



Hennepin-Carver Workforce Development Board

Success Stories

Hennepin-Carver WDB Meeting

January 21st, 2026

Avivo – WIOA Youth

RS first worked with Avivo in 2019 as a high school student in Minneapolis. At the end of her time with us, she had moved to live with family in Philadelphia.

In 2024, having moved back to suburban Hennepin County, she reached out to get support with her job search and career planning. RS has always been interested in the healthcare field and, having already obtained her CNA, was looking for support with finding stable employment and planning next steps to further her career.

Our Avivo team was able to refer her to housing support and helped her find full-time employment. She is now thriving as a full-time nursing assistant at the University of Minnesota. Most recently, Avivo staff supported her with completing her FAFSA and enrolling in classes at Century College to further her nursing career.

RS has overcome many barriers to get to this point in her life and continues to focus on the positive aspects in her life and shares how much she loves working with her patients in healthcare.

Hired – WIOA Youth

I (Hired EC) met Bella at a Career and Resource Fair that I was tabling at on behalf of Hired. Bella's boyfriend had encouraged her to attend with him. We were chatting and I was explaining the WIOA OSY program, expectations and that my role is to be a caring and supportive adult in the life of the youth that I work with and that I coach, guide, and assist my participants in their employment, educational and life skills goals. Bella expressed that she was interested in meeting with me to further discuss how the program could assist her and we scheduled our first meeting.

Bella is a 22-year-old female, had graduated high school and worked for an employer part-time for several years in entry level employment at a local restaurant. She last worked in 09/2024 and was unsure where she wants to work at or how to go about applying for work or interviewing due to how long ago she was last employed. Bella explained that, due to her extreme diagnosed anxiety and depression, that she does not leave the house very much other than to occasionally see friends or go out with her boyfriend or close-knit family. Bella loves animals and art. Her career goal is to possibly become an art teacher.

As I got to know Bella through our weekly meetings the first month, I was not exactly sure what Bella wanted us to work on and in what order? What I did know, for sure, was that Bella kept showing up for meetings, was letting me get to know her, and wanted to work with me in the program. Through getting to know Bella and reading between the lines of her words, I really felt that the first thing we should work on was Bella regaining her confidence in herself. It appeared to me as though Bella felt stuck in her young adulthood and was unsure about next steps to progress in her educational, employment and life skills goals.

To get Bella slowly back into the world of work, assist her with gaining her confidence and feeling comfortable working in a supported environment with less customer pressure, I suggested to Bella that we look into a short term, part time, Hired paid work experience internship at a local food shelf that was close to her home. Bella agreed with that idea, and we met with the supervisors of the local food shelf, had an informal get to know you meeting, and all agreed that this appears to be a good fit for Bella and the internship site. Bella thrived in her internship, so much that they had hoped to hire her on in the food shelf if they received the funding to do so. Unfortunately, they did not, but Bella continues to volunteer at the food shelf to this day. Bella requested and received two incredible

letters of recommendation. She was described as “a trusted and valued member of our team. She consistently demonstrated reliability, arriving on time or early for her shifts, and took initiative in the tasks she was assigned....has a strong attention to detail, evident in her notetaking and her commitment to meeting expectations. She embraced new and unfamiliar responsibilities and showed willingness to step in and learn....Her adaptability, positive attitude, and teamwork made her a tremendous asset to our staff.”

The internship accomplished the intended goals for Bella and her confidence in herself continues to grow. After the conclusion of the internship, Bella wanted to take the holidays off and then was ready to obtain permanent part-time employment. While in job search with Bella, I ask Bella if she had ever thought about becoming a Pharmacy Technician. I have gotten to know Bella very well by then and thought that, with her attention to detail, interest in working directly with the public but in a smaller physical space, patience, compassion, interest in wellness and gentle mannerisms, Bella may be a good fit as a pharmacy technician. Bella had not. We researched what a pharmacy technician does through the labor market research and I expressed that the research shows that there is a great need for pharmacy technicians and pharmacists due to a Nationwide shortage. Bella was interested in finding out more about this career opportunity. I knew a senior pharmacy tech who works for a local chain and that they are offering Pharmacy Technician Apprenticeships through an “earn and learn” model. This apprenticeship program gives the employee an entry point to a career in health care by guiding them in taking steps towards becoming a Pharmacy Technician Certification Board (PTCB) Certified Pharmacy Technician and helping them maintain the high level of skill required in the pharmacy care industry. Arming the employee with a nationally recognized, portable credential that will help you advance their career. I set up an informational interview with Bella, my contact and I. During that hour, Bella asked excellent questions and learned what a pharmacy technician career looks like, the positives and the potential challenges. I encouraged Bella to take the weekend to think about this and Bella was interested in applying. I coached and assisted Bella with the application and completed mock interview questions and answers.

I transported Bella to the interview and was concerned when her interview was over in 20 minutes, but Bella felt confident about her interview. Bella was correct as, a few hours after the conclusion of her interview, Bella received the job offer and next steps for the position. Bella has since started her training as a Pharmacy Technician Apprentice and expressed her happiness with her decision and where this will take her in her career! Next goal for Bella to tackle is earning her Minnesota Driver's License!