

JUNE 12, 2026

Finding A Way To Move Forward

Lisa had successfully worked as an Office Clerk and in medical records for many years until being permanently let go in December of 2023. After filing for unemployment and registering for work at GST Michigan Works! in Owosso, she learned about potential coaching and resources available through WIOA Career Services. Lisa started working with a Career Coach at GST Michigan Works! in February of 2024 and attended a workshop on interviewing skills. Very quickly, she found new employment as a Medical Biller, and she was happy to get right back into the workforce.

Unfortunately, in June of 2025, Lisa found herself in the same dilemma, as her position had been eliminated. She filed for unemployment and registered for work once again. After working part-time for low wages for about six weeks, she reached back out to the coach at GST Michigan Works! in Owosso in September of 2025. Lisa was facing an uncertain future as an older worker, and as she applied for positions to get medical office work, she discovered that she needed an updated certification to successfully become re-employed in that area of work.

As Lisa started to work with her coach again at GST Michigan Works!, she attended a resource navigation session and received further assistance with updating her resume and improving her interviewing skills. She continued to apply for office positions and started looking at the possibility of having GST Michigan Works! assist her with obtaining her Medical Coding certificate to increase her opportunities for employment. Lisa was determined eligible for WIOA funding to pay for the certification fee and books needed to prepare for the exam.

Along with getting set up to complete the Medical Coding exam, in October of 2025, she was hired full-time at Health Park Medical Practice for Medical Billing and Coding. This was conditional on her successfully getting the coding certificate in a reasonable amount of time.

After preparing for a month and starting her new job, Lisa got her exam scheduled and continued to study and excel in her new position. Then, in February of 2026, Lisa reached out to her coach to express that she had passed the exam to receive her Medical Coding Certificate. Currently, she is still employed with Health Park Medical Practice and is enjoying her work. She was extremely excited to get her certificate and was very happy that Health Park Medical allowed her to work while she was studying to obtain it. She really enjoys working there and is thrilled that everyone there is so friendly and helpful.

Lisa’s primary challenge was completing this self-motivated and self-directed study while working 40 hours a week. Through her perseverance, continued coaching support, and access to study resources, she successfully overcame this challenge, which contributes to achieving long-term employment and stability success.