**Workforce challenge**: What challenges did the customer face

**Workforce Solution:** What did the Workforce staff do to help with the challenges that the customer faced

**Outcomes & Benefits:** What was the outcome of the resources provided by the Workforce Staff/Programs.  When entering employment info include as much as possible.  Customer Release needed for the following to be disclosed: Employer name, position title, wage, if any benefits are offered (leave, health, dental, vision, etc…)

**Example:**

**Workforce Challenge:** John worked in the construction industry for 20 years, becoming an expert in roofing, renovation, and repair. Due to changes in the economy, he and his two children moved to Wichita, where he secured a position with a construction company. This employment was short-lived when John discovered he would not receive the full-time hours he expected. For some time, he had been thinking about changing career paths and becoming a CDL Driver, so John decided to visit the Workforce Center to learn about training assistance to obtain a CDL license. He wanted to be able to drive intercity routes, rather than over the road, so he could come home to his family each night.

**Workforce Solution:** The Workforce Professional (WP) listened to John’s needs and shared about the Adult training program. She explained training is not guaranteed or immediate and outlined steps he would need to complete before being referred to the program. The WP reminded John of his skills and qualifications to obtain employment in construction, but he wanted to pursue a different career path and advised he would work towards the referral. The WP suggested coming in ASAP to review his resume and provided a list of intercity companies needing CDL drivers.

After improving the quality of John’s resume, he decided to visit one of the local intercity companies to hand in his resume in person and learn about potential employment opportunities. John made an impression by visiting in person and was able to speak to an HR representative and hiring manager that same day. They were impressed with his work history and advised they were interested in hiring him ASAP and also investing in his training so he could obtain his CDL Class A license. They asked him to obtain his learner’s permit, and they would start working on his hiring paperwork that next week.

**Outcomes & Benefits:** John was hired and began training 3 weeks after his first visit to the Workforce Center. His starting pay is $15/hour, plus benefits, which will increase to $16/hour after 6 weeks of training and obtaining his CDL license. There is potential of receiving another pay increase after the first 90 days and potentially a pay increases up to $20/hour after a year of driving and obtaining endorsements. John stated he wanted to be the best driver he could be.

John was very appreciative for the Workforce Center’s willingness to listen and help and came in to provide timely updates in person. He advised he would be able to move his family out of temporary housing and into an apartment and walked out smiling ear to ear.