

## WIOA Success Story

John Smith (name has been changed to protect the identity of individual) came to the Oxford NCWorks office in November 2016 after being recently released from prison. He had a minimum skill set and it had been several years since he had a regular full-time employment. After a discussion about his employment goal and completing an assessment, it was determined that Smith would greatly benefit from workforce development and vocational training.

Next, we proceeded to engage in a thorough training search. After some consideration, Smith attended and successfully completed OSHA 10. He excitedly stopped by the office to show me his certificate the next day. I encouraged Smith to schedule an appointment with Ms. Dina for resume writing and interviewing skills. He attended workshops and met with Ms. Dina one-on-one. There was an instant boost of self-confidence on Smith's face after meeting with Ms. Dina. After leaving his appointment with Ms. Dina, he stopped by my desk to proudly show off his newly updated resume and did not hesitate to ask me to make him copies! It was if he was showing off a badge of honor!

The next step in his employment program was the job search process. I met with Business Services to discuss employment opportunities for Smith. He immediately received several referrals for local job openings. Smith was contacted by three employers to schedule an interview. He received positive feedback from all the interviews. One employer was so interested, they immediately scheduled a second interview that included a tour of the facility. Unfortunately, once Smith's background check came back he was not offered any of the employment opportunities.

Smith returned to my office feeling defeat. After re-visiting his IEP and examining LMI for his local area, Smith decided that obtaining his CDL-A would assist him with securing full-time employment. He was all set to start his CDL training at Carolina Trucking Academy the following Monday. As soon as I arrived at work, Smith called informing me that he was unable to start because of car trouble. Two weeks went by and he called saying that his transportation issues had been resolved and he was now ready to attend CDL training the following Monday. Monday came and I received a call from Smith apologizing because he could not start training that day because he had the flu. What a streak of bad luck! The following Monday came and I didn't hear anything from Smith until almost closing time. I didn't reach out to him because I assumed he was still at home recovery from the flu. Around 4:30 pm, Smith called to say he just completed his first day of CDL training. You could hear his excitement through the phone! He continued on for approximately four weeks at CTA.

Throughout his training, Smith provided me with updates on his progress. He was disappointed at least once, when he received a low score on his pre-test. However, Smith persevered and bounced back scoring a 90 on his final test! Not only did he receive his CDL-A license but he remained in the program an extra two days to receive in his Forklift certification.

I'm happy to say that today Smith is working full-time as a driver for PTL Trucking in Murray, KY.

"Everybody at NCWorks, especially you, went above and beyond to help me out. I know I was a work in progress but you all stuck with me," said John Smith when speaking about his experience while participating in the WIOA program.