

## IN THIS ISSUE:

SUMMER 2012

- ▶ DARTMOUTH COMMUNITY MENTAL HEALTH PROGRAM 1
- ▶ DOR COLLABORATION 2
- ▶ EMPLOYER SPOTLIGHT 2
- ▶ MULTIDISCIPLINARY TEAM INTEGRATION 2
- ▶ CLIENT SUCCESS STORY—ABEL SANCHEZ 3
- ▶ CLIENT SUCCESS STORY—GRACIELA SEELY 3
- ▶ VOCATIONAL PROGRAM STATISTICS 4

# ACBHCS

## *Vocational Program*

WORK IS EVERYBODY'S BUSINESS!

## ACBHCS and DOR Accepted into Johnson & Johnson—Dartmouth Community Mental Health Program

In 2009, Alameda County Behavioral Healthcare and the Department of Rehabilitation (DOR) staff met with Debbie Becker and Robert Drake from the J&J Dartmouth Mental Health Program to learn about the national collaborative project for the dissemination of Individual Placement and Support Supported Employment (IPS/SE). This meeting marked an important milestone which began a several year process of building momentum to align our services with this approach. As the years progressed, we have successfully been able to garner support from our wider service delivery system which has begun to see employment services as an integral part of a comprehensive service delivery system. Our hard work and persistence paid off as we were offered an opportunity in the spring of 2012 to be formally included in the collaborative project as a “Special Project Site”. This recognition marks an important phase in our system development. Along with the Choices for Community Living Program, which is already a pilot site, we will also add two additional pilot program sites which will help to demonstrate the valuable role employment services play in the lives of persons recovering from psychiatric disabilities. ACBHCS partnership with the Greater Bay

Area East Bay District has been a key part of our local success and sets the foundation for ongoing support for the consumers shared in common.

The sites will be selected through a “Request for Proposal” RFP process and it is our hope to have the selection process completed by September 2012. Our trainer, Jackie Pogue, will continue to provide the necessary training and technical assistance for the existing and new project sites in order to help develop and enhance their service delivery. Jackie will also anchor the program fidelity review process, helping program staff build upon their success over time. In addition, Jackie has been developing and refining our IPS/SE training materials in order to ensure the optimum training impact. Training and support are viewed as essential in achieving greater IPS/SE fidelity and ensuring that over time greater numbers of program participants will be successful in getting and keeping jobs. The project also includes a steering committee which will be responsible for examining the success of the pilots and making recommendations for broader system dissemination and adoption.

- Rick DeGette, Vocational Services Director



## Focus on Collaboration

This issue of our biannual newsletter celebrates collaboration and partnerships. Our mission to help consumers find and keep competitive employment would not be successful without the additional support from a variety of stakeholders, including the Department of Rehabilitation, local businesses, the adult Service Teams, FSP's, and TAY programs, Dartmouth Psychiatric Research Center, our IPS Steering Committee, and our consumers themselves.

# DOR Collaboration Helps Achieve Client Outcomes

The Vocational Program’s relationship with the Department of Rehabilitation (DOR) has made a significant difference in the employment outcomes of our mutual consumers. Their willingness to collaborate and provide their expertise and resources has demonstrated their sincere motivation to help where they can to move consumers forward in their employment goals. The DOR counselors and supervisors are very dedicated in assisting their clients to achieve successful employment outcomes. They are also knowledgeable about a variety of disability groups and have access to numerous resources that can aid in job preparation, job development, and retention.

In addition to the collaboration and counseling, our mutual consumers have benefited greatly from many of the resources the DOR has provided such as, special work shoes, adaptive work tools, dentures, eye glasses, anger management groups, transportation, job specific classes, educational supports and resources, and work and interview clothes, to name a few.

The Vocational Program counselors and consumers meet regularly with many of the local DOR counselors to discuss and strategize the best ways to reduce barriers to employment and how best to help mental health consumers retain work once it’s achieved. DOR counselors such as Darwin Price and Jacylou Torino (Oakland Office), Nora Hudson and Kathy Greene (Fremont), Julie Ford (Hayward), and Iris Wiangchanok ( Berkeley) are just a few examples of the dedicated and proactive DOR counselors that go the extra mile to assist consumers with their employment goals. These counselors, and others like them, are responsive to the need to regularly engage in direct support with our mutual consumers and partners. They know first-hand how team collaboration assists with achieving better results.

- Theresa Razzano, Rehabilitation Director

## Multidisciplinary team integration

Integrating employment services with mental health treatment is a strong part of the Individual Placement and Support (IPS) model. IPS promotes this integration by having the Employment Specialists actively participate in weekly mental health treatment team meetings. They only work with up to two mental health teams and integrate their documentation in the mental health record, along with having office space near the treatment team. This help the employment and mental health services stay closely linked.

One example of good mental health and employment service integration is with the Choices for Community Living Program Casa del Sol team. The Personal Service Coordinator, Housing Specialist, Recovery Coaches, Employment Specialist, and Rehabilitation Counselor work closely toward partners’ goals and collaborate to facilitate success. Over half of the partners on the team have obtained jobs due to this collaboration!

-Jackie Pogue, IPS Trainer

## Employer Spotlight- Mike’s Feed and Pets

With Neil Diamond playing overhead and customers shopping for everything from raw pet food to baby chicks to hamster mazes, it’s clear that Mike’s Feed and Pets in San Leandro caters to a wide range of pet needs. This large neighborhood pet store at 710 E. 14<sup>th</sup> St. carries a large variety of pet food and supplies, along with small animals like fish, birds, chicks, and reptiles.

As a local business with less than ten employees, it is important to the owner, Mike Hauge, that each staff have the right mix of technical knowledge and customer service skills. Earlier this year, our Choices Employment Specialist Wendy Burton stopped by Mike’s Feed and Pets as part of her weekly job development with a job seeker in mind who fit the bill. Mike explains,



“It was perfect timing- the right candidate at the right time.” In business for 28 years, Mike is no stranger to the challenge of finding good employees, and he was pleased to hire our candidate, who “does everything that needs to be done- I don’t have to worry about it.”

Wendy explains her role as “kind of like a matchmaker” between the job seeker and employer, and is happy to have made a good job match. She checks in regularly with Mike as part of our follow-along services. Mike reports, “Wendy checks in quite a bit to see how things are going. She’s all over it, and really nice to deal with.”

Thanks to Mike Hauge and Mike’s Feed and Pets for being a great employer partner to the ACBHCS Vocational Program!

-Jackie Pogue, IPS Trainer

# Going Above and Beyond- Abel Sanchez

Abel Sanchez came to the Vocational Program in December 2011 pure in purpose- to get a job. After a several-year period of unemployment due to caring for an elderly family member, he was ready to re-enter the workforce. But he was not sure where to start. He reports, "I tried to go out on my own to apply for jobs, but I didn't know how to do it, and I wouldn't get called back." He was able to receive assistance from a network of supporters to help reach his goal- including Vocational Program staff Debby Williams, Joyce Bleakley, Yeon Park, and Evan Martineau, Department of Rehabilitation counselor Norah Hudson, and his family.

After a period of looking for a job with Employment Specialist Joyce Bleakley, Abel landed a position at Sunflower Farmer's Market, a new, healthy grocery store in Fremont. Joyce helped Abel apply for the job online and advocated to the employer to hire him because of his skills and strengths. "He's so reliable, and he always goes above and beyond," Joyce explains.

That's exactly the feedback from Abel's supervisor at Sunflower Farmer's Market, Raquel Romero. She says, "Abel always does what I ask him to do. He is a great worker and so proactive. I really appreciate his positive attitude and hard work." Abel keeps busy with collecting carts, cleaning

outside the store, sweeping, cleaning restrooms, and bagging groceries. After a short time on the job, Abel started working

more hours each week because of his exemplary work performance. Voc Program Retention Specialist Yeon Park helped Abel ask for an accommodation to reduce the length of his work shift and have Sundays off. The employer was happy to accommodate his schedule and Abel is pleased to have a work schedule that fits his needs.

Along with regular contact with Voc Program staff Debby Williams and Yeon Park, Abel appreciates the additional follow-along support from his DOR counselor, who has provided him with transportation funds and work clothes, and Voc Program Benefits Counselor Evan Martineau, who helps him report his income to Social Security.

Abel shares that he likes his job for several reasons: it gives him something to do every day, he enjoys working with his coworkers, and he likes earning money. He comments, "I like making money to help my family pay the bills. Before I couldn't do that." In his

two months on the job so far, he says that he has made new friends and helped pay to replace the water pump on his family's car. Overall, he says, "I enjoy getting out of the house and being useful." -Jackie Pogue, IPS Trainer



Abel Sanchez at his job at Sunflower Farmers Market in Fremont.

# Determination to Succeed- Graciela Seely

My name is Graciela Seely and I am a partner with the Casa Del Sol Clinic and have been with the Choices program for about a year. I am a hairstylist and work for Great Clips in Oakland. I have been employed for over seven years in this type of work. I have worked on and off with several employers and had been laid off from Great Clips before. I started with Great Clips in October 2011. I came in as a part-time help and soon got up to 32 hours of work. Now I work a minimum of 25 hours weekly.

What made a difference with helping me get the job? This is something that I have always liked to do. I also think being encouraged and having the support of my Employment Specialist, Martin Pacheco. Martin was there for me, encouraging me to go back and talk to my past employers, since I left jobs in the past in not so good of terms. I was thinking, "I will never be hired again." However, I took it upon myself to go and talk to my former employer/ manager at Great Clips and I told her that I wanted to return to work and that I would do a great job if she gave me the opportunity. Martin was there to support me but he was mostly behind the scenes. I did not want Martin to meet or discuss anything with the manager. However, when Martin told me what approach he was going to use, I felt a little better and agreed for

him to discuss only what was necessary for me to get back to work.

What is making a difference in helping me keep my job? I think it has been the three-day training class that I received from Great Clips. I took public transportation to Pleasanton and had to get up very early to get there before 8am. I think that my determination to get ahead has allowed me to keep my job. I am now more

empowered to create haircuts that are in current style. I think that my determination, combined with Martin's support where he also talked to my managers to advocate for me to get my training, is what has made the difference in keeping my job. Every day that I show up to work gives me the confidence to do a better job. I am the reason and difference in keeping my job. Besides, I see it as a therapy- work for me is like having my therapy. I use my hands and brain and have great

relationships with my clients.

Working has changed my lifestyle in that my social life is better when I work than when I don't work. I see myself making the same progress on my own once this Choices program ends.

-Graciela Seely and Martin Pacheco

**"Every day that I show up to work gives me the confidence to do a better job."**



# ACBHCS VOCATIONAL PROGRAM

333 Hegenberger Rd, #600

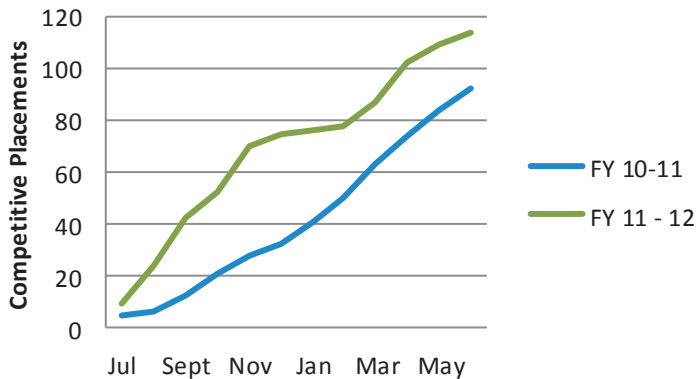
Oakland, CA 94621

Phone: 510-383-1600

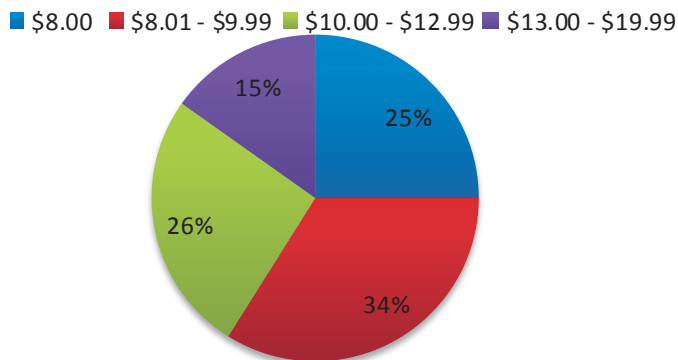
Fax: 510-383-1616

## Vocational Program Statistics for FY 2012

### Job Starts by Month



### Hourly Pay of Client Jobs in FY 2012



### Employer Partners

99 Cent Store - African American Chamber of Commerce - AG Ferrari - Allied Barton Security - Aramark - Bay Area Community Services - Bay Cities Auto Auction - Berkeley City College - Café Leila - California Home Pro - CA Pacific Medical Center - Cash for Gold - Centerplate - Chinese Christian Herald - Costco - Daiso Japan - Delta Sandblaster - Department of Rehabilitation - Express Driver Parking - Fillipo's Restaurant - Fremont School District - Great Clips - Guardsmark - Halloween City - Heaven's Kitchen - Home Depot - IHSS - Juice Bar Collective - Kidango - Kohl's - Lotus Bloom - Macy's - Make Ready Inc. - Manheim Co. - Market Hall - Massage Envy - Mida Industries - Mike's Feed and Pets - New Beginnings Adult School - Nike Clearance Store - PEERS - Peralta College District - Prestige Management - ProPark - Puri Pediatric Medical Group - Raley's - Recovery Innovations - Ross Dress for Less - Safeway - Senior Helpers - Staples - Sunflower Farmers Market - Target - Thunder Road - TJ Maxx - Trader Joe's - Tutor Works - Union 76 Car Wash - Unity Council - UPS - Walmart - Warehouse Demo Service

**In FY 2012, the Vocational Program made 3,254 employer contacts. We helped consumers obtain 114 jobs- 28 placements in the Choices Project and 86 job starts in the regular Voc Program.**