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| **DEI SUCCESS STORY** | | |
| The national DEI Program Office wants to capture success stories that demonstrate systems working together to benefit the customer. Please summarize 1) the challenge, 2) the response to the challenge (what strategies and systems/partners were accessed), and 3) the outcome/impact (why is it a success). | | |
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| **DEI Pilot Region Name** | HMO | |
| **Provide a narrative describing the success for a job seeker with a disability accessing one of your Job Centers (500 words or less):**   * How did the job seeker come to your attention as a DRC/CWIC? * What was the employment goal and how was it arrived at? * What were the barriers to employment? * How were those barriers addressed? * What was the outcome? Employment / Career Pathway * What follow-up is or will be provided? | | |
| **DEI Success Story:**  This job seeker was part of the WIOA Youth Program and was seeking full-time employment as an Administrative Assistant. The Madison County Youth Program Coordinator reached out to this DRC to set up a time for us to meet with the participant to discuss the possibility of an OJT.  This job seeker attended a local private for-profit post-secondary school and graduated with an Administrative Assistant Associate’s Degree. Following graduation, she was enrolled in the WIOA Youth Program to get assistance with finding employment related to her training. At the time, this youth was working part-time at McDonalds, overnight**.**  There were several barriers to employment for this youth, first being she has a documented learning disability. Her learning type is more of a “hands on” approach. Also, she had a very limited work history. Other than McDonalds, she had previously participated in the TANF Summer Youth Program. This youth also lacked a driver’s license.  With no work experience in the field as an Administrative Assistant, her WIOA Youth Counselor and the Business Services Representative coordinated with their local hospital, Oneida Healthcare, to allow the job seeker to complete a 200 hour paid work experience as an Account Clerk Typist. Following the completion of the work experience, she had progressed; however, there were areas of concern from the employer in regards to her progression. It was clear that additional training would be beneficial. Once the participant completed the work experience, she continued on at Oneida Healthcare though an OJT, funded by DEI. She was trained as a Medical Office Assistant. She had several additional tasks/duties to learn in this position and it was taking her a lot of extra time to learn the basic office tasks. To address the struggles of learning certain tasks correctly and retaining information she had learned, we connected her with ACCES-VR for additional support in the position. ACCES-VR connected the customer with a job coach.  The customer has successfully completed the OJT and has improved significantly in the position. She has learned many aspects of the position and is working with the job coach to excel at each one. She has had several meetings with the employer as well as with the Youth Counselor to address concerns; however, she continues to make progress and show drive and motivation to be successful. Now that her OJT is complete, she is working full-time for the employer. | | |
| **Identify all AJC programs, services and partners, plus any others that played a role in the successful outcome**  **NOTE:** These may be included in your narrative, but please identify them again here. | Mark all that apply with an “X” in the left-hand column | |
| **X** | * WIOA Title 1 |
|  | * Workforce EN – ticket assigned |
| **X** | * Vocational Rehabilitation |
|  | * Partnership Plus |
|  | * Mental Health |
|  | * Housing |
|  | * TANF |
| **X** | * Transportation |
|  | * Veterans Services |
|  | * Asset Coalition |
|  | * My Free Taxes / VITA site |
| **X**  **X** | * Other (please enter below) * Job Coach * Oneida Healthcare (employer) |
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| **Describe the role that you played in achieving this success:** | Mark all that apply with an “X” in the left-hand column | |
| **X** | * Active Resource Coordination |
| **X** | * Facilitated IRT |
|  | * Benefits Planning |
|  | * Asset Development Strategies * Financial Assessment Tool * My Free Taxes * VITA site * Other: |
|  | * Please provide any additional description of your role in bringing about this success: |
| **OTHER COMMENTS** |  | |
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