

Helping Vs Empowering

Lauren has previously expressed interest in attending Medical Assistant training, but has not explored her options for programs offered in her area. She meets with her Case Manager to find out what types of trainings are available. The Case manager quickly uses the internet and finds 5 schools for Lauren and begins to contact them about their enrollment process.

Michael is a new customer at WorkOne. Upon entering the program, new customers are required to complete registration for the Indiana Career Connect, in order to start their Career Development Plan. Michael meets with his Case Manager. During the initial interview he discloses to the Case Manager that he has not completed the ICC, due to the fact he is not “good” with computers. He impatiently asks his Case Manager to complete the registration for him at this meeting so he can begin his job search. The Case Manager explains to Michael that while doing this for him would be efficient she feels that it would be better if they worked on the registration together in order to allow Michael to become more familiar with the computer system.

David is a 20 year old single male with 1 child. David has not completed high school, and has only worked in fast food. David meets with a Case manager at WorkOne to obtain employment information and resources. David is unsure concerning his career path at this time, but does know he wants to be able to provide for his child. During his first meeting David and the Case Manager identify Long and Short-term goals for the future and decide that David’s immediate short-term goal will be to obtain his GED. The Case Manager gives David an assignment to research GED programs that will allow David to work and get his education.

Mary is a single mother of 3 children. She has been unemployed for 2 years due to the downsizing of her company. She has been receiving unemployment benefits. Mary is in jeopardy of losing her house due to late mortgage payments and her unemployment benefits are about to run out. Mary meets with her Case Manager to discuss her immediate employment options but also to obtain resources for housing assistance as well as additional funding. After meeting with Mary and discussing her options, the Case Manager has contacted the mortgage company to see what Mary’s options are and also contacted local funding programs to obtain monetary assistance.

Nicole is a customer at WorkOne. She has recently separated from an abusive relationship. She comes to WorkOne to obtain employment. During her initial interview with her Case Manager, she discloses an uncertainty for her strengths and doesn't know what she wants to get out of the program. This is causing major stress. The Case Manager is able to work with Nicole to identify her personal strengths and successes to create a need for change. Nicole also discloses that she needs some counseling resources to help her overcome some self esteem and stress related issues. The Case Manager provides Nicole with the appropriate referrals to obtain counseling services.

Michelle is a Customer at WorkOne. She meets with her Case Manager to discuss the results the status of her Job Search. Michelle advises the Case Manager that she has been interviewing all week and is really excited about all the positions. The Case Manager tells Michelle that she should take the first position that calls her back so she has a job until something better comes along.”

Jennifer meets with her Case Manager to discuss her Career Development Plan. Jennifer tells her Case Manager that she has an online application, but she hasn't completed it yet. When asking Jennifer why she hasn't completed it, Jennifer's response is that “it is too long; she isn't good with the computer.” The Case Manager fills out the application online while Jennifer dictates the information.

Eddie a Customer at WorkOne; has recently been offered two positions with two different companies. Eddie is unsure about which position will be best for him and for his family. Eddie tells the Case Manager that the one position is an hour away from his home; however the pay rate is much higher than the other position that is 30 minutes away. The Case Manager and Eddie discuss a plan to make the best decision. Eddie decides that he will make a list of pro's and con's for each job in order to assist in making the choice. The Case Manager encourages Eddie to make sure he is considering all aspects of each position while make his list and report back in a few days.

