

When Tina enrolled in FSET, her goal was to find part-time employment, as she spent most of her time helping/volunteering for her family. Tina wasn't certain what career path she wanted to take. She wanted to explore her options related to possible career paths and educational opportunities while increasing her job skills in the meantime.

FSET assisted Tina in taking career assessments, a Career Decisions course at Northcentral Technical College, and analyzing her results with her. She also met with a Career Services team member, Megan, for FOCUS group, discussing soft skills, transferable skills, and FSET employer partnerships.

Tina's case manager, Jessica, shared information on an FSET employer partner who was hiring for Customer Service Representative positions at United Health Group. Jessica reviewed employer information with Tina, completed interview prep, and updated her resume to focus on relevant skills for the position she was applying for.

A direct referral was sent by Megan to United Health Group to notify the employer that Tina was interested in the position and shared some relevant information with the employer.

After interviewing, Tina was hired for the Customer Service Representative position. She is now working full time AND is able to work from home!