

KERI — WIOA Dislocated Worker/RESEA

When Keri was laid off from her position as a Customer Service Representative at a local WESCO station in the fall of 2024, she found herself facing an uncertain future. While searching for her next opportunity, she applied for Unemployment Insurance benefits and was selected to participate in the Reemployment Services and Eligibility Assessment (RESEA) program.

During her RESEA appointment, Keri met with Michigan Works! West Central talent specialists at the Newaygo County Service Center, where she explored training options and discussed strategies for achieving long-term career stability. A month later on Jan. 8, 2025, she attended orientation and took the next big step of enrolling in the WIOA Dislocated Worker Program.

In partnership with Med Certify, Keri began a six-month Medical Administrative Assistant with EHR training program. Though the program faced delays due to external factors, Med Certify extended the timeline, allowing Keri to successfully complete her training by October 2025.

Reflecting on her journey, she shared: "I just wanted to say thank you for your support — I'm pretty sure I finished all of my coursework!"



Keri's persistence paid off. She is now employed with Robinson Dental as a Patient Care Coordinator, where she continues expanding her skills through additional in-house training.

"Soon I'll be trained on inputting insurance information and presenting

treatment plans," she said proudly.

Keri's story is one of resilience, growth and perseverance. Despite unexpected challenges, she turned a layoff into an opportunity for transformation to build new skills, a new career and a brighter future.