



Success Stories

July 2016

The following are posted along with stories from our Colorado colleagues at workforceinvestmentworks.com/Colorado.

CUSTOMER SUCCESS STORY

The Challenge

Although Jamie has a Bachelor's in Marketing & Accounting from Mongolia University, she couldn't find an accounting job. Her career had been a series of temporary assignments until she found steady production work, but after 10 years there, she was laid off in 2012. She remained unemployed for three years, and practically gave up on finding a career in her chosen field, since she had no work experience in America and no formal training in new accounting systems.

The Solution

Ramon at Denver Workforce Services determined Jamie could best benefit and acquire the additional training she needed through placement in a paid On-the-Job Training position through the Training Subsidy Program. Jamie was connected a small accounting and bookkeeping business in Denver to allow her to gain experience and expand her accounting skill set. The employer was awarded a training subsidy to offset the cost of training Jamie on current accounting and bookkeeping systems and software.

The Outcome

Through assistance with the Training Subsidy Program, Jamie successfully completed her OJT and was hired as a permanent employee by the Denver accounting company where she trained. Jamie continues to apply her Bachelor's degree and her OJT experience to take on complex accounting and bookkeeping projects for her Denver employer.

CUSTOMER SUCCESS STORY

The Challenge

When Yesenia, a single mother of two, came to Denver Workforce Services, she was homeless and had been out of work for over seven months. Although she was only one semester away from completing her Medical Assistant program, her goal of a healthcare career seemed a million miles away: Yesenia couldn't afford tuition and didn't qualify for a Pell Grant, since she wasn't able to pay the outstanding balance on previous student loans. In addition to the tuition costs, she couldn't even afford the gas to get to and from school.

The Solution

Alisa Tucker at Denver Workforce Services assisted Yesenia to secure a \$3,000 WIOA Dislocated Worker grant to pay for her final semester of school. Alisa also connected Yesenia with WIOA-funded

supportive services to provide gas cards to assist with transportation costs. If Yesenia completed her final semester of the Medical Assistant Program, Alisa knew that an additional \$149 in WIOA funds would be available to pay for the national Certified Clinical Medical Assistant (CCMA) exam.

The Outcome

Yesenia successfully completed training and passed the CCMA exam. She found employment as a Medical Assistant with Salud Family Centers making \$15/hour and was eligible for healthcare insurance after 90 days. When Alisa followed up, Yesenia was confident she has selected a career that will offer continuous professional growth and wage gain. Although Yesenia still resides with her family, she knows she's on the road to self-sufficiency and a home of her own for herself and her children.

WORKFORCE INNOVATION

Community Challenge/Problem

Typically, Rapid Response services include workshops for affected workers that covers information regarding Unemployment Insurance, health coverage options, and the variety of workforce development services available. However, sometimes these workshops just don't seem to be enough. Denver's Workforce Development Business Services team believed there had to be a better way to provide additional support and increased services as part of our Rapid Response services to employees facing an impending layoff.

Solution/Innovation

Denver's Workforce Development Business Services team began connecting these workers to potential new employers as part of our Rapid Response services. Connection to employers looks different depending on the layoff situation. In some cases, the team has worked with the downsizing employer to schedule individual one-on-one sessions for staff with outside hiring managers throughout a dedicated time period. In others, Denver has organized onsite job fairs to connect employees facing a layoff with available jobs. The team also works with the layoff employer to identify a point of contact for other employers to access information and connect with their staff.

The Outcome

Recently Rapid Response services have hit close to home as employees from the City and County of Denver are facing layoffs. The Business Services team, in partnership with other Denver agencies, organized a job fair that was only open to affected staff. Employers with current and future openings similar to those positions being eliminated were invited to attend. In total, 16 employers and 77 staff participated in the event. To date, 26 hires have been reported.
