

*workforce* CONNECTIONS  
**ADULT & DISLOCATED WORKER PROGRAM COMMITTEE**

Wednesday, November 14, 2012

9:30 AM

7251 W. Lake Mead Blvd., Suite 200

Las Vegas, NV 89128

Voice stream link: <http://www.nvworkforceconnections.org/mis/listen.php>

This meeting has been properly noticed and posted in the following locations:

City of North Las Vegas, 2200 Civic Center Dr., North Las Vegas, NV  
Clark County, County Clerk's Office 500 S. Grand Central Parkway, Las Vegas, NV  
Esmeralda County Courthouse, 233 Crook Street, Goldfield, NV  
Henderson City Hall, 240 Water Street, Henderson, NV  
City Hall, Boulder City, 401 California Ave., Boulder City, NV  
*workforce* CONNECTIONS, 7251 W. Lake Mead Blvd., Las Vegas, NV  
Nevada JobConnect, 3405 S. Maryland Pkwy., Las Vegas, NV  
Lincoln County 181 Main Street Courthouse, Pioche, NV  
Nye County School District, 484 S. West St., Pahrump, NV  
Pahrump Chamber of Commerce, 1302 S. Highway 160, Pahrump, NV

**This Agenda is also available at [www.nvworkforceconnections.org](http://www.nvworkforceconnections.org).**

### **COMMENTARY BY THE GENERAL PUBLIC**

This Board complies with Nevada's Open Meeting Law, by taking Public Comment at the beginning of the meeting immediately after the Board approves the Agenda and before any other action is taken, and again before the adjournment of the meeting

As required by Nevada's Open Meeting Law, the (Board, Committee or Council) may only consider items posted on the agenda. Should you wish to speak on any agenda item or comment on any other matter during the Public Comment Session of the agenda; we respectfully request that you observe the following:

1. Please state your name and home address for the record
2. In fairness to others, groups or organizations are requested to designate one spokesperson
3. In the interest of time, please limit your comments to three (3) minutes. You are encouraged to give brief, non-repetitive statements to insure that all relevant information is presented.

It is the intent of the (Board, Committee or Council) to give all citizens an opportunity to be heard.

Welcome to our meeting.

Auxiliary aids and services are available upon request to individuals with disabilities by notifying Dianne Tracy, in writing at 7251 W. Lake Mead, #200, Las Vegas, NV 89128; or by calling (702) 638-8750; or by fax (702) 638-8774. The TTY/TDD access number is (800) 326-6868 / Nevada Relay 711. A sign language interpreter may be made available with twenty-four (24) hours advance notice.

An Equal Opportunity Employer/Program.

**NOTE: MATTERS IN THIS AGENDA MAY BE TAKEN OUT OF ORDER.**

Adult & Dislocated Worker Program Committee members: Valerie Murzl, Chair; Daniel Rose, Vice-Chair; Chelle Bize; Hannah Brown; Mark Edgel; Dr. David Lee; Pat Maxwell; Charles Perry; Maggie Arias-Petrel; and Bill Regenhardt.

*All items listed on this Agenda are for action by the Adult and Dislocated Worker Program Committee unless otherwise noted. Action may consist of any of the following: approve, deny, condition, hold or table. Public Hearings may be declared open by the Chairperson, as required for any of the items on this Agenda designated for discussion or possible action or to provide direction and recommendations to workforce CONNECTIONS.*

**AGENDA**

1. Call to order, confirmation of posting and roll call.
2. **ACTION:** Approve the agenda with inclusions of any emergency items and deletion of any items.
3. **FIRST PUBLIC COMMENT SESSION:** Members of the public may now comment on any matter posted on this Agenda, which is before this Committee for consideration and action today. Please clearly state and spell your name and state your address for the record. Each public comment will be limited to three (3) minutes.
4. **DISCUSSION AND POSSIBLE ACTION:** Approve the meeting minutes of August 8, 2012.....1
5. **DISCUSSION AND POSSIBLE ACTION:** The implementation of a Re-entry Subcommittee.
6. **INFORMATION:** Training and Employment Report (by Industry Sector).....6
7. **INFORMATION:** Adult and Dislocated Worker Fiscal Report.....7
8. **INFORMATION:** Funded Partner Success Stories.....9
9. **SECOND PUBLIC COMMENT SESSION:** Members of the public may now comment on any matter or topic, which is relevant to or within the authority or jurisdiction of the Board. You may comment now even if you commented earlier, however, please do not simply repeat the same comment you previously made. Please clearly state and spell your name and state address for the record. Each comment will be limited to three (3) minutes.
10. Adjournment

**ADULT & DISLOCATED WORKER COMMITTEE**

**August 8, 2012**

**9:30 AM**

*workforce* **CONNECTIONS**

Conference Room

7251 W. Lake Mead Blvd., Suite 200

Las Vegas, NV 89128

**Members Present**

Valerie Murzl - Chair

Hannah Brown

Mark Edgel (via telephone)

Maggie Arias-Petrel

Charles Perry

Bill Regenhardt

**Members Absent**

Chelle Bize'

Pat Maxwell

Dan Rose

**Staff Present**

Madelin Arazoza

Debra Collins

Jaime Cruz

Heather DeSart

Kelly Ford

Janice Greer

Jim Kostecki

Jeannie Kuennen

Emilio Pias

Carol Turner

Kenadie Cobbin Richardson

Linda Yi

**Others Present**

Earl McDowell -DETR

Otto Merida - LCCCCF

Norma Zamora-BCA

Maria Flores -BCA

Thresea Kaufman -NHA

Nield Montgomery – The Learning Center

Helicia Thomas –GNJ Family Life Center

Tiffany Tyler –NPI

Elizabeth McDaniels-Goodwill

Vince Miller – Goodwill

Sharon Morales – LCCCCF

Paula M. Fama –Nevada State College

LeVerne Kelley – DETR

Bonita Fahy –GNJ

Michelli Kaltsas – Ready for Change

Zandra Oshinski- DRHS

Brenda Delgado – NSC

Michael Simmons – GNJ

Susan Adamek – St Rose Dominican Hospitals

Stacey Howell – FIT

Doreen Guerra –SNRHA

Donna Bensing – New Horizons CLC

(It should be noted that not all attendees may be listed above)

**Agenda Item 1 - Call to Order, confirmation of posting, roll call**

Chair, Valerie Murzl, called the meeting to order at 9:31 a.m. Staff confirmed the meeting had been properly noted and posted in accordance with the Nevada Open Meeting Law. Roll call was taken and a quorum was present.

**Agenda Item 2 –ACTION: Approval of agenda with inclusions of any emergency items and deletion of any items.**

Chair Valerie Murzl noted that agenda item # 6 would be deleted from this agenda because it was not an item that needed to come before the committee and agenda item #7 was an item that had been previously approved at the committee and board level. Interim Executive Director, Ardell Galbreth, stressed that these matters had been acted on and reported to the Board and that they should not have been on the agenda for this committee.

*A motion was made to accept the agenda with the deletion of agenda item # 6 and agenda item #7 by Charles Perry, and seconded by Bill Regenhardt. The motion carried.*

**Agenda Item 3 - First Public Comment Session:**

- **Susan Ademak, Director of Education, St. Rose Dominican Hospitals**, addressed the committee regarding the Spanish Immersion Program being offered by Nevada State College. Ms. Ademak stated that she had been working with Nevada State College and the College of Guadalajara for some time trying to make the program a reality and that she had just hired one of the participants of the program. She believes the program is very valuable and should be continued.

- **Otto Merida, President and CEO, Latin Chamber of Commerce**, addressed the committee regarding the Spanish Immersion Program. Mr. Merida stated it was a very good program which would allow our nurses to be more competitive and ahead of the pack in terms of getting jobs.

- **Brenda Delgado**. Ms. Delgado was one of the nurses who participated in the Spanish Immersion Program through Nevada State College. Ms. Delgado stated the experience was “phenomenal” and opined that as nurses it is important that they’re culturally competent. Ms. Delgado hopes the program continues so that the same opportunity can be offered to other nurses.

- **Pam Call, Course Coordinator for Spanish Immersion Program at Nevada State College**. Ms. Call addressed the committee and stated that the real benefit was for the participants to be able to fall in love with the culture and the population.

- **Felicia** (unintelligible), addressed the committee regarding the Spanish Immersion Program and stated that as a mother of three it was a difficult decision to be away from her family for a month; but once she made the decision she didn’t regret it. Felicia believes she is a better person for having had the experience and is currently taking a Spanish class once a week because she wants to continue to learn as much as possible.

**Thresea Kaufman, Program Manager, NHA, Healthcare 20/20 Program**. Ms. Kaufman addressed the committee stating that the feedback from the six candidates who were part of the Spanish Immersion program has been enormously positive. Ms. Kaufman further stated that she was aware that there were concerns that WIA funds were being spent outside of Nevada but that they were not; the nurses have returned to Nevada and have found employment at St. Rose and UMC hospitals.

**Heather Del Toro**. Ms. Del Toro addressed the committee stating that she was one of the participants in the Spanish Immersion program. Ms. Del Toro further stated that she found being immersed in the language and culture forced her to learn at a faster pace which was not only beneficial, but encouraged her to continue her education upon her return to the States with language classes.

**Paula Fama**. Ms. Fama stated she also was one of the Spanish Immersion participants and what she derived from the program was the ability to be more empathetic to travelers not in their country or not in their comfort zone.

**Agenda Item 4 – INFORMATION:** Welcome new ADW Committee Member, Dr. David Lee Chair, Valerie Murzl extended a warm welcome to Dr. Lee as he joined the ADW Committee.

**Agenda Item 5 ACTION:** Review, Discuss and Approve the meeting minutes of March 14, 2012, these minutes were previously approved with an error, we will need to have the corrected version approved.

**ALSO:** Approve the meeting minutes of May 16, 2012

Staff explained to the committee that the March 14, 2012 minutes were approved with the error that Maggie Arias-Petrel was in attendance.

*A motion to accept the March 14<sup>th</sup> minutes as corrected and the April 11 minutes as presented was made by Chelle Bize and seconded by Dan Rose. The motion carried.*

**Agenda Item 8 – INFORMATION:** Review and discuss the continuation of the Medical ESL, Spanish Immersion course through Nevada State College with removal of travel costs which are disallowed under 20 CFR.667.264(b). Heather DeSart addressed the committee and gave a brief history of the Spanish Immersion program and the efforts to get it off the ground. Ms. DeSart stated that after the training began there were some questions about the costs of travel outside of the country that were associated with the program; *workforce CONNECTIONS* is consulting with the Department of Labor to see if the program could be continued with the omission of the travel costs. The committee discussed the merits of being exposed to other cultures, meeting the needs of the neighbors, the importing of nurses from cultures that did not understand Hispanic culture, and the many benefits of having a program such as the Medical ESL Spanish Immersion program being operated through Nevada State College. Following the discussion committee member, Maggie Arias-Petrel stated that an organization had come forward who will cover the travel costs of the program in the form of a scholarship. Committee member Bill Regenhardt inquired if there were plans to go to any other parts of the world with this type of program, Executive Director Ardell Galbreth responded, that if there was a demand for those skill sets in order for Southern Nevadans to become gainfully employed, then *workforce CONNECTIONS* would partner with training providers to provide those skill sets.

**Agenda Item 9 – INFORMATION:** Update on the new *workforce CONNECTIONS* One Stop Center. The following funded partners: Nevada Partners Inc., Goodwill of Southern Nevada, Latin Chamber of Commerce Community Foundation and GNJ Family Life Center, will each have from 1-2 designated employees to be co-located staff at the new facility.

Heather DeSart informed the committee on the progress of the formation of the One Stop Center and thanked the partners who will have staff co-located in the facility.

**Agenda Item 10 - ACTION:** Review, Discuss, and Accept Funded Partner Report.

Heather DeSart gave a brief review of the Partner Report which is a snapshot of the activities and outcomes of PY'11 funding. Jeannie Kuennen, staff, stated that the Re-entry program formerly operated by *workforce CONNECTIONS* is now being operated by Foundation for an Independent Tomorrow (FIT); future funded partner reports will have FIT's name by those numbers. Ms. Kuennen further stated that the numbers for Nevada Hospital Association also include new enrollments that occurred under SNMIC for PY'11. NHA accepted many more records than are indicated by the report because it only included PY'11 data. Ardell Galbreth thanked the funded partners for the excellent work they've done exceeding their numbers of clients served and leveraging and stretching their funding to the largest degree possible.

*A motion to accept the funded partner report was made by Charles Perry and seconded by Maggie Arias Petrel. The motion carried.*

**Agenda Item 11 - ACTION:** Review, Discuss and Accept ADW Funded Partner Demographics Report.

Heather DeSart stated that the funded partners were informed about the content of the demographics report in order to keep them apprised of what would be presented to the committee. Jeannie Kuennen stated the numbers representing ex-offenders are most likely much higher than represented on the report because that information is captured in a field that is not currently required to be captured in NVtrac and thus easily bypassed when a client is being registered. Ms. Kuennen stated that we are working to correct that so that numbers in the future will more accurately represent that population.

*A motion to accept the funded partner demographic report was made by Charles Perry and seconded by Hannah Brown. The motion carried.*

**Agenda Item 12- INFORMATION:** Review and Discuss ADW Sector Break Out Report.

Heather DeSart noted that the partners have been given the opportunity to expand the use of their training dollars to include all of the sectors outlined in the Brookings Report and the Governor's plan. The sector break out report reflects the percentages and sectors the training activities have occurred in since the expansion has occurred.

**Agenda Item 13 -INFORMATION:** Receive Regional Sector Update Reports, Healthcare, Green, and Layoff Aversion

Debra Collins, staff, stated that the Nevada Healthcare Council has had a name change to the Nevada Healthcare and Medical Service Sector Council. The council has been on hiatus and will resume in September, however the council has been continuing to work in smaller ad hoc committees. Linda Yi, staff, noted that the committees have come together very quickly because the Governor has asked that any recommendations coming out of the Sector Council arrive at his desk no later than August 31<sup>st</sup> and he would put those items on his agenda in the form of bill drafts. Ms. Yi gave an overview of the items that were discussed at the meetings as possible suggestions to the Governor.

Jaime Cruz, staff, gave a brief overview of the activities of the Green Economy Workforce Development program. Mr. Cruz pointed to an article recently released in the Las Vegas Review Journal and included in the packet for the committee's review. Mr. Cruz stated that the article showcased some of the activities, employers, and industries that have taken part in the program over the last two years and that the Green Economy Workforce Development program has touched all of the seven sectors with the exception of Aerospace and Defense.

Mr. Cruz noted that the SESP grant, which *workforce CONNECTIONS* was a sub grantee of, was charged with serving 2119 participants; Mr. Cruz said that in partnership with the network of funded partners and training partners, SESP has served 2323 participants and the life of the grant does not expire until January.

Janice Greer and Kenadie Cobbin-Richardson, staff, gave an overview of the accomplishments of the Layoff Aversion department which included helping a local dentist avoid business closure after moving to Pahrump, assisting a local oral surgeon to find avenues to increase business and implementing training online and in webinars to assist business owners who may not be able to attend meetings in person. Ms. Richardson stated that the Layoff Aversion department had a goal to discover at least eight businesses who could benefit from their services and that they actually uncovered fifteen; of those fifteen businesses, turnaround plans have been implemented for six, with a goal to implement the plan for two more, the six that have been assisted so far are in the Healthcare sector.

Janice Greer stated that as a result of Layoff Aversion outreach seminars; there have been nine additional discoveries of businesses in need of assistance in the industries of healthcare, maintenance, service industries, movie production, consulting, houses of worship, and advertising. Ms. Greer also informed the committee that the Layoff Aversion department was facilitating a workshop for Congressman Joe

Heck's office this Friday, August 10<sup>th</sup> and will be being held at the same time as a Rapid Response event.

**Agenda Item 14 - INFORMATION: Adult and Dislocated Worker Fiscal Reports**

Jim Kostecki and Carol Turner, Fiscal Department addressed the committee and informed them that all of the partners had signed their contracts for the upcoming year but they were still waiting for CCSD's signed contract. Mr. Kostecki stated that all of the partners were doing well with their spending and none of the money would revert because the contracts had been extended.

**Agenda Item 15 - PRESENTATION: Funded Partner Year End Success Stories**

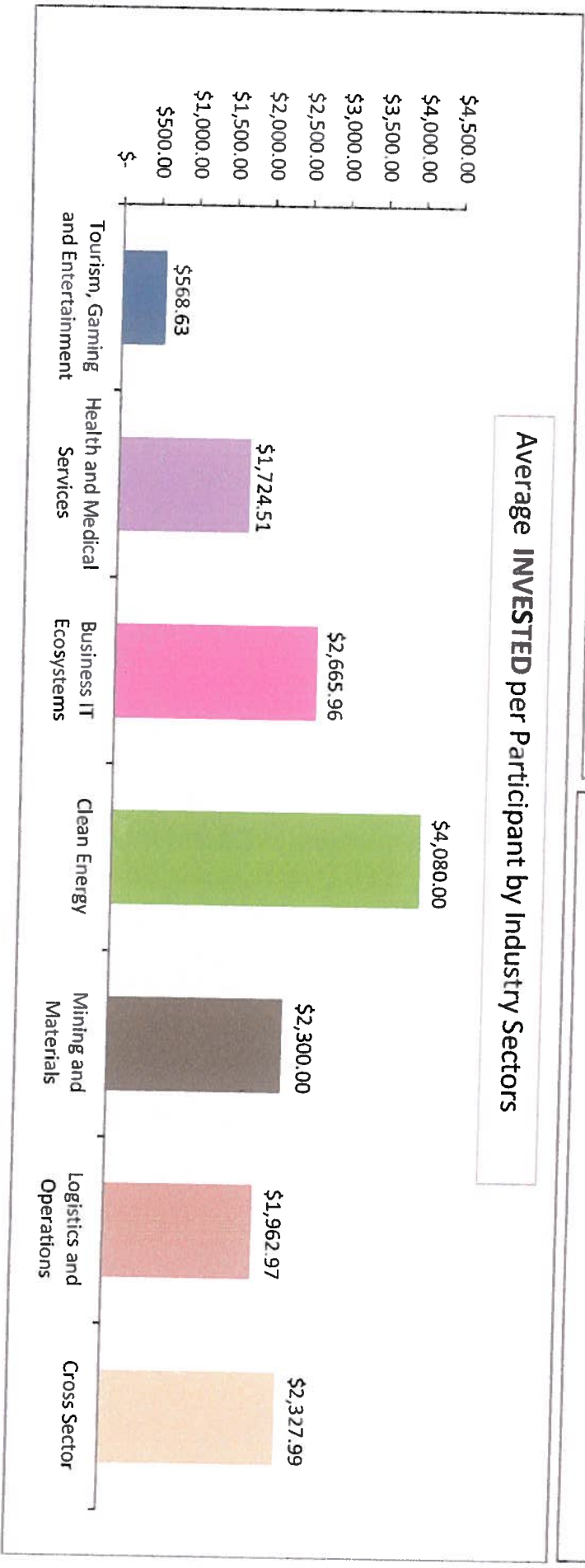
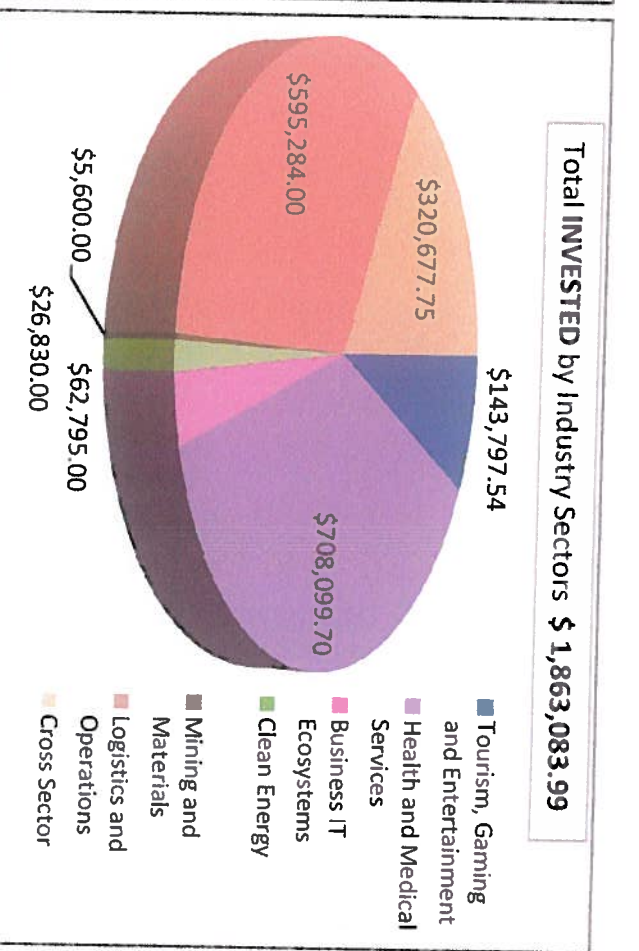
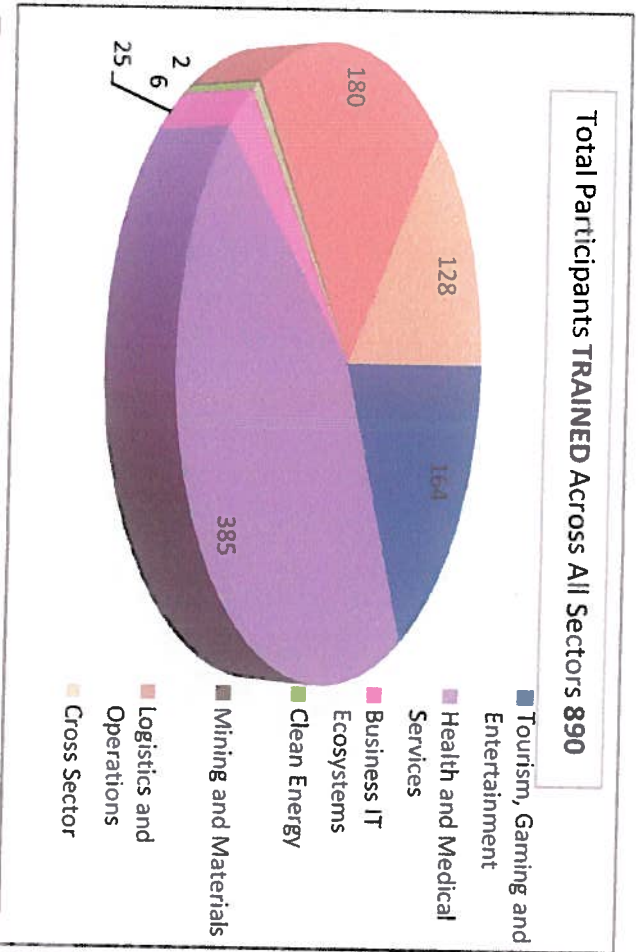
Bonita Fahy, GNJ Family Life Center introduced her employer partner, Michelli Kaltsas, from Ready for Change. Ready for Change is an agency that conducts mobile therapy sessions and Ms. Kaltas told the committee of the successes she had conducting training sessions to help train a workforce for her agency.

**Agenda Item 16 - SECOND PUBLIC COMMENT SESSION:**

Dr. Tiffany Tyler, Nevada Partners addressed the committee and thanked them for the opportunity to continue their work helping Southern Nevadans get back to work.

**Agenda Item 17 – Adjournment. *The meeting adjourned at 11:16am***

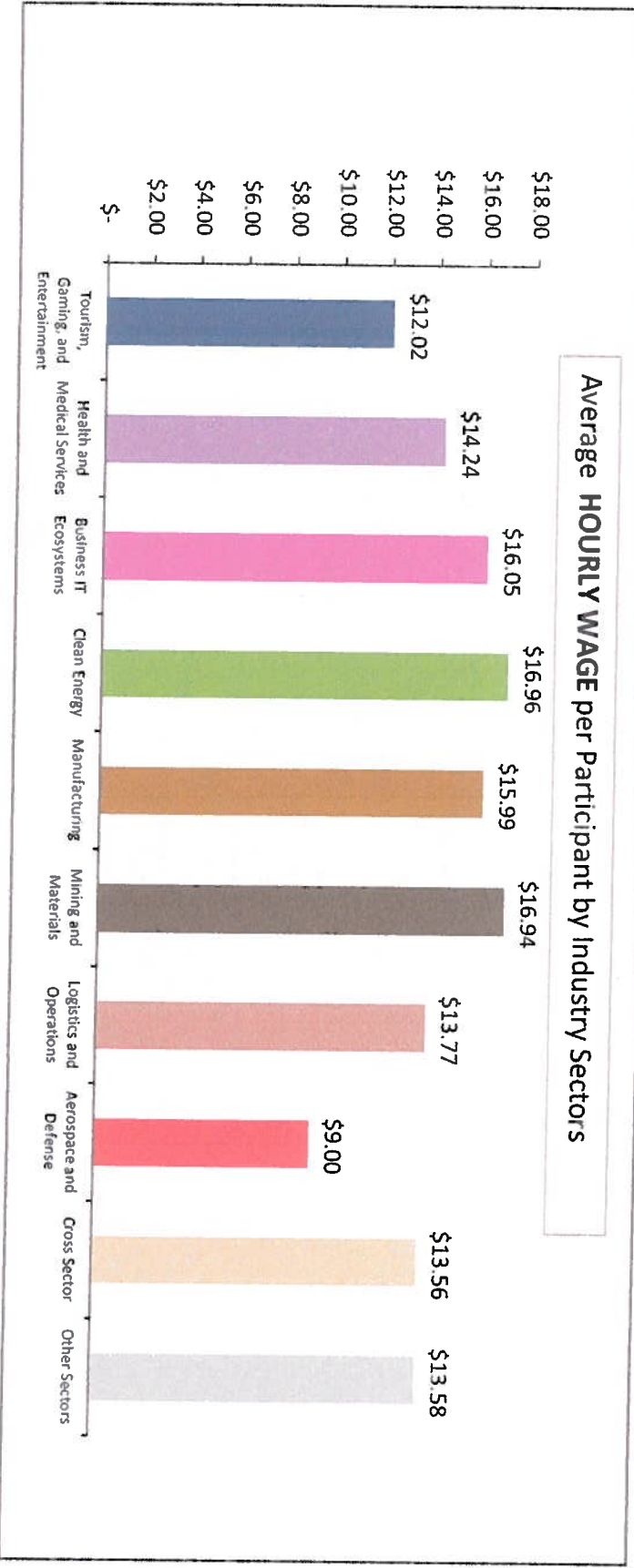
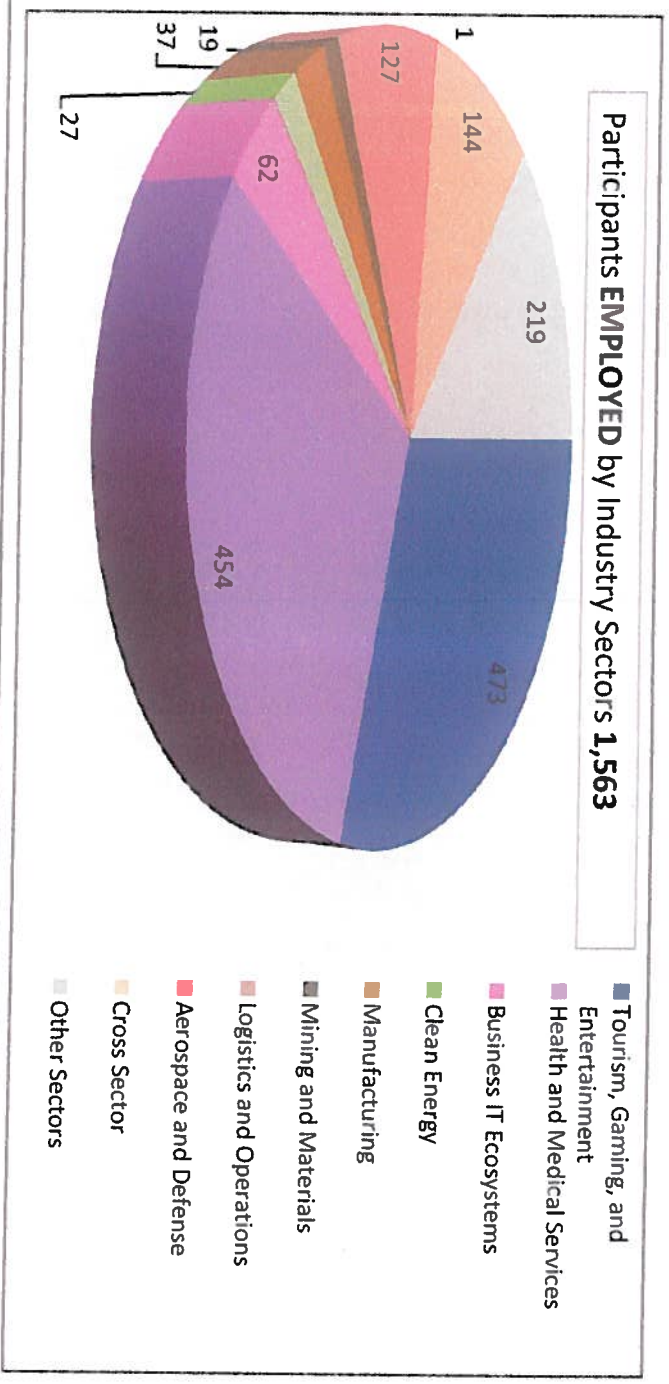
### Adult and Dislocated Workers TRAINED by Industry Sectors. PY 2011



Source: workforce CONNECTIONS - NVTrac. 11-06-12



# Adult and Dislocated Workers EMPLOYED by Industry Sectors. PY 2011



Source: workforce CONNECTIONS - NVTrac. 11-06-12

workforce CONNECTIONS  
Awards and Expenditures  
Program Year 2011/2012 Adult/Dislocated Worker Programs  
October 30, 2012

Amounts for Providers reflect invoiced allowable expenditures through September 2012. Starred lines only reflect expenditures through August 2012.  
All contracts have an ending date of June 30, 2013 unless noted.  
WIA PY11-PY12 Adult and Dislocated Worker Green Sector

Provider	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance	SESP Expenses
Bridge Counseling Associates	\$ 500,000	\$ 250,000	\$ 245,832	\$ 495,832	99.17%	\$ 4,168	\$ 77,600
Bridge Counseling Associates-PY12 extension	\$ 700,000	\$ 79,503	\$ -	\$ 79,503	11.36%	\$ 620,497	\$ -
GNU Family Life Center	\$ 600,000	\$ 300,000	\$ 300,000	\$ 600,000	100.00%	\$ -	\$ 33,000
GNU Family Life Center-PY12 extension	\$ 1,200,000	\$ 141,620	\$ 73,951	\$ 215,571	17.96%	\$ 984,429	\$ -
Goodwill of Southern Nevada	\$ 600,000	\$ 300,000	\$ 199,740	\$ 499,740	83.29%	\$ 100,260	\$ 48,171
Goodwill of Southern Nevada-PY12 extension	\$ 1,200,000	\$ 248,973	\$ -	\$ 248,973	20.75%	\$ 951,027	\$ -
Latin Chamber Foundation	\$ 600,000	\$ 302,970	\$ 200,091	\$ 503,062	83.84%	\$ 96,938	\$ 67,138
Nevada Partners, Inc	\$ 600,000	\$ 300,000	\$ 300,000	\$ 600,000	100.00%	\$ -	\$ 40,472
So. NV Regional Housing Authority	\$ 175,000	\$ 66,155	\$ 64,571	\$ 130,725	74.70%	\$ 44,275	\$ 8,848
<b>Total</b>	<b>\$ 6,175,000</b>	<b>\$ 1,989,222</b>	<b>\$ 1,384,185</b>	<b>\$ 3,373,406</b>	<b>54.53%</b>	<b>\$ 2,801,594</b>	<b>\$ 275,229</b>

Provider	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance	SESP Expenses
CCSD - Desert Rose (contract ends 12/31/2012)	\$ 500,000	\$ 231,755	\$ 119,906	\$ 351,661	70.33%	\$ 148,339	\$ -
Foundation for an Independent Tomorrow	\$ 600,000	\$ 300,000	\$ 300,000	\$ 600,000	100.00%	\$ -	\$ 1,000
Foundation for an Independent Tomorrow-PY12 extension	\$ 1,200,000	\$ 165,590	\$ 92,801	\$ 258,391	21.53%	\$ 941,609	\$ -
Latin Chamber Foundation	\$ 600,000	\$ 300,000	\$ 245,351	\$ 545,351	90.89%	\$ 54,649	\$ -
Latin Chamber Foundation-PY12 extension	\$ 1,200,000	\$ 96,850	\$ -	\$ 96,850	8.07%	\$ 1,103,150	\$ -
Nevada Hospital Association	\$ 600,000	\$ 570,000	\$ 26,789	\$ 596,789	99.46%	\$ 3,211	\$ -
Nevada Hospital Association-PY12 extension	\$ 900,000	\$ 35,660	\$ -	\$ 35,660	3.96%	\$ 864,340	\$ -
Nevada Partners, Inc	\$ 600,000	\$ 300,000	\$ 256,274	\$ 556,274	92.71%	\$ 43,726	\$ -
Nevada Partners, Inc-PY12 extension	\$ 1,200,000	\$ 243,390	\$ -	\$ 243,390	20.28%	\$ 956,610	\$ -
So. NV Regional Housing Authority	\$ 175,000	\$ 87,500	\$ 87,500	\$ 175,000	100.00%	\$ -	\$ -
So. NV Regional Housing Authority-PY12 extension	\$ 500,000	\$ 41,232	\$ 9,506	\$ 50,738	10.15%	\$ 449,262	\$ -
<b>Total</b>	<b>\$ 8,075,000</b>	<b>\$ 2,371,977</b>	<b>\$ 1,138,127</b>	<b>\$ 3,510,104</b>	<b>43.47%</b>	<b>\$ 4,564,896</b>	<b>\$ 1,000</b>

Provider	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance	SESP Expenses
Nye Communities Coalition	\$ 750,000	\$ 375,000	\$ 341,430	\$ 716,430	95.52%	\$ 33,570	\$ 13,306
Nye Communities Coalition-PY12 extension	\$ 1,000,000	\$ 40,941	\$ -	\$ 40,941	4.09%	\$ 959,059	\$ -
<b>Total</b>	<b>\$ 1,750,000</b>	<b>\$ 415,941</b>	<b>\$ 341,430</b>	<b>\$ 757,371</b>	<b>43.28%</b>	<b>\$ 992,629</b>	<b>\$ 13,306</b>

Provider	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance
Foundation for an Independent Tomorrow	\$ 700,000	\$ 62,962	\$ -	\$ 62,962	8.99%	\$ 637,038
<b>Total</b>	<b>\$ 700,000</b>	<b>\$ 62,962</b>	<b>\$ -</b>	<b>\$ 62,962</b>	<b>8.99%</b>	<b>\$ 637,038</b>

Provider	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance
<b>Total PY11-PY12 Adult/DW</b>	<b>\$ 16,700,000</b>	<b>\$ 4,840,101</b>	<b>\$ 2,863,742</b>	<b>\$ 7,703,843</b>	<b>46.13%</b>	<b>\$ 8,996,157</b>



*workforce* **CONNECTIONS**  
PEOPLE. PARTNERSHIPS. POSSIBILITIES.

# FUNDED PARTNER SUCCESS STORY

## NYE COMMUNITIES COALITION

In Fall of 2010, I was at the last couple months on my unemployment, couldn't find work and I felt hopeless and helpless. Even though I had a casino marketing background, with 4 ½ years experience working with various departments, I couldn't find work. It felt like all hope was lost. I didn't know where to start. With me having a troubled background and gaps in my employment I didn't know what to do.

Finally putting aside my fear, shame & pride, I took someone's advice and signed up at Career Connections. I couldn't do it on my own and I needed help!

For about a year I came in researched for work on the internet 3 or 4 days a week. I got to know David in the resource center; he helped me tremendously with questions and concerns that I had. He always kept me in mind when there was a job that was opened I met the qualifications for. He always encouraged me to apply.

Sheryl was very hands on with helping me with my resume when applying for those jobs. She made sure I had put my best foot forward in every position, I applied for.

Once I met with my case manager Claudia, I was at that point overwhelmed; I had so many issues on my plate at that point. I was having a nervous breakdown and was ready to "throw in the towel" and because of Claudia, Diane, Sheryl, Lilia, David & Felicia, I was able to push through. They kept telling me "hang in there honey, don't give up, you can do this, be strong, it's going to be ok, just pray about it". I leaned on them for support and without question, they gave it.

After while things started looking up, I had a couple of interviews, but because I was so nervous and afraid I didn't get hired, but I kept applying, I kept asking what I should do differently, how can I better myself. I took the points that were made and used them for the next time.

One of the jobs I applied for was for a position I interviewed a year before. I took the suggestions seriously from the Career Connections staff and did my homework, prepared questions and FINALLY MY PRAYERS WERE ANSWERED. I found employment!!!!

I can't thank the staff enough for their contribution to helping me. No words can describe the gratitude I have today. They stuck by me through all my shortcomings, my bumps in the road, and guided me to success. Then once I was hired for the job I am still holding a position for currently, which is helping low income clients find work. Now I am able to give back that love that was so freely given to me. I can share my story with clients, to ensure them their not alone, and that I know where they are coming from. I apply the same advice that was given to me when I was hopeless and helpless. I give encouragement when needed, high fives when success is found, refer clients to programs outside of my organization for other problems that need to be addressed. I stay on top of my game because the staff at Career Connections did the same for me. If there's an issue for a client, I do my best to tackle it head on and help them thru it.

I enjoy my job and would like to be a case manager someday! I believe in given back to the community that gave me the support I needed when I was down and out. I understand how tough it can be out there looking for work especially when you have a family to take care of. My son was my motivation and the staff at Career Connections was my backbone.

I have my confidence back, and I feel whole again. But none of that would have been without the love and support from my family & my friends at Career Connections!

**THANK YOU ALL FOR YOUR PROFESSIONALISM, YOUR KINDNESS,  
YOUR GUIDENCE, AND YOU'RE BELIEVING IN ME. I AM TRULY  
GRATEFUL AND WILL KEEP DOING MY BEST TO DO YOU ALL PROUD,  
THAT'S THE LEAST I CAN DO!!!!!! 😊**