

# work2future Client Journey

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opportunity • jobs • success

# Client Journey

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Meet Alex, an adult job seeker eager to find stable employment but unsure where to start.

Like many of our clients, Alex is looking for guidance, support, and a clear path forward.





# Getting Started

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Alex found work2future through Google. He visited the work2future website and filled out an interest form.

Within the next 48 hours, Alex received an invitation to our orientation, the first step toward accessing our services.

# Orientation + Application

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After the orientation session, Alex works with our staff to complete the WIOA application.

After eligibility is determined, Alex gains access to one-on-one career advising and training services designed to open doors to new career pathways.



# Career Advising

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Once enrolled, Alex is paired with a Career Advisor. Together, they dive deep into Alex's career interests, skills, and future goals. The advisor becomes a trusted partner, helping Alex explore training opportunities to help build skills, set realistic job search strategies, and build a tailored employment plan just for him. With this support, Alex feels empowered to take the next steps toward a brighter future.

# Training

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## Live + Virtual Workshops

Our workshops are designed to prepare clients for today's competitive workforce.

Taught by Conxion to Community & on site staff, offerings include:

- Microsoft Office
- How to Start a Business
- AI in the Workplace
- Resume development & Critique
- Interview Techniques
- and more

## Metrix Online Learning

- 10 career pathways for over 200 in-demand occupations
- 6,000+ courses offered in English, Spanish, and Chinese
- 85% of courses are mobile compatible
- Earn real industry certification

## Special Training Opportunities

For clients looking to enter highly skilled trades or advanced industries, we offer exclusive opportunities that are only offered a few times each year. Such as apprenticeship programs and partnerships with leading companies.

- PG&E Power Pathways
- Trades Orientation Program
- Semi-Conductor Apprenticeships
  - Applied Materials, Western Digital, etc.



# Training

## Occupational Skills Training

We offer a wide range of occupational training programs through colleges and private institutions in various industries. Some of our participating eligible training providers include:

- Amfasoft Corporation for Accounting, IT, and Coding
- MTS Training Academy for Truck Driving
- Los Altos Adult School for Healthcare roles like Medical Assisting
- And many more.

## Work Experience & On-the-Job Training

We partner with employers to offer paid, subsidized employment opportunities.

- Gardner Health (WEX)
- Niddan Systems (WEX & OJT)

Alex always had a passion for healthcare but wasn't sure how to break into the field.





# Training

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Through career advising, Alex and the Career Advisor identified a clear path forward:

- enrolling in a medical assisting occupational skills training program.
- Metrix online learning Healthcare Pathway



# Job Search & Prep

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With support from his Career Advisor, Alex participates in workshops, such as Job Search Fundamentals and Resume Development, learning how to navigate job boards, craft effective resumes, and apply to positions that match his new skills. The advisor is there every step of the way, ensuring Alex feels confident as he begins the job search process.





# Placement & Follow Up

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Thanks to career advising and the skills learned through training, Alex secures a job in the healthcare field as a medical assistant. The Career Advisor continues to offer guidance during the onboarding process, helping Alex transition smoothly into the new role.

Even after starting the new job, Alex stays connected with the Career Advisor through follow-up services.



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Alex's story is one of many, where work2future services and career advising was the key to unlocking new opportunities.

Through personalized guidance, tailored training, and continuous support, our clients don't just find jobs—they build fulfilling, sustainable careers.

