

## DW Success Story



**Workforce Challenge** – Radio Cab of Marshfield was notified that they lost the contract bid for taxi service with the City of Marshfield. Debra Kolano had worked at the company as a dispatcher/driver for nearly five years. The unexpected shock and disbelief of knowing that she would be losing her job in three weeks was overwhelming! After attending a worker resource meeting, Debra soon realized that in order to obtain a good paying job, in a high demand career field, she would need occupational retraining.

**Workforce Solution** – Debra immediately began working with the WIOA Dislocated Worker Program. She met with a Career Planner to discuss her options. Soon after that meeting, Debra completed the Adult Career Awareness Class at the local technical college. The results showed high interests and aptitude scores in office and administrative occupations so she decided to apply for the one-year Office Support Specialist Technical Diploma program. Debra utilized the Academic Success Center brush up on her basic skills and soon started her program. Debra stated, *“Without the Dislocated Worker Program I’m not sure where I would be today. After not attending school for 30 years I was a little scared and undecided on what program to go into. The transition was not an easy task, but I believed in the program.”*

**Outcomes & Benefits** – Debra graduated with distinctions from the Office Support Specialist program at the local technical college. Her cumulative grade point average was 3.745. Debra soon started a new career as an Office Clerk at a local dairy. Debra’s new earnings are approximately 112% of her previous dislocation wage.

In Debra’s own words, *“I would encourage anyone else who loses their job to consider applying for the Dislocated Worker Program. John Peters was a huge help during this difficult time. He kept me informed on what the program consisted of, expectations, and what I needed to do in order to be successful. The instructors at MSTC were great. They were always there to help me out so I would succeed. I was fortunate to have the close support of family and friends, especially my husband John.”* **Kudos Debra!**