

JANUARY 15, 2026

From Dead End to Unlimited Opportunities

Shannon, a wife and mother of two teenagers, was working two jobs when she first came to GST Michigan Works! in Bad Axe. She had spent several years in the healthcare field, caring for others while managing operations and staff. At the time, Shannon was employed as a Home Manager at Faith Flushing Associates, a residential home in Caro, Michigan. Unfortunately, her employer did not offer health benefits, and the facility was preparing to close permanently.

Shannon had long been interested in becoming a Clinical Medical Assistant (CMA) but needed certification to enter that career path. She came to GST Michigan Works! for help with training to earn her CMA credential. Shortly after she began her training, the residential home where she worked closed, reducing her hours from full-time to just 15 per week. Although she filed for unemployment benefits, the temporary income was not enough to support her family of four.

Working closely with her Career Coach, Shannon was awarded WIOA funding to help cover tuition, mileage reimbursement, and the cost of scrubs and supplies, including a stethoscope. Her coach also assisted her with updating her resume and cover letter to strengthen her job search.

During this time, Shannon secured a part-time position at the Scheurer Health Fitness Center, which opened the door to a future promotion into a Medical Assistant role.

After completing her training and successfully passing the National Healthcareer Association (NHA) exam, Shannon applied for a CMA position at Scheurer Primary Care in Pigeon and was offered the job.

Today, Shannon is thriving in her new position. She continues to help others, support her team, and has become a vital member of the Scheurer Health family.