

Customer Service and Staff Compliments

Kenneth Cox from Equus Workforce Solutions –

Ken is the BSC for the Southwest Region in Missouri. Ken joined the Missouri Project in October 2023, and has had many “outside the box” ideas to help our Career Seekers. On 11-13-2024, he started “personal job fairs” with work ready participants. He met with two career seekers and said “great conversations as the two participants both spoke to current struggles, and we discussed short- and long-term life goals. Both had an interest in utilizing training to get better long-term jobs. Both need significant help preparing a resume. We worked on those a bit and have scheduled follow up appointments to complete resumes and select jobs to apply for in the next couple of weeks.” Ken’s “outside the box” thinking has been a huge asset to our project and his ideas have been adopted in our other three regions.

Lisa Schroeder, Equus Workforce
Solutions

Jennifer Parks from Linc MWA –

Jennifer is a true pleasure to work with, she is always willing to assist wherever she is needed. Jennifer goes above and beyond to assist with navigating things that are needed for our clients. Being on the frontline of serving communities can be difficult at times but working with a coworker that is willing to assist to make the lives of our clients better is a plus. Thank you!

Fiona Stewart, Linc MWA



The link to submit a compliment is <https://riskanalysisunit.wufoo.com/forms/yay-u/>

Macey LaRue from Office of Workforce & Community Initiatives –

A great big thank you to Macey for her support and engagement in our Job, Education and Resource Fair on 11/15/24! When I contacted her team inviting them to join us, they immediately responded, and Macey very quickly assured us she would be there! She helped promote the event by distributing our flyers and coordinating a text blast sent to potential job seekers! While there, she was so friendly and brought helpful information we could share with our clients! We are so glad to finally meet her in person.

Robin Strop, MERS/Goodwill

Dan Henson from Equus Workforce Solutions –

Dan helped a young lady who started with Equus Workforce Solutions as a brand-new referral to the MWA program in March 2024. Due to a simple mishap in not having the correct contact information, she almost lost her benefits in October 2024. However, with some additional reaching out, she was contacted and ready to participate in the program. This participant had been taking cosmetology courses at Academy of Hair Design and was going to graduate on 11/15/24. She had already paid most of the tuition, but there was about \$830 left to pay before she was able to graduate that she could not afford. This is where her coach, Dan Henson, stepped up to get needed paperwork completed quickly and documentation prepped for the final payment. The tuition was successfully paid on 11/14/24, the day before graduation! The participant was able to gain her certificate and is now working with Dan to find placement in a salon.

Chelsea Walters, Equus
Workforce Solutions



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Laurie Hayes from Office of Workforce & Community Initiatives –

Thank you to Laurie for steering us in the right direction and getting a text blast sent out promoting our Older Youth program! We were met with some hesitation and had difficulty using our “normal” efforts of calling, emailing, or texting from the outreach list so we thought, why not reach out for help from our OWCI team? She started the ball rolling and on 11/24/24 a total of 4,850 individuals received our message! We started receiving call backs the same day and are working towards getting more youth involved and enrolled. Thank you so much!

Robin Strop, MERS/Goodwill

Jill Viehman from Office of Workforce & Community Initiatives –

To increase our outreach efforts for the Older Youth program, we inquired about sending a text blast in addition to our other outreach attempts. Laurie Hayes included Jill on our request, and she made it happen! She also suggested changing what we originally asked for in hopes of initiating more action from the recipients. It worked and we started receiving return phone calls the same day! She sent our info to 4,850 individuals and we are beyond excited. We have found that even if the recipient wasn't necessarily eligible for the Older Youth program, they were eligible for SkillUP or possibly other programs available through our partners. Thank you so much, Jill!

Robin Strop, MERS/Goodwill



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