

# On the Right Track

Imagine embarking on a journey that transforms your career and builds your confidence—this is exactly what MRCI's Track to Success Program offers individuals with disabilities. Racquel Kassner participated in the Fairmont Track Program in the Fall of 2022 and excelled in her career goals due to the knowledge and tools she gained. During the program, Racquel acquired valuable work experience at Fareway and Walgreens, where she developed essential skills and built her confidence in a professional setting.



After completing the program, Racquel moved on to job placement services with MRCI, and by December 2022, she began her employment with Hy-Vee in Fairmont. Initially, Racquel started in a courtesy position, where her friendly demeanor and commitment to customer service quickly made her a valuable team member. By October 2023, Racquel was promoted to the Hy-Chi (Asian Food Express) department, where she discovered her passion for serving customers and working with a team. She enjoys trying new food items and making recommendations to customers, which adds a personal touch to her interactions.

A key factor in Racquel's success has been the unwavering support from MRCI. "MRCI is there to help with questions I have that I can't get answers to and help with any concerns I have. They give suggestions or ideas to try or what I would need to do," she says. This support system has been instrumental, providing her with the guidance and resources needed to thrive in her role.

Racquel's positive experience at Hy-Vee is also due to her fantastic coworkers and supportive management. She mentions that her favorite part of the job is "being able to serve customers and the friendly staff." Her coworkers are easy to get along with and have a great sense of humor, making her work environment enjoyable and fulfilling.

Casey Mitchell, Hy-Chi Manager, has high praise for Racquel, saying, "Racquel is great at coming in on time or being called into work. She does a great job and is really fun to work with. The positive feedback about Racquel is endless; she is a perfect fit for the job."

Racquel's MRCI Employment Specialist, Ashley Lombard, commends her proactive approach, stating, "Racquel is really great about reaching out when she has ever needed help with anything and is overall a hard-working client that does great work and always has a smile on her face." Additionally, Racquel is actively involved in the monthly lunch bunch get-togethers hosted by MRCI, where peers can enjoy camaraderie and share positive stories about employment successes.

For more information on MRCI's Track to Success Program or to become an employment partner, call 507-386-5600 or visit [mymrci.org](http://mymrci.org).



## About MRCI

MRCI provides genuine opportunities for people with disabilities and disadvantages at home, at work and in the community. To become an employment partner, or for more information, please call 507-386-5600.