



Displaced Homemaker Success Stories - 2021

Jean

When the pandemic closed businesses, Jean lost her job. After two months of struggling to find and being continually rejected by job recruiters, Jean called the Women's Opportunity Center. Jean was the primary caregiver for her husband, a military veteran, and the wage earner in her household which included two daughters and a grandson. Between her household responsibilities and the financial stress, she was struggling with anxiety and a sense of despair. As time went on, she felt so overwhelmed to the point where it became harder and harder to leave her home for even routine appointments. Jean needed an action plan that focused on skill-development, confidence-building and adding more intentional structure to her life that included two



to three office visits each week for coaching sessions and classes. Jean's commitment was strong and she followed the plan through the summer. Every week she held her head a little higher. When it came to her resume', what was on paper didn't match what she could actually do. Together we strengthen her resume' by including all of the customer service skills she had acquired through her classes. In mid-August, Jean announced she had gotten a temporary, full-time customer service job through an employment agency. Best of all, it was paying more than she thought was possible. The

relief and pride of getting this position showed. Jean looked and spoke with confidence. This was a woman who had dramatically changed herself and her circumstances. By our three-month check-in, her full-time position was permanent.

Emily

When the pandemic started, Emily became unemployed. Utica WERC's Project PIVOT (Providing Interactive Virtual Office training) taught her successful interview techniques, helped her practice answering difficult interview questions, and trained her in various virtual platforms. Within weeks of completing the class, she began her new job as an advocate at a veteran's center. She has contacted our trainer many times to express her gratitude.



Janet

Janet is a single parent who has been divorced since 2008. She had been working as a contact tracer but knew that position might be eliminated soon. She came to the WERC program in June 2021 seeking assistance with her job search and updating her job skills. With the help of the WERC program, Janet found full time work with benefits in August 2021. She has been working at Trustco Bank as an Assistant Branch Manager.

Kay

Kay came to Agudath Israel's Fresh Start Training Program seeking an employment path during the COVID Pandemic. She is a single parent who found working while caring for her children when they attended school remotely to be unmanageable. Fresh Start presented a path to employment in PreK-12 education that started with 1:1 Paraprofessional and progressed at her pace. She was interested but opted to enter into immediate seasonal employment in retail. After a short time, she realized that this path was a dead-end. By providing intensive support via Zoom and phone the Counselors maintained the relationship throughout her journey. She later contacted Fresh Start to see whether we could help her get back on to the education path. We helped her to prepare for the training, interview and professional employment. She thanks Fresh Start for being there for her throughout her journey. She is pleased to be employed and on a path that works for her.

Dee

Dee contacted Fresh Start Training Program for assistance finding entry level employment. She is married but her spouse is living outside the United States. She is raising 3 young children on her own and was expecting

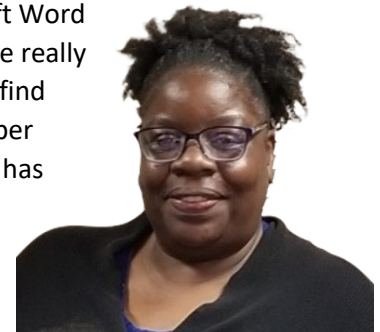


twins at the time. When presented with the option of working in a school setting, she was encouraged that she would have an outlet for her abilities and she could manage the schedule since it would mirror her current child care. Counselors offered resume' preparation assistance, education counseling, assistance setting goals, and a referral to a partner agency for training and employment. Now that her babies were born, Dee looks forward to completing the employment process knowing that Fresh Start will be with her at every point on her Career Path. She is effusive

in her thanks to us for our encouragement and confidence in her abilities.

Sharon

Sharon has a bachelor's degree in Business Management and a master's degree in Public Affairs. She moved back to the Albany area after getting divorced in 2017. She enrolled in the WERC program and found a job as a Medicaid Employment Specialist. That job ended in 2019 and Sharon realized that it was not really what she wanted to be doing. She went back to the WERC program for assistance with her job search in September 2019. In the WERC training programs, Sharon improved her proficiency in Microsoft Word and developed skills in writing her resume' and cover letters. More importantly, she really appreciated working with Marj, who helped her clarify what kind of job she would find fulfilling and then focus on looking for that type of job. Sharon found work in October 2019 as a Medical Support Assistant at the Albany Stratton VA Medical Center and has been employed there since. She likes the job very much, received a raise after her three-month performance review and has won two appreciation awards. She enjoys meeting with the veterans who come to the center and collaborating with other professionals on the staff to get the best services for them.



Donna

Donna enrolled in Utica WERC's computer training course after she lost most of her income as a result of her divorce. As her skills improved, she gained more confidence in technical abilities. Our Employment Trainer connected her with a position at an online college. She is now working as a Test Administrator and is very satisfied with her new position.