



**ARRA SUMMER YOUTH PROGRAM - 2009
JESSICA POOLE SUCCESS STORY**

Part 1: South Central Michigan Works! Youth Participant

My name is Jessica Poole and I am 16 and a junior at Jackson High School. I started working for the American Red Cross through South Central Michigan Works! on July 15th 2009. My career manager, Jennifer Hampton, learned that I wanted to work in the medical field when I go to college in two years. Therefore, she placed me at the Red Cross.

At the Red Cross, I learned how to do many things in the office and learned about many different medical classes that they offer. As far as office material, I learned how to use a fax machine, credit card terminal, paper laminator, P Touch label maker, how to enter data in the computer and how to create file folders. The American Red Cross offers many classes that I enjoyed learning about. For instance I learned CPR, Professional CPR, CAN, Babysitting, First Aid and Pet Aid.

During my time at the Red Cross I worked for Kim Conant. The relationship between the two of us was very good. We got along really well and we liked working together. The interesting part about our relationship was that we were alike in a lot of ways and we enjoyed each other's company. Kim taught me many things that I will use throughout my life, things that I will never forget. Now that I am almost done with my work experience for the summer, I know that I will miss Kim but will always stay in touch. I am really glad that I went to South Central Michigan Works! because I was placed somewhere that I could be of assistance and have a good time as well.

Part 2: South Central Michigan Works! Worksite Supervisor

My name is Kim Conant and I am the Office Manager/Even Coordinator at the American Red Cross in Jackson, Michigan. For 7 weeks I have had the opportunity to have Jessica Poole as my assistant through the South Central Michigan Works! Summer Work Program. During that time, Jessica assisted me with office tasks such as thank you letters, mailing projects, filing, copying, spreadsheets, answering phone calls and sending e-mail correspondence. She also accompanied me to meetings at our regional office in Lansing, as well as meetings with local business owners and leaders in the Jackson community to assist with planning events such as Avenue of the Arts, one of our largest fundraisers.

Because of Jessica's positive attitude, she was well received by everyone she came in contact with. She familiarized herself with the American Red Cross and can speak fluently and intelligently about our services and purpose in the community. Jessica was never intimidated by the amount of work to be done, or the fast pace at which our office frequently runs. If she has a doubt, she never hesitates to ask.

Jessica and I worked together like a well oiled team. She has the ability to know exactly what I need done before I ask because she took the time to familiarize herself with tasks at hand and the general routine of the office. The great thing about this experience is that we not only work well together, but this is the beginning of a lifelong friendship and we will keep in touch for years to come. This has been such a positive experience and I thank South Central Michigan Works! for giving me the opportunity for working with an extraordinary young lady like Jessica Poole.