting his new job. He is now employed as a maintenance mechanic for Camp Hill Corporation in McKeesport, PA, at a starting salary of \$19.65 an hour, plus benefits.

¹⁰ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

Other Workforce System Programs

Ex-Offender Success Stories

Arkansas

Demarcus' Success Story

Many felons return to criminal activities once they feel a sense of rejection from social order, but this was not the case with Demarcus. When he began his job search he was disappointed with feelings of hopelessness and confusion. Believing he was limited with employment opportunities due to bad choices he had made in life, Demarcus sought out guidance in finding a career where he would be accepted. Upon deciding to pursue a career as a commercial truck driver, he was told that WIA might be able to assist him with his training desires. After speaking with his probation officer and granted permission to travel, Demarcus enrolled in CDL at C1 Trucking Driving School in North Little Rock, Arkansas. Demarcus required some additional assistance in passing his "backup" portion of training. With the support of the C1 training staff and the encouragement of his WIA case manager, Demarcus successfully completed his training on June 30, 2015. As a reward of his hard work and dedication, Demarcus gained employment on July 31, 2015, at Performance Food Group Little Rock, at their Texarkana, TX location.

California¹¹

Rafael's Success Story

Currently on probation, Rafael has two felonies on his record. He wanted to be a

truck driver, but he struggled to find even an entry-level position and he knew he needed training. A family member told Rafael about WIB services and recommended that he visit the America's Job Center of California. Normally, Rafael's felonies and probation status would make it difficult for him to find employment in the trucking industry. However, with help from the WIB and once he achieved his Class-A license, Rafael received a recommendation letter from a company that was willing to give him an opportunity to prove himself. The WIB approved him for commercial truck driving training through Roadmaster Drivers School. Once he successfully completed the course and passed his Class-A driver exam, Rafael was hired. He is currently employed with Wallace Concrete, Inc. Rafael told his advisor that he is "very grateful for the opportunity to attend truck driver training and to be starting a good career with a promising future."

Colorado

Robert's Success Story

Robert was released on parole in November 2014, after serving 16 years of a 20-year sentence. He had income from Social Security retirement and a small pension, which allowed him to avoid many of the transitional issues that parolees often face when

¹¹ This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

transitioning back into the community. Shortly after his release, Robert contacted a Disabled Veterans Outreach Program (DVOP) for help in finding suitable employment, and was provided with various networking opportunities and job leads. Robert and his DVOP drafted an Individual Employment Plan (IEP) that was client-centered, direct and realistic, and highlighted his skill sets with reachable objectives. Robert was a self-starter who visited the Workforce Center several times a week to discuss his progress and obtain referrals to job fairs and employers. He was also provided encouragement to establish a solid network. After several weeks, Robert was hired by Sears Hometown Outlet Stores in Denver as a Sales Associate. This fit with his background in sales and one-on-one customer consultation. After only two weeks, his store manager promoted him to a Sales Lead position, which provided an extra \$800/month.

Connecticut

Capital Workforce Partners Success Story

Capital Workforce Partners' ex-offender retention initiative provided critical supports to ensure that newly employed ex-offenders were successful on the job and retained employment. Services were coordinated through the American Job Center's Career Center in Hartford, with funding from the Hartford Foundation for Public Giving that was matched with WIA dollars. Retention services included assistance with housing, obtaining a driver's license, transportation, the pardon process, career planning, and obtaining professional clothing. Other assistive resources included the Department of Rehabilitation Services for individuals with disabilities, Department of Social Services for basic needs, Child

Support Enforcement for deferral of child support payments and the Connecticut Department of Labor's Work Opportunity Tax Credit. Referrals were made to substance abuse services, family reunification programs, emergency fuel assistance, and to legal aid for assistance with the pardons process.

Delaware

Ex-Offenders Getting Jobs Success Story

It used to be a high school. Students would walk from class-to-class trying to find the clues that would help them be successful in life. Bells, hall passes, and minute supervision. What was once Claymont High School, now it is the Claymont Community Center and the building's highly polished colorful floor tiles still echo of education. The echo is louder than you might imagine. There was a graduation Thursday morning at about 10 a.m. But this one was a tad different. The students at this graduation had been moving for a different set of bells, permissions, and minute supervision. They were ex-offenders turning their life around and were graduating from the New Start Program, run by Professional Staffing Associates, Inc. This was the third set of graduates from New Start since its inaugural class, which began in 2013. Seeing an opportunity to use her skills, honed in more than 30 years of workforce development training, Professional Staffing owner Priscilla saw this as an important next step. "This is a great opportunity to help these men and at the same time educate the community, about the importance of reintegrating these citizens," Ms. Turgon said, "Our work with the Delaware Workforce Investment Board (DWIB) has made this all possible – great

partners working for a great outcome.” The six men who graduated from the program spent 11 weeks, 8 hours a day, developing knowledge and skills to facilitate employment success. Those skills include:

- Financial Literacy
- Professional Communications
- Computer Basics
- Customer service although the curriculum is impressive, so are the results.

Most of the people graduating from New Start have found jobs and continue to work.

Kansas

Michael’s Success Story¹²

Michael had been in and out of prisons his entire adult life. He had a very spotty work history never holding a self-sufficient, meaningful job. His normal was living in an institution and had become comfortable in a prison setting. Upon release from prison Michael did not have a place to live or a job. Michael showed a good work ethic and received a recommendation from his prison work supervisor. With the help of a WIA case manager, his self-confidence was strengthened, job retention training given, and transferable skills identified. His case manager also helped him develop a plan to avoid or cope with people, places, and things that have caused problems in the past. A structured living environment was needed out of prison. An On-the-Job training opportunity with an employer in a high demand occupation was utilized. Michael began living in an Oxford House immediately upon release from prison. He lived there for several months. It was very beneficial in providing a structured living

environment and support to stay drug free. Case Manager utilized WIA funding to help Michal secure a job as a CNC Machine Operator He began work within two weeks from prison release. He has maintained the job for the past six months. The revolving prison cycle door has ended. Michael now has a new, positive outlook on his life.

Michelle’s Success Story

Michelle was a single mother of four, receiving state assistance through the Department of Children and Families (DCF) to assist with daily living needs. She was also an ex-offender, which is often a significant barrier to employment. Michelle came into the Wichita Workforce Center in hopes of finishing some short term training programs in the healthcare field in order to provide for herself and family, as well as find a career path she had passion for and could find some success. Michelle also wanted to gain her GED, as she had been completing preparation courses on her own. Michelle became eligible for the Kansas Health Profession Opportunity Project (KHPOP) program in September 2011. She began her career path with the Certified Nursing Assistant and cardiopulmonary resuscitation (CPR) trainings, which were completed in May 2012, and paid for with KHPOP funds. During this time she was working part-time as a food server at a school district, but only getting minimal hours. She was able to receive supportive services through KHPOP in the way of housing and utilities, which helped her while job searching for a positions as a CNA. She was able to complete her CMA (Medical Assistant) in March 2013, again using KHPOP funds. Michelle began searching for a position as a CMA. She had some struggles with her job search due to her offender status, so the Workforce Center provided extensive job

¹² This material was approved for publication on the Workforce Investment Works campaign website hosted by the National Association of Workforce Boards. The full story may be viewed at www.WorkforceInvestmentWorks.com.

search assistance as well. Michelle continued to work as a food server until October 2013, when she found full-time employment as a CMA, working at an established healthcare provider, making \$11 per hour. She is excited to be involved in this new career path that will set her up for success in her field of choice.

Mississippi

Virgil's Success Story

Virgil had multiple barriers to employment. He was an ex-offender, lacked transportation, and had been out of the workforce since 2008. After many failed attempts to find employment, he decided it was time to choose a new career path. Virgil sought assistance at the Picayune Workforce Investment Network (WIN) Job Center. With the aid of his Workforce Investment Act (WIA) case manager, Virgil decided that short term training would be best and would lead to long-term successful employment. He chose to attend an eight-week training course at the CRW Truck Driver Training School in Jackson to earn a commercial truck driving (CDL) license. Barriers were overcome in various ways. He was approved for a WIA Individual Training Account to cover the cost of training. CRW allows students to live on campus while they complete the CDL program, solving Virgil's transportation problems. Numerous job development contacts were made by the WIA case manager to connect Virgil with the right employer upon graduation.

Nevada

Jose's Success Story

Jose was born into his gang, growing up in a rough neighborhood, and spent most of his life

in and out of prison on various charges. It was only after his longest and final stint of incarceration that Jose found himself reflecting on his life. Jose had nothing but time to look back on the years he had lost, and it was then and there that he decided that wasted time would not be the legacy he left. When Jose left prison, he left his old life behind and moved to Las Vegas in search of a fresh start. Jose was directed to the Foundation for an Independent Tomorrow (FIT) where he began to pursue photovoltaic training. In spite of an eighth-grade education, Jose was without a doubt one of the brightest and most motivated students that his instructors had ever seen. With the support of FIT, Jose obtained his certificate and completed vocational training at the top of his class. Jose is working now as a highly successful photovoltaic (PV) technician with a local company.

Puerto Rico

Orlando's Success Story

Orlando, a male adult that had a drug abuse problem for 20 years, was also homeless and an ex-inmate. He successfully completed a drug addiction program with Teen Challenge Institution in 2013. Once he finished his rehabilitation process, he stayed as a voluntary collaborator to help other participants of that institution. In May 2014, he entered into a vocational training in Air Conditions and Refrigeration, through Professional Technical Institute in Bayamón and successfully completed the occupational training, in May 2015. He is currently working in this occupation and living healthy.

Other Workforce System Programs

Success Stories

California¹³

Peter's Success Story

Peter is a senior veteran with 20 years of experience as a retired probation officer. He needed to supplement his retirement income, but had difficulty finding a job. He soon realized that he needed assistance in researching today's job market. Peter was referred to the San Bernardino County WIB for training and Veteran's Assistance. The WIB provided Peter with personalized case management and career advice. He received job referrals, one-on-one assistance with his résumé, attended job search workshops, and was provided with assistance to obtain the background check required for many of the positions of interest. Peter is now successfully employed full-time as a campus monitor at a high school. He is especially thankful to the WIB for assistance with computer skills training and for a referral to the Veteran's Networking Club. Peter said that the WIB helped him "...find a realistic career goal that suited my age and physical ability. I am so appreciative of the service I received. I am now able to support my household."

Amanda's Success Story

Most recently enlisted with the National Guard, Amanda is a United States Veteran with five years of service. She sought

employment and training opportunities through the Colton-Redlands-Yucaipa Regional Occupational Program (CRY-ROP). Amanda was referred to the Workforce Investment Board (WIB) by CRY-ROP for financial assistance. She qualified for WIB training under a specialized grant, sponsored by Wells Fargo, for Certified Nurse Assistant (CNA) training at CRY-ROP. She also received financial assistance with supportive services to obtain her work uniform. Amanda completed training as scheduled and continued to take applicable advanced courses. She eventually obtained employment in her field. Amanda says, "I was able to go through the healthcare occupational program, graduate and find a job. The Workforce Investment Board program was a big help financially and made going to class stress free."

Peter's Success Story

Peter is a retired, senior veteran with over 20 years of experience as a probation officer. He is a very active, and he is determined to work and stay involved with the community. Peter needed to find a job in order to supplement his retirement income. When he started looking for a job, he soon realized that he needed help navigating today's job market. Peter was referred to the Workforce Investment Board for training and Veteran's Assistance. The Workforce Investment Board provided Peter with personalized case management and career advice. He received résumé assistance, job referrals and vouchers for Live Scan. He also attended job workshops.

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Peter is now successfully employed full-time as a Campus Monitor at a local high school. He is especially thankful to his local Workforce Investment Board for their assistance with computers and introducing him to the Veteran's Networking Club. Peter says that the Workforce Investment Board, "helped me find a realistic career goal that suited my age and physical ability. I am so appreciative of the service I received. I am now able to maintain my household and look forward to an active lifestyle while easing into retirement."

Colorado

Kelly's Success Story

In Mesa County, Jobs For Veterans State Grant (JVSG) staff worked one-on one with Kelly, a special disabled army veteran and also a single parent. For medical reasons, Kelly needed a career change and was interested in pursuing a career in the medical/mental health field. The DVOP coordinated the use of the Veteran's Trust Fund to help Kelly get gas for his job search, food, personal hygiene items, work clothing and shoes. During that time, the DVOP also helped the veteran update his résumé, polish his interviewing skills and networking, and sharpen his job search skills. The DVOP also contacted Mind Springs Health, Inc. for an entry-level position that was available. Shortly after the veteran was offered and accepted a position at Mind Springs Health, Inc., as a Peer Support Specialist. He is currently working full-time for \$12.50/hour and just started school at Colorado Christian University to pursue a degree in psychology.

Connecticut

Success Story

During PY 2014, low-income, homeless, disabled, and at-risk veterans participated in the Homeless Veterans Reintegration Program (HVRP) funded by the U.S. Department of Labor with a host of services provided by The WorkPlace, its HVRP partners, and numerous government and nonprofit organizations. In addition to the holistic solutions offered to veterans who were isolated or in need of assistance to connect to appropriate resources, HVRP assisted veterans to maximize employment and training opportunities through the workforce development system and identify resources to address challenges they face in achieving economic stability and stable housing. The program relies on intense, personalized case management and includes housing assistance, classroom training in core skill competencies, and training for the employability skills required for long-term job success. The program's services and trainings helped reintegrate homeless veterans into meaningful employment. During PY14, The WorkPlace incorporated The Daring Way into HVRP as an added support. This highly interactive workshop is based on the research of Dr. Brené Brown whose work is the subject of a #1 *New York Times* Best Seller and has been featured on the Oprah Winfrey Network. Veterans in the program examined the thoughts and behaviors that were holding them back and identified new choices and practices to move toward independent living. The workshop curriculum was used to help homeless Veterans learn how to show up, be seen, and live braver lives. The workshops were guided by certified facilitators sanctioned by The Daring Way to provide training. Veterans participated in a

three-day, classroom-based program focusing on workforce and employment. Many participants showed a commitment to attendance and completing the process. The resounding response on participant evaluations was that the program will benefit them in their employment efforts, and the curriculum was relevant and applicable. Additionally, they indicated that they felt safe to be vulnerable in their sharing and learning. A significant piece of feedback was that participants would recommend the experience to others. Through the first cohorts, staff felt the curriculum proved so beneficial that it has since been written into a new PY15 HVRP grant submission and built into new program designs, so future participants will have the opportunity to benefit from the training. Prior to delivering “The Daring Way” in PY14, program staff participated in two half-days of orientation and training to review the program and understand concepts taught to program participants. As a result of program managers having had the opportunity to learn about “The Daring Way” first hand, The WorkPlace is planning to leverage other resources to expand the offering to other disadvantaged and discouraged populations. Newman’s Own Foundation provided funding for “The Daring Way” project, creating an opportunity for The WorkPlace to explore this ground-breaking work.

District of Columbia

DOES Veterans Service Success Story

The Department of Employment Services (DOES) Veterans’ Services team assisted many veterans in acquiring employment in PY14 and in doing so, was able to expand its own capacity to assist others. In PY14, the

unit had two Disabled Veterans’ Outreach Program (DVOP) staff vacancies for over two quarters in the program year. The Jobs for Veterans State Grant (JVSG) DVOP and Local Veterans’ Employment Representative (LVER) staff provided American Job Center (AJC) services to three veteran candidates seeking employment in PY14. Service delivery to these veteran candidates resulted in them being hired as full-time employees with DOES. The D.C. DOES JVSG program is now fully staffed. Two of these newly hired veterans serve as DVOP Specialists and the other is a Workforce Development Specialist, assigned to an American Job Center.

Ms. Long’s Success Story

Ms. Long, a former Senior Community Service Employment Program (SCSEP) participant, was enrolled in work-experience with the American Job Center Southeast as a Workforce Program Assistant. Under the supervision of site manager Dario Stewart, Ms. Long assisted with the daily operations of the center and provided clerical support. While training, Ms. Long was also dually enrolled in college and completed her Bachelor’s degree in Government Contract Administration; and graduated with honors in May! Ms. Long was an active participant in the SCSEP program until July 2015 when she secured full-time employment as a Residential Counselor with Jobs Have Priority Inc. (JHP), a non-profit organization that works directly in homeless shelters to help individuals move from dependency to self-sufficiency.

Florida

Paycheck for Patriots Success Story

Paycheck for Patriots (P4P): Florida's military and veteran community, Department of Economic Opportunity (DEO), the Florida National Guard, and The Florida Department of Veterans' Affairs (FDVA), along with support from Governor Rick Scott, invited and encouraged Florida's businesses to participate in this annual statewide hiring event for veterans and military families. The event brings employers with current position openings in Florida to the table with great military and veteran candidates. Florida's business participation in P4P over two years has made a difference in the lives and careers of veterans and military families. More than 50 percent of the military and veteran candidates who participated gained employment as a result of the relationships built through the hiring event.

Veterans Program Staff Training

The State Veterans' Program Coordinator, the Assistant State Veterans' Program Coordinator, and the three Regional Veterans' Program Coordinators have put together a plan for three regional staff training sessions to include CareerSource Florida and management staff training. These sessions included presentations from staff of the National Veterans Training Institute (NVTI) and the Veterans' Employment and Training Service (VETS). The primary objective of the training sessions are to raise awareness and focus on advance case management, advance employer outreach, the roles, responsibilities, and regulations for the

Veterans' Employment Program in order to ensure appropriate delivery of services by veterans' program staff to veterans and eligible persons.

Hawaii

Mike's Success Story

Mike is a Vietnam Veteran who served two tours of duty as a Marine, and returned to the States with a service connected disability. Upon his return, Mike established himself in the manufacturing industry leading the charge in a multi-million dollar business in acrylic furniture and accessories production. Business was great and Mike was at the top of his game until the industry saturated and he suddenly found himself without a job. Unemployed and unable to find suitable employment, Mike relocated to the island of Maui in 2014. He lived out of his van but never considered himself "homeless." Mike acquired a gym membership to keep fit and maintain his personal hygiene believing both were essential to finding work. Mike began to job search on his own but found this difficult because he was unfamiliar with the businesses and community organizations. At this point he connected with the American Job Center in Wailuku, where he was determined eligible to receive WIA Adult and Veterans' program services. Adult Program services included easy access to labor market information, career exploration, counseling and case management, the Veterans' program and other partner agencies provided training and resources for the next steps. Drawing on his internal know-how and these resources, he began to restore stability to his life. As a former business owner Mike had many skills needed to run a multi-operational business but lacked basic

computer skills. After a thorough exploration of career options, it was obvious that these skills were essential to pursue a career in sales, marketing and management. Once he completed introductory classes in word processing and spreadsheets and while awaiting subsequent courses, Mike felt it necessary to acquire a steady income. Although it was not his first choice in jobs, he accepted a full-time Security Guard position for a shopping complex. Within a couple of months, Mike saved enough money for rent, was using a computer to write reports and looked forward to creating a better life on Maui.

Iowa

Faith's Success Story

Faith is a Post 9/11, U.S. Army Veteran who came to Dubuque looking for a better life. After an arduous vetting process, Faith was accepted into a Prudential Veteran training program and she and her husband arrived in Dubuque almost penniless and with nowhere to stay. Fortunately, Faith used Hilton HHonor points for a couple nights' stay in a hotel, but when that ran out her and her husband would have to live out of their car. Through partner agencies, Faith and her husband got an extended stay in a hotel and assistance securing an efficiency apartment which provided some stability for them. Through the IowaWORKS office, Faith's husband was able to secure a job at Camoplast in Peosta, IA. Faith has graduated her training program and is currently excelling in her OJT at Prudential.

Dan's Success Story

Dan, is moving to Dubuque, IA, from Fort Riley, KS, to begin a position as Network Administrator at Flexsteel in August, 2015.

This was the result of numerous phone contacts with Dan, outreaching to many businesses and economic developers, a stay at the Hampton Inn, courtesy of the Hilton HHonors program, phone and face-to-face interviews, a personalized tour of the city from the economic developer, home tours with a realtor and meeting with a school. We are excited to welcome the Dan and his family to the Dubuque community.

Success Story

A job seeker walked in for work search assistance earlier this summer. He disclosed to a member of the Membership Team that he had completed the National Career Readiness Certificate (NCRC) assessments in the past and earned a Gold Certificate. After a brief assessment he was handed off to a Goodwill Partner staff/ Skill Team member and after he completed registration and job search he was given three job referrals. He then completed two applications, one being an application with a local food production facility as a Cookhouse Chill Operator. He self-disclosed that he a resident at the local RTF (state correction facility) and one of his many barriers was transportation. Due to the newly created Offender program we were able to provide bus passes for his job search. The next day an HR representative from the local food production facility was in our office for a hiring event that was previously scheduled. The Goodwill Partner/ Skill Team member suggested to the Human Resource Representative that this particular job seeker would be a good fit for this higher skilled position since he had completed the NCRC Assessment and earned a Gold Certificate he met the skill level required for the position. The staff member also made the comment to the HR Representative that she herself had earned a Gold Certificate and was very proud of her Gold Status so she knows how valuable the

assessment is when making hiring decisions. After their conversation the HR representative interviewed the job seeker and offered him the position of a Cookhouse Chill Operator starting wage of \$12.00 with a full benefit package and the potential to earn up to \$16.00. He later returned to share his success story and thanked the staff member for her assistance in getting hired in the position.

Kansas

Success Story¹⁴

One of our Disabled Veteran Representatives was recently working with a homeless veteran. After providing a comprehensive assessment and realizing that the veteran was not accessing medical services that he needed and was eligible for, the Veteran Representative was able to get him registered with the local VA hospital. This allowed him to receive needed medical care and to assist him with finding a more stable living situation. Next, the veteran received hands on résumé assistance as well as assistance with implementing new job search strategies. The veteran was able to secure several short-term, temporary jobs while the Veteran Representative continued to do specific job development to help find him a permanent position. By marketing the veteran's new résumé along with information about the Work Opportunity Tax Credit, the Veteran Representative was able to place the veteran in a full-time, permanent position with benefits at Detroit Diesel, a local manufacturing company. This position will provide a stable job and a

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sustainable wage of \$13.50 per hour with regular overtime and will assist the veteran in getting back on their feet financially.

Jose's Success Story

Jose came to the Workforce Center as a disabled veteran with an honorable discharge. He had served eleven years with the U.S. Army as a Cavalry Scout. Jose's prior military experience as a motor vehicle operator allowed him to successfully attain his CDL, but he needed assistance connecting to the local job market. Jose worked with Disabled Veterans Outreach Program (DVOP) staff to identify employment goals and develop an employment plan. DVOP staff provided a variety of intensive services (comprehensive assessment, case management, customized résumé assistance, job search planning, and career guidance and job referrals). Jose was job ready very quickly and worked with his DVOP and Local Veterans' Employment Representatives (LVER) staff on his résumé and applications for local employment opportunities. Staff helped Jose make personal connections with hiring employers in the area. Jose obtained a full-time position as an Over-the-Road (OTR) driver with significant wage potential.

Louisiana

Charles' Success Story

Charles served in the U.S. Marines Corps and was separated in 2013. His Military Occupational Classification (MOC) was Supply Administration and Operations Specialist. His military duties consisted of shipping, receiving and issuing gear. He has worked odd jobs since 2013, but has been unsuccessful with securing a career. He began utilizing the Calcasieu Business & Career Solutions Center to search for

employment in March 2015. The center's Disabled Veteran Outreach Program Specialist determined that Charles was a Transitioning Service Member in need of intensive services and referred him to center staff for further assistance. Since Charles expressed an interest in obtaining new skills, on-the-job training was offered. The development of an individual employment plan, on-line assessments, case management, career planning and career counseling services were provided by center staff. Assessments revealed that Charles' major strengths are manual labor, organization, and computer skills. Charles began on-the-job training at Habitat for Humanity in April 2015 and completed training in September 2015. He was trained as a Residential Home Construction Assistant Supervisor and earned \$14.00 per hour. The duration of his training was 20 weeks through the on-the-job training opportunity. Now that he has successfully completed the training period, he will receive benefits and will have an opportunity for advancement within the company. His goals were to successfully complete on-the-job training, secure full-time, permanent employment with Habitat for Humanity and begin to be self-sufficient. Charles's family has been a great support system. They gave him encouragement and support along the way. The Business and Career Solutions Center staff is continuing to provide "Veterans Priority of Service" to all veterans who seek services both in job placement and WIOA funded training.

Laura's Success Story

What do you do when faced with two felony drug convictions and your choices are either prison for 10 years or going to Drug Court? In January 2014, Laura decided to take her chances in Drug Court. The Rapides Parish Police Jury's YouthBuild

program housed at the Rapides Business & Career Solutions Center was recommended by Laura's counselor since she did not have a high school diploma. Laura saw it as a good opportunity and it turned out to be the best decision of her life. During the YouthBuild program, she was able to achieve her HiSET certification and started looking toward the future. She decided to pursue a bachelor degree in Psychology and with the YouthBuild staff's help, she started Louisiana State University Eunice (LSUE) in August 2014. She made the Chancellor's list at the end of the 1st semester. She made the Honors Convocation (GPA 3.75) at the end of second semester. Her dream is to get her Ph.D. and either be a Child or Forensic Psychologist. She is currently enrolled in Louisiana State University Alexandria (LSUA) pursuing that dream. Laura attributed her success to the YouthBuild staff saying, "They truly cared."

Maryland

Tiffany's Success Story



A prior U.S. Navy Operations Specialist, Tiffany found herself unemployed and in a hopeless and homeless predicament involving an out-of-state transfer with AT&T. She previously worked in the capacity of Assistant Customer Service Technician in Houston, Texas; however, she discovered upon arriving in Maryland that a similar position here was discontinued and considered obsolete. She possessed unique skills and qualifications in Project Management, Intelligence Analysis, and Communication System Design/Resource Allocation Management. Additionally, she had earned a Bachelor of Science in Business

Administration. In October of 2014, Tiffany came into the Anne Arundel AJC seeking immediate veteran employment services with locating competitive work, stable housing, and community supportive services. Immediately linked to community resources such as Alliance, Department of Social Service, Waystation, Dress for Success, and various food banks, Tiffany was also provided effective hands-on-training in conducting effective job search and employability skills development utilizing Maryland Workforce Exchange (MWEJobs), Indeed, Linkup, O*NET TM OnLine Assessment, and Careeronestop.org employment web engines. She possessed excellent communication skills and articulated her skill-set very well, so she was advised to apply for telecommunication/customer service-oriented positions with Verizon Wireless and Booz Allen for Computer Technician, Project Management, and Intelligence Analysis opportunities. As a direct result of Tiffany's dedication and determination in participating in vocational guidance counseling sessions, job skills training, and résumé building activities, she was successfully hired with Verizon Wireless as a Fiber Customer Support Analyst effective December 15, 2014, at a base income of over \$50K per year. She's plans to obtain Project Management Professional Certification (Agile Management) & CISSP-Cisco Information Security System Certification.

"Thank you for coordinating and facilitating the bi-monthly 'Vets Hiring Event' in Columbia, Maryland! [I met] a representative of the Social Security Administration and started my new career with this agency on Monday, July 28, 2014! Kudos to you and your staff for providing the advice, workshops, and additional resources needed to enable veterans and other clients to be successful in their career search! Please continue these vital services!"

Mississippi

Don's Success Story

Specialist Fourth Class Don received assistance in the Golden Triangle WIN Job Center from a Disabled Veterans Outreach Program (DVOP) specialist after being referred by Vocational Rehabilitation Services. He had multiple barriers to employment including a service connected disability and a recent incarceration. Don originally enrolled in case management with the DVOP in February 2014, and received continuous encouragement and support. Don gained employment in July 2014, with Johnston Tombigbee. Unfortunately, he was laid off. Don contacted the DVOP to request further assistance. Don's individual employment plan was amended, and he was encouraged to update his Career Readiness Certificate (CRC) to increase his employability with local manufacturers. The DVOP completed a job search and referred the client to Staffmark for a position as a copper sorter. For the next few days, the DVOP searched job postings every day and e-mailed Don. One week later, he accepted a position as copper sorter with Staffmark. Two months later, Don and many others were laid off when a company buy-out occurred. He returned to the WIN Job Center in January to consult with the DVOP case manager. Again, his individual employment plan was amended and the search for a new job began. He was referred to multiple positions but did not receive any offers. The DVOP contacted Don every week to encourage him and provide new employment leads. In February 2015, he became employed with North American Tie and Timber operating heavy construction equipment.

Nevada

Edward's Success Story

Edward, a 34-year-old widowed father, served this country many years, completing two tours of duty in Iraq before an injury caused his discharge from the military. Edward had a difficult time finding his way back into the workforce, struggling for more than a year before finding the Foundation for an Independent Tomorrow (FIT). Edward came to FIT hoping to find any job, but lacked direction and confidence. FIT guided Edward into the culinary field. FIT provided the funding for him to enroll in culinary training, putting him one step closer to achieving his goal of becoming a professional chef. Once Edward had completed training he came back and met with the FIT staff to begin his job search. After several weeks, Edward was able to interview at a local restaurant. Edward was hired on the spot, but needed to come to his first day of work fully outfitted in a chef uniform, with a knife set. FIT provided the items to help get him started. Edward is working as a full-time cook making \$15.00 an hour, with health insurance. Edward can now provide for his family and is saving for the future.

New Jersey

J.H.'s Success Story

In late 2014, J.H. — a long-time homeless veteran — visited the Newark One-Stop Career Center in search of permanent housing. He quickly connected to a program that enabled him to become a renter, and the One-Stop's Re-Entry Specialist was also able to provide him with vouchers for home furnishings and clothing for job interviews. Next, he obtained a certificate to operate a

forklift. By April 2015, the One-Stop staff helped J.H. gain acceptance into Rutgers' Project VETS (Veterans Environmental Technology & Solutions) training initiative — a one-year certificate program in Landscaping, Horticulture & Entrepreneurship that included a \$500 weekly stipend. J.H.'s experience reflects how the diverse services of a local One-Stop Career Center can help jobseekers take their lives and careers in a new direction.

Ohio

Joshua's Success Story



Since Joshua began working for the Ohio Department of Job and Family Services (ODJFS) Office of Workforce Development's Veterans Workforce Services as a Local Veteran

Employment Representative (LVER), he has displayed passion and dedication to the veterans of northeastern Ohio. Over the years, his processes and procedures have become best practices for workforce specialists throughout the state. One of Joshua's major undertakings has been the Quicken Loans Veterans Career Expo, now in its fifth year. This annual Cleveland event has been an extremely successful outreach tool. More than 2,500 veterans have attended, and more than 70 employers have participated. More than 200 veterans have been hired as a direct result of this event.

Harold's Success Story

After a 10-year career with a logistics/warehousing center, Harold was laid off and experiencing challenges with his reemployment efforts. A Richland County Disabled Veteran Outreach Program (DVOP)

specialist helped him select skills training as a short-term goal. Harold then secured a four-week CDL training through Veterans ShortTerm Services. After completing his training, Harold applied to the newly established Ohio Department of Transportation Highway Technician Apprentice program and was accepted in June 2014. Based on his exceptional work performance, Harold's apprenticeship was extended through the winter season. This extension allowed him to participate in the department's snow plow and street clearing operations at a wage of \$15.40 an hour. Through this opportunity, Harold obtained in-demand credentials, skills training, paid work experience and a prospective rewarding career with the Ohio Department of Transportation.

Ron's Success Story



The Dan Bloodsworth Memorial Award was established in 2001 to honor the memory of Dan Bloodsworth, the first chief of the former ODJFS Bureau of

Veterans Services. Dan, a true veterans' advocate, worked tirelessly to address veterans' needs while serving on several local, state and national veterans' task forces. The annual award recognizes an ODJFS employee who demonstrates outstanding advocacy for veterans. The PY 2014 recipient of the Dan Bloodsworth Memorial Award was Lorain County DVOP specialist Ronald. Ron has demonstrated outstanding advocacy for veterans for many years. He has worked with numerous organizations, such as Catholic Charities, Gathering Hope House, Lorain County Adult Protective Services and St. Joseph Overnight Shelter to raise awareness of the plight of homeless veterans in Lorain County. Ron

was instrumental in bringing together various members of the veteran community to establish the Valor Home Lorain County, a veterans' transitional housing facility. This facility opened in 2014 to provide shelter and supportive services to homeless veterans in need.

Tennessee

Paycheck for Patriots

Paycheck for Patriots continues to lead the way in hiring events for Veterans in Tennessee. Paychecks occurred in 10 locations throughout the state on the same date at the same time. More than 1,000 Veterans participated with over 300 employers providing job opportunities.

Vermont

SB's Success Story

SB served eight years of honorable service as an Aircraft Mechanic in the U.S. Military. The Marine and Army Veteran struggled to find meaningful employment after being laid off from his previous employer. To further complicate his job search, SB had served time in jail for a wrongful conviction and was seeking exoneration. Looking for assistance in his job search, SB turned to his local American Job Center (AJC) in Rutland, Vermont. After receiving priority of service at this AJC, SB was referred to the center's Disabled Veteran Outreach Program Specialist (DVOP) who told him about the Veterans Employment and Training Services available to eligible persons; and SB decided to accept intensive services. After three months of intensive services and a referral to a Veterans Justice and Re-Entry Specialist, SB gained employment at the Mountain Top Inn and Resort as a Banquet

Staff Member. He expressed his appreciation to AJC staff for assisting him with his search for employment and for connecting him with the legal resources necessary to resolve the issues that hindered his job search in the past. He now makes \$9.15 per hour plus gratuity and couldn't be happier with his job placement.

S.P.'s Success Story

S.P. served as a Multiple Launch Rocket Systems Fire Direction Specialist. While deployed for Iraqi Freedom in 2004 he was part of a convoy escort personal security team for the Brigadier General. For his performance and duties he was awarded the Combat Action Badge, Iraq Campaign Medal, and Bronze Star. When he became unemployed, he met with the Barre DVOP with a goal of part-time employment in security or case management. He became gainfully employed with a family services organization and is now a clinician working with teenagers in a couple of group home settings. It is a full-time four day work week, allowing him time with his family. S.P. wrote to his DVOP thanking her "for your support during this time of hardship. I appreciate the emotional and practical support" and made specific reference to the help he received with his résumé, connecting with job openings, feedback about skills & preferences, and advice on how to answer questions during interviews.

Virgin Islands

St. Croix Foundation Success Story

The St. Croix Foundation conducted its second cycle of a training program designed to provide local unemployed young adults with core construction and work related skills as well as On-the-Job training.



Students were trained and certified in the National Center for Construction Education and Research (NCCER) Core

Curriculum and followed up with a concentration in painting trade. Their newly acquired skills were put to the test in an on-the-job training - a Foundation sponsored project of beautifying the downtown Christiansted historic buildings.

Virginia

William's Success Story



William, a retired Army Veteran, was referred to the SkillSource Group, Inc.'s Northern Virginia Jobs for Veterans (J4VETS) program in November 2013 after he was laid off

as a Senior Program Manager. William immediately expressed interest in enrolling in a Project Management Professional (PMP) preparation course with Global Knowledge, which he completed in January 2014. William obtained his PMP certification after sitting for the exam just one time in April 2014. He needed additional assistance with his employment search and his J4VETS Case Manager referred him to the SkillSource Veterans' Job Developer, funded through the United Way of the National Capital Area's Veterans' Employment Initiative. Soon after, William was employed by TASC, Inc. as a Director of Capture Management. He started his new position in June 2014, and is very grateful to the SkillSource Veterans' Job Developer and the J4VETS program for helping him to obtain his certification and his new employment. "The entire J4VETS Program commits to helping the Vet. I felt as

if the entire organization was working for my benefit. From assistance in obtaining training to actually finding job leads, J4VETS was there for me,” William stated. William has offered to serve as a Mentor for the Northern Virginia Technology Council’s (in partnership with Mitre Corporation) next “Vetworking” cohort to help fellow veterans with their transition into civilian life and employment goals. Todd Rowley, the chairman of the Northern Virginia Workforce Area #11, noted, “As the most populous local workforce area in the Commonwealth of Virginia, the Northern Virginia Workforce Area is honored to offer outstanding workforce services to veterans seeking employment in our region. Our veterans’ employment efforts are closely aligned with outstanding organizations such as the Fairfax County Chamber of Commerce and the Northern Virginia Technology Council, each of which is responding to their member’s interest in hiring veterans for a wide range of employment opportunities. In my mind, there is no better way to serve a veteran who has served our nation than to guide their employment search, resulting in permanent, well compensated employment.”

2014, before his actual discharge. He began school using his G.I. Bill benefits in January 2015, but continued his search for employment. During the course of his interaction with Unemployment Compensation and receiving intensive services from the DVOPS, he was provided information for an employment opportunity as a Veterans Financial Coach and, after some research within the company, deemed eligible for the position, which required a Bachelor’s Degree. Due to his diligence in attending school and other experiences, he was offered the position. He successfully completed their training in May, 2015, and has successfully retained employment making \$40,000/year. He continues to attend school full-time.

West Virginia

Success Story

A service connected disabled veteran was in transition from Marine Corps active duty when he first made contact with WorkForce West Virginia (WFWV). He was referred to the Disabled Veterans Outreach Program Specialists (DVOPS) with the qualifying factor of a Service Member Career Readiness Standards/Individual Transition Plan (form DD2958). He is a Gold Star Veteran who began receiving services from WFWV for résumé writing, labor market information (LMI), and UC in December