

Work is Everyone's Business!

ACBHCS Vocational Program

SUMMER 2014

Choices Program Successfully Implements IPS Model; More People Get Competitive Jobs

The Choices for Community Living Program was launched in the fall of 2010 and includes services designed to assist ACBHCS service team consumers with their goals for recovery, including employment. The program is one of our pilot sites for Individual Placement and Support (IPS) implementation through the Dartmouth IPS Learning Collaborative.

The staff were challenged to set aside pre-conceived ideas about who might be "ready" to pursue employment and refer consumers based on the consumer's stated desire to get a job. For many staff, this directly challenged their assumptions about which consumers were "ready" to work.

The program was due for a baseline IPS fidelity review in order to clarify the key challenges that lay ahead for program development. The review revealed a score of **fair** fidelity and provided a solid foundation to work from. Community vs. office based services was one area identified for further development, which

relates to where the services are provided.

The follow up fidelity review was completed six months later and revealed a number of very promising results. One area where improvement occurred was in the area of community vs. office based services. In this area, it was observed that definite progress had been made to ensure services were increasingly being provided in the community. This progress, along with other advances, showed increasingly stronger employment outcomes. The overall review revealed a rating of **good** fidelity.

All participating staff is to be commended for their diligence and positive attitude towards the fidelity review process. This tool has proven to be an invaluable tool for quality enhancement and is providing the basis for increasing numbers of consumers getting competitive jobs that fit their preferences. Go Team!

—Rick DeGette, Vocational Services Director

Vocational Program Receives Provider of the Year Award from the Pool of Consumer Champions

This June, the Vocational Program was recognized by the Pool of Consumer Champions (POCC) with the Barbara Majak Mental Health Provider of the Year Award. The award celebrates the achievements of providers that have gone above and beyond the call of duty and demonstrated extraordinary commitment to providing quality of life affirming services for the mental health community.

Mary Hogden shared with POCC conference attendees about the Vocational Program's IPS services and Dartmouth partnership, along with noting that several POCC members are currently enrolled in our program. We are truly honored to have received this award and will continue to do our best to help people get and keep jobs!



A group from the Voc Program receives the award from Mary Hogden on June 26.

Teacher Succeeds with Hard Work and School



From a Family That Values Education: Phat Kim's mother was a teacher, and now she and her four siblings are all teachers in Oakland, Japan, and Cambodia.

"I really love my job," Phat Kim shares happily. Currently working full time as a preschool teacher for the Unity Council in Oakland, she has worked tirelessly to get to this point.

Eight years ago, she moved from Cambodia to the United States. When Phat arrived in Oakland, she did not know any English and struggled to adjust to a new culture. She shares, "When I first went out, I wanted to buy something to eat because I was hungry, but I didn't know how to order the food. I learned English little by little- it was very hard, but I just kept going to school and learning."

Eventually, Phat started taking classes in Early Childhood Education from Merritt College in Oakland. The Vocational Program helped Phat find the right school and link to the Department of Rehabilitation for education support. So far, she has completed 24 units and is working toward getting her AA degree by attending class at night.

A year ago, Phat secured a position as a substitute teacher and was later promoted to a full time, permanent position. "I'm very proud of myself because I have become a teacher... The parents say I'm a wonderful person to take care of their children." She adds, "I love the children and they help me relieve my stress. My job helps me feel better."

Phat credits her success to the support of her husband and community, Department of Rehabilitation counselor Darwin Price, Vocational Program counselor Angela Nagrampa, and Asian Community Mental Health Services. Her advice to others is based on her own experience: "Go to school and don't feel hopeless- you will get a good job." We are inspired by your determination and success, Phat! —Jackie Pogue, IPS Trainer

Entrepreneurial Drive Builds Career

On most mornings, Yenew Girma drives over to San Francisco from his home in Oakland and shuttles rush hour commuters to various destinations. He is a contract employee for Uber, the transportation technology company that helps people find rides through a smartphone app.

Yenew was born in Ethiopia and moved to the Bay Area at age seven. From a young age, he shares, "I've always loved being in cars and driving." When he enrolled in the Choices Program almost three years ago, he knew he wanted assistance with getting a job that would preserve his SSI benefits. With the help of employment specialist Joyce Redd, counselor Curt McMichael, recovery coach Michelle Fiorenzo, DOR counselor Jacylou Terciano, and Bonita House staff, he got his Class B driving license and started with Uber in September 2013.

Yenew enjoys the flexibility of his job, the ability to set his own schedule, and the opportunity to explore more of the Bay Area. He is currently working on starting a car wash business and exploring additional transportation-related jobs. His advice for others: "It definitely is better to be active in the community... Look at all of the different options and figure out what is best for you."

7 Years of Job Success



Employment specialist Joyce Bleakley helped Pedman Dadnam get a job at Target in Fremont 7 years ago. He's still a loyal employee, working on the weekends doing cleaning, stocking registers, and handling carts.

Employer Spotlight: Chuck Corica Golf Complex

Situated in the sunny East Bay town of Alameda, the Chuck Corica Golf Complex offers something for every golfer in a fun and friendly atmosphere. Owned by the City of Alameda and managed by Greenway Golf, they have two 18-hole courses, a recently renovated 9-hole course, and a driving range. Last year, people played 116,000 rounds of golf at the Complex. "It is a very busy golf course," Golf Operations Manager Mike Winkenbach said. "So having good employees like Robert to help service customers is essential."

Robert Green started at the golf course in February 2014 as an Outside Services Staff with the support of his Choices Program employment specialist Michael Castilla. Michael made a connection with Mike Winkenbach last year during his weekly employer outreach visits. Mike was pleased to interview Michael's candidate, especially because he had hired an Outside Services Staff from the Vocational



Golf Operations Manager Mike Winkenbach (right) and Employment Specialist Michael Castilla enjoy the sunshine on the green at the Chuck Corica Golf Complex.

Program over ten years ago who still works there.

After just a few months on the job, Robert is excelling in the position. "Robert has a great attitude. He's always upbeat, smiling, and greeting people, in addition to doing his job remarkably well," Mike explains. Robert takes care of a variety of tasks, including organizing and cleaning golf carts and picking up golf balls from the driving range.

Mike speaks highly of services provided by the Vocational Program. "One of the great things about the service is that there's additional training and other people that care about the employee. I know that I can call

Michael to help someone learn their jobs better." Michael helped them come up with a system to link golf carts together for towing using a pneumatic device that Robert and other Outside Services Staff now use.

Thanks to the Chuck Corica Golf Complex for being a wonderful employer partner!

Last year, we helped people get 102 jobs in the community— thanks to these employers!

A1 Protective Services	Capitol Eye Care	Hayward Theater	Nelson Staffing	Solano Cleaning Center
ABM Security	Century Theaters	High Street Car Wash	Oakland School District	SOS Meals on Wheels
Accent Care	Chili's	Holiday Inn Express	Oasis Pamper Bar	Special Messages
Aegis Care Home	Choices Program	Home Depot	One Toyota of Oakland	Project
Airport Home Appliance	Chuck Corica Golf	Hometown Buffet	Ovation Company	Staff Pro
Alameda County Public	Course	Hutch's Custom	Pabco Gypsum	Target
Works	Cinemark	Detailing	Padi Restaurant	The Unity Council
Alameda Point	City of Oakland	Dansai	Pak N Save	Thrift Town
Collaborative	Commercial Waste	Kathryn Malone	PEERS	Thunder Road
All Rents Party Rentals	Costco	Kohl's	ProPark America	Trader Joes
Allied Barton Security	Crossmark, Inc.	Kraft Corporation	Residence Inn	Treatment Center
AT&T Park	D.D.'s Discount	Launderland	Restaurant Depot	TJ Maxx
Auntie Anne's Pretzels	Dayton Elementary	Little Caesar's Pizza	Richard Track	Togos Sandwiches
Bay Area Caregivers	Denny's	Lowe's	Rosewood Gardens	Uber Technologies
Bay Linen	Dominos Pizza	Manheim Co.	ROSS	UC Berkeley
Berkeley School District	Elephant Bar	Massage Envy	Salvation Army	Union 76 Car Wash
Big Joe's Handling	Factory 2 U	McDonalds	Sears	Valley Java
Systems	Fred Finch Youth	Mi Pueblo	Securitas	W.I.S. International
Burlington Coat Factory	Center	NAMI- National	Smart and Final	Walgreens Pharmacy
Big Lots	City Kids of Alameda	Alliance on Mental	Social Vocational	Wendys
Burger King	H&R Block	Illness	Services	

Annual Employment Celebration Inspires



Speakers share their work success and messages of hope: Workers Jeffrey Cole, Karla Kamminga, Kenneth Kozi Arrington, George Curry, Tando Goduka, and Paulette Franklin pictured on the left. Health Care Services Director Alex Briscoe pictured on the right



Our annual Employment Celebration in December inspired all who attended. The Vocational Program, along with Bay Area Community Services (BACS), Fred Finch Youth Center, The Pool of Consumer Champions, and BHCS Workforce Development celebrated all consumers who had worked over the past year with a program, awards, and reception. Over 100 people, including family, friends, and providers attended the event.

BHCS Deputy Director Toni Tullys kicked off the program by sharing, “We know that competitive employment is where it’s at. Nothing is a greater sign of recovery than the people sitting in this room.”

Consumer speakers emphasized the importance of perseverance and resilience. Jeffrey Cole said, “Never stop believing, and never give up.” George Curry echoed this, saying, “Good things happened to me because I didn’t give up.” Another person shared about their physical, mental, and legal challenges along with their work success, stating, “I’m testament to the fact that it can be done.” Tando Goduka used the analogy of Diana Nyad, the 64-year-old woman who swam from Cuba to Florida, to emphasize the importance of a team to help reach one’s goals.

Congratulations to everyone on their employment achievements!
—Jackie Pogue, IPS Trainer

Benefits Counseling Helps People Make Informed Decisions about Work

Many people are often unsure about how working might impact their Social Security, Medi-Cal, or other benefits. The rules differ between each program and can be difficult to understand. Enter Evan Martineau, our Benefits Counselor extraordinaire! Evan has been extensively trained to help people understand their specific benefits situation and how working can help them have more money overall.

Evan meets with people in groups and individually to share information, provide individualized benefits counseling, answer specific questions, and help people plan. He is available to meet with people who participate in services at the Vocational Program, our IPS pilot agencies, Service Teams, and other BHCS programs. Evan can be reached at 510-383-1639 and emartineau@acbhcs.org.



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