

## August 2021 Customer Success Story

Mark enrolled in the FSET program on January 21, 2021. At enrollment, Mark advised FSET that he had been unemployed for a while and was about two months behind on rent and was concerned about losing his housing. FSET provided Mark with contact information on local resources that help with both rent and vehicle payments. At enrollment, Mark's goal was to gain full time employment. FSET supported Mark as he did employment search providing transportation support for job interviews as well as completing a Focus appointment with Mark discussing Mark's transferable skills, strengths and reviewing his resume. Mark worked with FSET to update his resume and continued to look for employment opportunities.

On April 19th, Mark reported he gained full-time, 40 hours per week, employment as a Warehouse Distribution Center Associate starting April 12th earning \$13.50 per hour. Upon entering employment, Mark was offered and accepted job retention services. FSET supported Mark with transportation costs, purchase of work shoes as well as job retention discussions on topics such as communication and problem solving in the workplace and building confidence in the workplace. On July 22nd, following his 90-day job retention period, Mark disenrolled from the FSET program successfully completing his goals of gaining and maintaining full-time employment. Congratulations, Mark!