



A Goodwill® Story

Self-Starter Conquers Doubts to Launch Career

Maddy was watching the morning news when she saw a segment about Goodwill's Certified Nursing Assistant (CNA) training program. "I felt like the stars were beginning to align and the TV was speaking right to me," she recalls. For years, she had wanted to return to school to become a nurse, but the cost and time commitment were prohibitive.

Through Goodwill, she was able to pursue her deferred dream. "From day one, I felt like I was where I was supposed to be," she says of starting Goodwill's CNA bootcamp, which precedes formal training. "I sat in front of the class every day with a smile on my face, trying to soak up all the information."

During the program, Maddy faced many obstacles, including unemployment, homelessness, and food insecurity. At one point she considered dropping out and giving up. "Even though you're fighting depression and self-doubt, with demons in your head saying you will fail, when you have that good feeling that this is the right path, you're just so excited."

Maddy's Goodwill career coach helped counteract her discouraging thoughts, working with her to perfect her resume and prepare for interviews, as well as covering her costs for transportation and professional clothing. Thanks to Goodwill's support and her own resilience, Maddy completed her CNA training.

Within a week of earning her CNA license, Maddy received an offer for the first CNA position she applied for. In August 2023, she was recognized as CNA of the Year by Future of Nursing in Nevada.

In addition to performing CNA duties, she was promoted to staffing and central supply coordinator, where she is responsible for scheduling nursing rotations and ordering supplies and equipment.

"I went from catching the bus to driving my own car, from being homeless to having my own place," she says. "I went from giving up to moving forward, and I have to thank Goodwill for that."



**Goodwill unlocked
Maddy's full potential.**

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