



## Melanie Perkin's Success Story

Melanie Perkins was approved for Adult WIOA Services in November of 2020. At the time of enrollment, she was unemployed, a single parent, low income and receiving SNAP benefits. Melanie had an interest in WIOA's Work Experience Program, and she had the academic skills and knowledge to participate in the Work Experience Program but needed assistance in improving her soft skills and gain the skills needed to maintain employment in her desired field. Melanie had the opportunity to be placed at the Division of Workforce Services in West Memphis, AR where she was a Receptionist/Office Assistant during the pandemic in 2020-2021. Melanie did an outstanding job at the Workforce and management team including staff were pleased with her hard work and dedication. She excelled quickly at handling extremely high-volume calls and customer assistance with filing unemployment. She was also placed at the West Memphis Housing Authority as a Maintenance Clerk Aide in which she did a wonderful job there as well by keeping track of call-in work orders and following up to make sure that orders were completed. Melanie's WIOA Career Advisor assisted her with updating her resume with her new skills and job search as she was in Work Experience to ensure that she would gain employment in her field of interest. Melanie was interviewed with Crowley's Ridge Development Council in West Memphis, AR and was hired the same day as a Human Services Specialist making \$13.22 an hour. Her start date was 6/28/2021, four days before her Work Experience came to an end. Melanie is ecstatic for the new opportunity in her life and is looking forward to excelling in this occupation. Melanie stated to her Career Advisor, "Had it not been for the WIOA Program, she does not believe these doors of opportunity would have been opened for her and her family.