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SUCCESS SPOTLIGHT

JALIMA'S JOURNEY

Terrene Cowan, Facilitator Team Lead, Multi-Gen Program – Introduction

Jalima Smith enrolled in the EARN Program in September 2018. As an older client, she was no longer interested in working in her previous field of retail, but was certain that she wanted to help others. Changing career paths proved to be more challenging than she thought, and unsure how to make the transition, Jalima and her son Quentin, age 9, enrolled in the Multi-Gen program so she could enhance her customer service skills and gain employment at her dream job. Throughout the duration of the program, Quentin was able to receive one-on-one homework help and participate in activities with other students his age. At the same time, Jalima was participating in class where she would earn her Customer Service Boot Camp certificate. Working with the Business Services team, she was able to apply, interview and receive an employment offer within two days. Jalima is currently working full-time as direct support personnel at a facility for individuals with disabilities where she receives full benefits.