

## Timely Texting Means Success for Workforce Central Customer

Mr. Prado arrived in the United States nine months ago to join his wife and two children. He found employment at the time, but was laid off five months later. Mr. Prado's obstacle with employment was his language barrier. With the assistance of a career counselor and the services provided by the Worcester Workforce Central Career Center, he has been able to find new employment. Utilizing the services of Workforce Central, he was enrolled in the Re-Employment Services Eligibility Assessment (RESEA) Program and attended a career center seminar (conducted in Spanish).

Recently, a local employer contacted Mr. Prado's career counselor seeking to find a qualified candidate that has customer service and maintenance skills for an open position. Mr. Prado was a perfect match for the employer's needs, however, there was a catch – he had to attend an interview at 4 PM that same day. Problem solved – Workforce Central's new texting system allowed Mr. Prado's career counselor to communicate with him and send him the company name, address and interview information within hours of the employer's request. Mr. Prado was hired as a full-time employee for the company located on Main Street in Worcester. The company is very satisfied with the referral and employment skills the client acquired, and Mr. Prado is happy to have found a new job.



*If you're interested in learning more about the services available at Workforce Central, please contact your local Career Center.*

Workforce Central Career Center- Milford  
Tel: 508.478.4300

Workforce Central Career Center-  
Southbridge  
Tel: 508.765.6430

Workforce Central Career Center-  
Worcester  
Tel: 508.799.1600