



A Goodwill® Story

## Natural Caregiver Overcomes Troubled Past

Diana's experience caring for several individuals inspired her to pursue a career in the medical field. However, there were several things holding her back. Diana was unemployed and receiving government assistance, staying with friends, and had a felony in her record. Nevertheless, she was determined to overcome her barriers and realize her goals.

As a first step, Diana appealed to the State Nursing Board for permission to pursue certified nursing assistant (CNA) training. Considering the circumstances surrounding her charge, the board granted her request with the condition that after training, she may be required to undergo a hearing before the state board to determine whether she can practice without limitations.

After being accepted for tuition assistance through the Goodwill Opportunity Accelerator program, Diana completed training successfully. Her Goodwill career coach reached out to a store manager on her behalf regarding a retail position that would sustain Diana while she completed her exams and secured employment in the medical field.

Buoyed by employment with Goodwill, Diana studied on her time off and passed her exams. While she awaited official certification and the state board's approval, Diana secured employment with a senior care agency, allowing her to transition from Goodwill to caregiving work. From there she envisioned employment in a hospital and furthering her education in the medical field.



**Goodwill championed Diana's aims and aspirations.**

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