

## **Yukarie at Workforce Development Council of Seattle-King County Health Careers for All (HCA)**

Yukarie Harrison was excited about the possibilities presented to her in the Medical Business Information Technology (MBIT) training and had well-considered plans for her future. However, she had a questionable prospect for training completion and subsequent employment. She was 22 years old at the time of enrollment, had a family background of long-term reliance on TANF, marginal CASAS scores, and a scattered work history. She also struggled to adopt a professional demeanor. Her mother's chronic illness had required her to withdraw from several training programs to care for younger siblings. To her credit, she continued to seek training opportunities.

In the final days of the MBIT pre-training, Yukarie engaged in an intense verbal altercation with another student over a minor issue that almost cost her place in the MBIT class. Her entrance scores were just adequate. She was admitted, but issues about professionalism (such as reacting to the constant student gossiping) continued through the first quarter. The dedicated and engaged team of instructors voiced their concern. When the team members spoke with her, she listened and said she wanted to improve. Her academic progress continued.

At the end of the first quarter, Yukarie showed her transformation in her response to an incident that began when a person in the classroom insulted her during her final presentation. She continued her report without reacting to the insult. She completed the first quarter work (the provocateur was asked not to return for the second quarter).

Her second quarter internship placement was with a local senior services organization. It proved to be a difficult assignment and included interaction with at least one abusive, potentially dangerous client at the organization. Yukarie was miserable, but decided to stay and not accept her internship instructor's offer to move her. At the celebration luncheon at the end of class, she talked about her decision to complete her internship at the senior services organization despite the obstacles. She agreed when one of her classmates candidly offered that the experience was exactly what she needed.

Two weeks after her internship ended, Yukarie was offered the position of Donation Coordination Assistant at the organization, working in a different department, under a different supervisor. This was a part-time, temporary position, but after successfully completing two months on the job she was offered and accepted a full-time permanent position with benefits and has received at least one significant raise in the six months since. She's decided to continue training, with HCA's assistance, in the healthcare field.