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# BRIAN'S JOURNEY

At Home Depot, you will be greeted with a cheerful face as Brian greets customers three days a week. He'll kindly point you in the right direction as you look for a specific item or share a friendly word in passing as you continue your shopping.

This is how Brian's journey started with employment services through Tran\$Em. Brian met with his employment specialist at least weekly, developed a plan, and put it into motion. Brian enjoys interacting with the public and Deb Nelson began meeting with businesses in the community. Bringing back leads, Brian chose Home Depot and began his new career.

After three months, the Greeter position ended in job cuts and was given an opportunity for a new position as a Cashier. Taking this new position was a risk because it was a huge change from what he was familiar with as a Greeter. With his employment specialist, the support from the team at Tran\$Em, his colleagues at Home Depot, and his VRS Counselor; Brian developed an entirely new skillset. Tran\$Em staff provided 1:1 job coaching on site, weekly meetings,

and daily communication to help him learn advanced technology. After two weeks of job coaching, Brian showed increased confidence and learned how to operate a complex cashier system. It was agreed that job coaching was to phase out and Brian continued his schedule four days a week. "I wish I had more people like Brian working in the store!" said one of Brian's managers. She continued by expressing what she valued the most "His big heart, he is friendly and acknowledges adults and children alike."

When asking Brian what he learned during his employment search, his response "I kept trying and stuck to my guns."

