



EMPLOYability NEWS

A JOINT PUBLICATION BY CONSUMERS, STAFF, AND ADMINISTRATION

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MESSAGE FROM THE DIRECTOR OF ADULT SERVICES, DR. ADRIENNE SHEFF

The Value of Work and Employment for Mental Health Consumers

How many times have you thought to yourself, "Thank God I have a job or my work." For many of us this is not only because we get paid for it although that is hugely important. A salary is positive regular reinforcement of our value to our work. It not only motivates us, but it also sustains us. It is not only the pay we receive, as there are broader implications to working; the social support, the camaraderie, the sense of being part of something or belonging and the validation that we get for doing a good job reinforces our sense of mastery and personal self-confidence. For many people a job is a reason to get up in the morning, or a reason to get dressed in your best. A consumer of the Center once told me that getting up early in the morning before the sun rises to get food

for others less fortunate was the most meaningful thing she did, and helped her to experience gratitude as well. The outcomes of working are plentiful for all people. Even more so for someone who has been challenged by a mental

where their career will lead, but each step of the way validates and clarifies their strengths and core gifts.

Having a job or working towards a career is a meaningful goal for almost everyone at some point in their life.

At the Center, we embrace the "it's never too late" philosophy, and many of our consumers have found satisfying ways to contribute and work at all ages across the life span. We have found as consumers assume more roles and responsibilities,

or more career oriented roles, they want to and can do *more not less*. So work/employment is like the gift that keeps giving. The Center is very proud of the reputation of Valley Employment Services and our record of training and hiring consumers as providers.



health disorder and unable to work for many years. Such a person may start by volunteering, or just doing a "job" that's needed (like delivery person, etc.), which may not be their chosen field or destination for a career. That is similar to many people who start somewhere not knowing

MEASURING HOW WELL WE DO, DR. GREG WALSTON

When someone comes to Valley Employment Services, staff do their very best to make sure that the services that are provided to each per-

son are timely, effective, and in a manner that meets cultural, language, skill level, interests, and needs. We are also constantly setting goals to

improve the high degree of quality that Valley Employment Services is known for in the community. To do this, each year we set both perfor-

MEASURING HOW WELL WE DO CONTINUED...

mance and process outcomes so we can continually raise the quality of service that everyone receives.

Usually in December, staff begins to review and brainstorm together about what is working well and where the gaps or areas for improvement might be. This results in a new set of goals for the coming year that are intended to increase access, efficiency, and effectiveness of services as well as the satisfaction of service recipients, family members, referral sources, and community members. While each year the Valley Employment Services program meets or exceeds its contract requirements, this measures the overall performance level of the program. Quality is measured by the addition of the above mentioned areas.

The following gives a few examples of how Valley Employment Services is working hard to improve areas of quality. In the past, satisfaction was usually measured at the end of receiving the entire service and then at a follow-up of

six months and one year for clients who completed the entire program. However, when brainstorming, staff identified that we really did not know how each person felt at the end of each service, meaning at the end of Vocational Assessment, or Work Adjustment, or Occupational Retail Skills Training, about that particular service. In order to further improve each type of service, satisfaction surveys needed to be targeted at each service component received. So, for this year, staff designed and implemented a brief satisfaction tool that does just this – measuring the satisfaction level of each recipient at the end of each service component. This not only provides a more detailed picture, but it also captures feedback from service recipients who fall out and do not complete the entire range of services to obtain employment. As staff

has always wondered what happens that just over half of service recipients complete Vocational Assessment and continue to the next level of service, measuring satisfaction is one way of finding out if service recipients are happy with the service they are receiving.

Access to services is another area that ebbs and flows, and can be quite time-consuming as staff try to outreach programs as they need referrals. Last December, staff decided to incorporate more technology to do this for them by developing a newsletter, faxing programs weekly as a reminder to refer, and by sending out reminders to common referral sources as needed. Regarding efficiency, the time length of receiving Vocational Assessment as examined, and staff decided to see if this could be shortened from one month to one-two weeks in order to sustain the motivation and interest level of

service recipients toward employment. Lastly, the use of Work Adjustment was examined, and the idea that one month of demonstrating effective employment preparation through work adjustment might be a good indicator for all service recipients to receive a thorough experience and orientation to work. This would not only encourage recipients to remain involved, but also offer a practice ground for new skills that are being developed.

As staff continue to measure and evaluate the many aspects of the Valley Employment Services Program, it is hoped that improved access, efficiency, and effectiveness will enhance both service satisfaction and employment success. The staff of Valley Employment Services are committed to doing their best to provide a high quality service where as many service recipients as possible can obtain and remain happily employed.

VES, OPENING MINDS, OPENING DOORS THROUGH EMPLOYMENT, VIVIAN AKOMAH

"For the meaning of life differs from man to man, from day to day, and from hour to hour. What matters, therefore, is not the meaning of life in general, but rather, the specific meaning a person attributes to life at any given moment."

-Viktor E. Frankl



In this second edition of the VES EMPLOYABILITY Newsletter, I will like to highlight VES's unwavering commitment to Diversi-

ty and Inclusion. At VES, Diversity and Inclusion mean that everyone counts: consumers, family members, employers, all stake-

holders and more. Our diverse and talented workforce has the capability to drive up the creativity, innovation and growth of any

VES, OPENING MINDS, OPENING DOORS THROUGH EMPLOYMENT CONTINUED...

company or business. We also seek out employers that embody what Trevor Wilson (Diversity Magazine) calls, "the Equitable Competent Leader" in the world of work. The characteristics of an equitable leader are: *Openness to Difference, Equitable Opportunity, Accommodation, Dignity and Respect, Commitment to Diversity and Inclusion and Change Management.*

VES as a program has built a team that includes a diverse set of skills, diverse thought processes, diverse cultural backgrounds and

fluency in nine languages. Diversity and Inclusion are continuously leveraged by the VES Team for optimal program outcome success.

With a struggling economy, I'm happy to share that VES is set to meet our contractual goal for job placements once again, and will meet our contract benchmark for successful placement outcome with a little more than 100 percent this year. This achievement is another monumental milestone considering the economic downturn and when everything is put into perspective. I want to use this

opportunity to commend VES staff and our collaborative Department of Rehabilitation (DOR) personnel for their hard work, tenacity and innovative ideas.

My appreciation also goes to Dr. Greg Walston, Dr. Adrienne Sheff, and Dr. Ian Hunter and our most Distinguished Members of the Board for their continued support and for awarding VES with the money proceeds from the Silent Auction at the last Moving Lives Forward Awards Gala.

"What most people call 'luck' is where preparation meets opportunity"
- Oprah Winfrey

ANOTHER SUCCESS STORY



I have personally witnessed clients experiencing positive life changes through employment, including feelings of renewed hope, pride in their innate abilities and skills, and enhanced self-esteem.

One of our successful clients, named Mr. DM, had not worked in retail sales since 2007. He applied for services with VES/DOR, to obtain assistance with securing employment. After briefly participating in Vocational Assessment Services with VES, he decided to pursue the vocational goal of retail sales. Throughout Mr. DM's participation in the program, he received counseling and guidance services from both VES and DOR; Employment Services were also provided by both agencies. VES provided him with resume preparation, job leads, job search skills training through their Job Club, and job placement assistance. DOR provided

the client with transportation allowance while he was conducting his job search. Once the client had secured employment, the DOR provided him with work clothes and comfortable shoes, intended to facilitate his ability to stand for long hours, while performing the duties of his job. VES has provided on-going job retention services, since the client first secured his retail position.

The client has now been successfully employed in a retail sales position, for almost five months. He found employment in an economically challenged time; he has also maintained employment in a very competitive retail en-

vironment, where he is required to meet monthly sales goals. Per my last conversation with Mr. DM, he is not only meeting his monthly sales goals (in spite of the sluggish retail market); but more importantly, he has achieved great success in gaining recognition as the second highest producer amongst his 14 sales associates. Mr. DM's success is just one example of how the VES/DOR partnership has been able to provide assistance and support to people seeking greater independence and fulfillment in their everyday lives.

By Karni Hart
DOR Counselor

CONSUMER STORIES

MY JOURNEY GOES ON...

In my time at VES, I have experienced a remarkable transformation, one that I am quite proud of. I have gone from an unconfident, discouraged and unsophisticated job seeker who was weighted down with a diagnosis of Bi-polar, to a hopeful, confident individual who has begun a vocational direction she is passionate about. I am very proud of this transformation as it has required me to stretch and strain and even be willing to change, but I cannot neglect giving the VES team the proper credit for their role as serving as the catalyst.

I was placed with an Employment Specialist (ES) who was to set the tenor of my relationship with VES. Through our discussions and interactions, I learned right away that VES saw me as an individual who had the potential to find a way back into a productive and fulfilling vocational life. I watched how quickly VES proved their commitment by immediately tack-

ling one of the largest hurdles that was shaping up in my nascent job search; my presentation. Within a short time, my Employment Specialist had referred me to "Dress For Success," where I received an interview outfit; had gotten me a session with a hairstylist, and with the generosity of other staff members, provided me with makeup and self-care products, even a lesson on make-up application, a skill that I needed coaching in. Most importantly, she fanned the embers of self-respect.

I took part in the Occupational Skills Training Program. In this program, I was trained in a new skill set, but more than anything this program began to build employee awareness. I began to find myself thinking in terms of having responsibilities and accountability and with these new considerations came a growing confidence. I could be on time; I could learn new skills; and, I could be trusted.

Time has passed, and still,

my ES will expend every effort to bring forth my possibility; I just need to match the effort. I was enrolled in the Job Club where I learned the fundamentals of the job search and interviewing and had the opportunity to practice these concepts with a supportive community of other consumers.

Finally, I am now heading in a direction that has me thrilled, which is creating self-help support groups and creating collaborative housing as a volunteer with SHARE as well as providing peer support at the Victory Wellness Center. I found this direction and can continue on it because of the knowledge gained and transformed self-image that VES has aided in creating. For the near future, I can see myself continuing my growth, and giving my full effort to volunteer positions that may lead to full-time employment. My journey continues with VES; I'm refining the skills and acquiring the knowledge and

"Our lives are not determined by what happens to us but by how we react to what happens, not by what life brings to us, but by the attitude we bring to life. A positive attitude causes a chain reaction of positive thoughts, events, and outcomes. It is a catalyst, a spark that creates extraordinary results."

~ Anonymous

attitudes that will eventually lead me to my vocational goal of facilitating the recovery of those with mental illnesses. I am patient though, because I know by experience that growth and transformation come with time and oh how sweet the accomplishment!

By A.F.

FROM THE DESK OF J.W.

Success, everyone desires success. I am no different, and I am making progress to excel in this strained economy. Three important mile stones in my quest to work in the mental health field include a B.A. in History and Psychology from USC, certification as a Mental Health Peer Counselor, and my current enrollment in a class for rec-

ognized certification in Anger Management Counseling. The harder I work the "luckier" I get. The sharpening of career skills is vital with regard to the interview process and employment opportunities. Valley Employment Services (VES) provides aptitude and interest tests to direct you in the right direction toward becoming a

productive and shining employee for a company. We all want to succeed, and having a plan and direction is what one can acquire to turn around their lives for the better. Be assured that in this temporary down turn in the economy, what is low will rise again. Just keep on keeping on and you will make it.

By J.W.



MY POSITION AS A CAC REPRESENTATIVE



*VES is proud of our CAC Rep
Sandra Coe!*

I began my participation with Valley Employment Services (VES) about nine months ago. My Employment Specialist assisted me with identifying my interests, skills, qualifications, and aptitudes. With our collaborative effort, I came up with a vocational goal. While working with my Employment Specialist, I

also participated in other VES Workshops (Job Club, Stress Management Group, Computer Class, and Work Adjustment Group). These various workshops have enabled me to learn tools and techniques that I need in my job search process. I currently volunteer with One Generation as a Food Service Worker, where I am learning work tolerance and routine and at the same time helping others in the community. I have also applied with the Department of Aging under Title V for part-time employment and I am on the waiting list for a paid position with my present employer.

One month ago, I was honored to be selected as the Consumer Advisory Council (CAC) Representative for Valley Employment Services. As a CAC Rep, I

get to know first-hand information on different issues that are occurring within the center. My responsibilities are to get feedback from consumers, meet with the Program Manager at least once a month to address consumer issues, report unsolved program issues, talk about upcoming events, and check the consumers' suggestion box. This responsibility has renewed my sense of worth, and boosted my self-esteem and confidence. I also see a huge improvement on my organizational and communication skills. The CAC is like a "think tank" as all representatives from different programs share their ideas and brainstorm on issues that affect customers throughout the center. Being a part of the CAC not only gives one a sense of

belonging, but also purpose to be part of the CHANGE that one needs as a consumer. I am happy to be a vital contributor in our community.

By Sandra Coe



MY STORY WITH VALLEY EMPLOYMENT SERVICES



I came to VES after graduating from TAY FSP. I received VES services several times over the past three years and secured three jobs.

VES continued to help me and motivate me. In addition to helping me become employable and with gaining employment, Valley Employment Services also helped me to overcome a major obstacle.

Although I have been employed in the past, I knew

the lack of a high school diploma would limited me. VES staff worked with me to take the GED exam. In fact, my Employment Specialist and the Program Manager accompanied me to the actual testing site and were there to encourage me. The realization that I can remove this barrier has really helped me to become more confident.

Today, I am working and have goals to one day get a higher paying job and go to college. I continue to keep

open communication with VES on an almost daily basis. I thank VES for being there for me when I needed help and guidance. I would also like to thank my Department of Rehabilitation Counselor for paying for my test.

Without the help of my Employment Specialist, VES's Program Manager and all of the VES staff, I would not have been able to get where I am today.

By HH

TO OUR COMMUNITY PARTNERS



Valley Employment Services has made it a priority to build longstanding relationships with our community partners. Nothing takes the place of a personal visit or a phone call with information or resource material that is useful. We share in your honors and we glow in

your achievements.

We want to take this time to say thank you to each and every one of our community partners. Because of you, our consumers have continued to achieve success in their personal lives.

You have hired our clients,

you have let us know when you receive new grants, you have been instrumental in our accreditation, and you have collaborated with us in community endeavors.

We are happy to stand and partner with all of you.

By Angie Carter

VOLUNTEERING

Whether it is important to you to solve a community problem, advance a worthy cause or to develop as a person, volunteering offers many benefits in appreciation for the gift of your time and expertise.

Volunteering can help you:

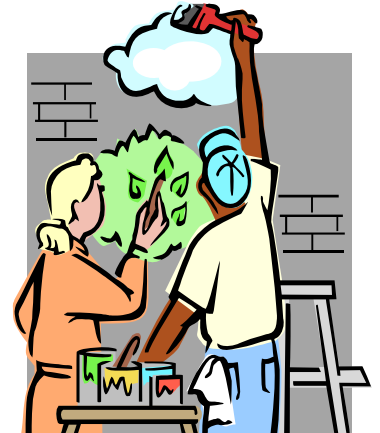
- Make important networking contacts

- Learn or develop skills
- Teach your skills to others
- Enhance your resumé
- Gain work experience
- Build self-esteem and self-confidence
- Improve your health
- Meet new people
- Feel needed and valued
- Express gratitude for help you may have received in

the past from an organization

- Communicate to others that you are ambitious, enthusiastic and care about the community
- Make a difference in someone's life
- Improve the likelihood that children will volunteer as an adult

By Freddie Flores



DRESS FOR SUCCESS PARTNERSHIP

You've done your job search, you've researched the company, and you've completed your application. All of your hard work has paid off as you have now been accepted for an interview.



First impressions during an interview can easily make or break a job seeker's chances of securing employment. The interview outfit is a crucial compo-

nent to making a positive impact. Valley Employment Services makes it a top priority for our consumers to be viewed as viable and competitive applicants in the community. Therefore, our consumers must look the part. VES has joined into a partnership with Dress for Success to accomplish this goal. Dress for Success is a non-profit organization aimed with helping women to enter or re-enter the workforce. As a Dress for Success community partner, VES consumers are given the privilege of participating in their suiting program free of charge. Each female consumer receives a profes-

sional suit once they have acquired a job interview. To complete the look, additional clothing and accessories are provided, such as shoes, scarves, jewelry, and purses. After consumers have secured employment, they may be referred again to Dress for Success for an additional week's worth of professional attire.

During the 2011-2012 fiscal year, over 20 female VES consumers have been referred to Dress for Success and received head-to-toe professional looks. Upon arrival, consumers are greeted by a personal shopper contributing to an enjoyable and supportive ex-

perience. Participating consumers have expressed feeling more prepared and confident when entering an interview due to their attire. Valley Employment Services looks forward to a long and successful partnership with Dress for Success.

By Rebecca Schnee

"Of all the things you wear, your expression is the most important."

~ Janet Lane

A SUCCESSFUL RECRUITMENT DAY EVENT

VES collaborated with Goodwill Industries in hosting their annual Recruitment Day on March 27th at Goodwill Industries in Panorama City from 10 a.m. to 1 p.m. A total of 12 companies participated in the event offering employment positions and resources. These companies consisted of Farmers Insurance, Select Staffing, Lowe's, Vons,

Childcare Careers, Jay Nolan Community Services, Chrysalis, Verdugo Job Center, Dynamic Caregivers, Continuity Homecare Services, SFVCMHC, Inc. and Goodwill Industries.

An approximate 110 job seekers attended this year's Recruitment Event. Consumers and community members lined up early in

the morning outside of Goodwill's community room dressed in suits. VES staff revised resumes, while applicants waited to meet with employers. VES staff proudly observed consumers shaking hands, taking resumes, collecting applications and staff also assisted those who needed help with completing applications. Thank you Goodwill Industries



Job seekers completing applications at VES's Recruitment Day

tries for hosting this event.

By Jessica Aguilar-Romo

PROMOTING HEALTHY MINDS EVENT IN RECOGNITION OF MAY IS MENTAL HEALTH MONTH



Western Beauty Institute (WBI) presenting self-care and beauty tips

Valley Employment Services' staff put together an event to promote healthy minds in recognition of Mental Health Awareness Month. The theme of the event was "Promoting Healthy Minds for Employment through Life Skills and Self-Care. It was very well attended with over 30 consumers. The Presenters were carefully chosen and they all did a fabulous job

on issues relating to Employment, Self-Care, and Life Skills. The presenters were Peer Employment, Education and Recovery Support (PEERS) Fellowship Program, Western Beauty Institute, Hands for Hope, and Mary Kay Cosmetics. The event concluded with gift giveaways to everyone in attendance.

By Hasmik Aghazaryan



Hands for Hope discussing volunteer opportunities and free childcare services

BOMB THREAT PROCEDURES VES PROMOTES SAFETY FIRST

IF THREAT IS BY TELEPHONE:

1) Keep the caller on the line for as long as possible. Be polite and show interest.

2) Ask:
Location of Bomb?
Time set to explode?
Where is the bomb located?
What does it look like?
What kind of bomb is it?
What will make it explode?

Did you place the bomb?
Why?
What is your name?

3) Do not hang up, even if the caller does. Not replacing the handset enables the call to be traced.

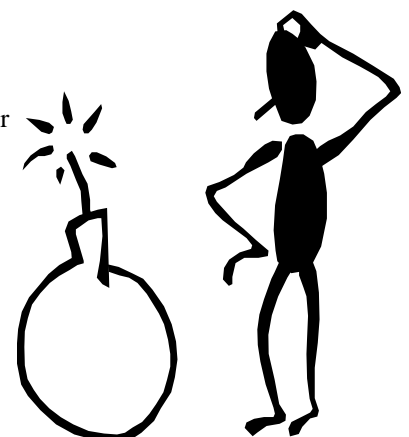
4) If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify authorities

yourself.

5) If your phone has a caller ID display, copy the number and/or letters on the window display.

6) Note:
- Caller's voice and accent
- Background sounds
- Estimated age of caller
- Tone of threat

By Freddie Flores



LOS ANGELES DEPARTMENT OF MENTAL HEALTH: CONNECTIONS FOR LIFE THROUGH EMPLOYMENT AND EDUCATION EVENT

VES staff and consumers attended the 6th Annual *Connections for Life through Employment and Education* conference on April 18, 2012.

The event was funded by the Los Angeles Department of Mental Health and the Mental Health Commission. It provided inspiration and hope to Mental Health consumers interested in pursuing employment, education or volunteer goals.

Awards and recognition were given to consumers who have put forth the effort and commitment to accomplish their vocational goals. Awardees delivered



Ron King (pictured on right)
Recipient of the DMH Distinguished Employer Award!

speeches that provided the audience with insight into

their personal road to recovery through employ-

ment.

In addition, every year a Distinguished Employer Award is given to honor an employer in the community who has shown outstanding dedication in assisting consumers in the Mental Health field with their employment endeavors. This year, one of Valley Employment Services' long-time employers received the award. We congratulate Mr. Ron King from Vons and thank him for his long standing support of VES and its consumers.

By Rochelle Oliver

BITS N' PIECES: YOUR ONE-STOP CONVENIENCE STORE



Valley Employment Services' Bits N' Pieces store and occupational training facility was created out of the Establishment Grant

from the State Department of Rehabilitation about six years ago. Since its development, Bits N' Pieces has served a dual purpose of building confidence through hands-on work experience for our trainees, while providing a viable service and convenience to our customers.

VES makes it a priority to stay current with retail trends to efficiently run our store. Retail sales, inflation, and consumer confidence

appear to be moving in the right direction. The U.S. Census announced positive news in their March 2012 retail sales report. Total U.S. retail and food service sales increased 0.8% over the month on seasonally adjusted terms. Retail sales have exhibited monthly gains in 20 out of the last 21 months. Over the year, retail sales are up by 6.7 percent.

VES is working toward expanding access to our Bits N' Pieces business to many more programs within our agency. Seasonal promotions for all holidays and special occasions have been implemented to increase sales and productivi-

ty. Valentine's Day has become a huge success for sales items such as flowers, cards, and other specialized gifts. Halloween promotions have shown to be successful as well. Goodie bags full of candy, costumes, and decorations have become a huge hit. Delivery services are available to customers free of charge. The inclusion of different promotional items each season has made the Bits N' Pieces store a fun and exciting place for both our trainees and our valuable customers.

By Christina Baltazar

VALLEY EMPLOYMENT SERVICES WORKSHOPS**JOB CLUB (ADULT, TAY, MONOLINGUAL)**

Topics Include:

- Resume and cover letter writing
- How to properly complete job applications
- Labor laws, new trends in labor market
- Job leads
- Work behavior
- Job networking
- Interview preparation

**WORK ADJUSTMENT**

Topic Include:

- Resume preparation
- Volunteer and internship searching
- Personal appearance and grooming
- Money management
- SSI and SSDI information
- Building work tolerance
- Developing a work routine

**COMPUTER SKILLS**

Topics Include:

- Basic Windows operations
- Microsoft Office programs
- Basic save, find, copy and paste skills
- Letter writing, resume/cover letter creation
- Internet and e-mail skills
- Internet job search techniques and file transfer

**STRESS MANAGEMENT**

Topics Include:

- Conflict resolutions techniques
- Skills for handling work related stress and pressures
- Time management skills
- How to deal with difficult people
- Work relationships and culture



CONSUMER UPDATES

♦ A.C. was hired in the early spring of 2011 by New Horizons as a Home Care Attendant and successfully reached 90 days of paid employment. After a one year follow-up, A.C. continues to work for New Horizons and was recently awarded a Certificate by DMH for his hard work and dedication.

♦ B.B. successfully secured competitive employment as an After School Worker for LAUSD. After reaching 90 days of paid employment, B.B. was able to return to his country to get married. Two years later, B.B. continues working for LAUSD, was able to secure his own housing, and was recently awarded a Certificate by DMH for his inspirational journey.

♦ H.H.'s main goal was to get his GED. Through

lots of studying and the encouragement of his Employment Specialist, H.H. took the GED test and passed it in four out of five areas. Shortly after, he secured employment with Home Depot. H.H. has since set another goal of passing the final area of the exam so that he can receive his full GED certificate.

♦ I.G. successfully secured employment as a full time General Office Clerk with Tarzana Treatment Center in September of 2011. I.G. continues to maintain employment and recently moved into a new apartment and bought a car.

♦ T.D. acquired a full time Property Manager position at a high-end apartment complex within 60 days of being authorized with VES and continues to maintain the same job.

♦ G.L. was hired as a Courtesy Clerk with VONS in 2007 with the help of VES. G.L. has maintained the position for the past five years and is currently taking college classes.

♦ After a three year period of unemployment, in January 2012, R.L. obtained a volunteer position with MEND as an ESL Teacher. R.L. worked hard creating lesson plans, leading classroom discussions, and collaborating with teachers. R.L. received positive feedback from peers and a solid recommendation.

♦ H.F. was hired as a Tax Preparer working full time at a \$22 per hour rate. H.F. has been on the job for eight months and counting.

♦ E.O. entered VES August 2010. Client overcame many adversities including, substance abuse, anger issues, and a forensic background. E.O. showed interest and motivation to seek paid employment, even though securing paid employment would require him to pay back child support, which meant 80 percent of his check would be taken. Client was able to secure paid employment as a Massage Therapist at an Older Adult Facility within three months. E.O.'s forensic background was sealed and he was able to receive visitation rights for his children.



CONSUMER POEM: WORK GIVES PURPOSE IN OUR LIVES

Sometimes, your type of work job requires only stillness and listening; at other times, it requires hard physical labor.

There is wisdom in knowing when to do which.

Work teaches us patience and the discipline of following a process.

Even when a child plays, they play at performing work that is pleasing. It is our nature to take action to discover our life's purpose.

All work is prayer when carried out with grace and good intention.

When we work, we are motivated to attain higher goals; we are trusted to serve others. This is an honor.

The greatest lesson about work is that it is not about what we want, but rather, how we can make our personal vision become real.

Work done in this manner brings integrity and star quality to all involved.

By T.T.



SAN FERNANDO VALLEY COMMUNITY MENTAL HEALTH CENTER, INC.

Valley Employment Services 2011-2012 Contract Year

Mission Statement

Valley Employment Services strives to foster stability and opportunities for work, to enhance self-esteem, enhance living skills and enhance stigma towards employment of clients with mental illness.

In the 2011-2012 year, Valley Employment Services served **246** clients. Out of the total clients served, **97** were placed in **116** competitive paid employment sites and **33** were placed in volunteer positions. **56** consumers were closed successfully.



Valley Employment Services serves the Van Nuys/Foothill District
(SFVCMHC Service Area)

SERVICES PROVIDED

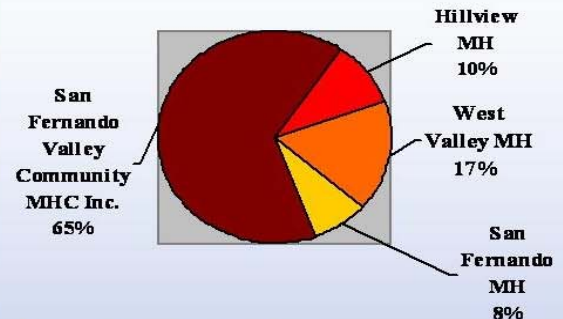
- Vocational Assessment
- Work Adjustment
- Occupational Skills Training Services
- Employment Services
- Job Retention

OUTCOMES ACHIEVED

- 191% - Vocational Assessment
- 96% - Work Adjustment
- 110% - Occupational Skills Training Services
- 88% - Employment Services
- 145% - Job Placements
- 119% - Successful Closures (DOR Contract Benchmark is 80%)

Referring Agencies

Valley Employment Services accepts referrals from many providers in the Service area.



CLIENT DEMOGRAPHICS

Clients often fall into more than one characteristic category.

- 100%- Persons with chronic mental illness
- 55%- Persons with dual diagnosis
- 41%- Co-existing medical condition
- 7%- Persons with developmental disabilities
- 32%- Persons with learning disabilities
- 13%- Persons with visual impairments/blind
- 9%- New immigrants
- 12%- Homeless individuals
- 18%- Cal Works recipients
- 26%- Persons with forensic records
- 64%- Dependent on public transportation

AGE, RACE & GENDER

AGE:

(16-24)- 14%	(25-34)- 22%
(45-54)- 24%	(35-44)- 26%
(55-64)- 12%	(65 and older)- 2%

GENDER: 60% Female 40% Male

RACE:

40% - Caucasian	39%- Latino/Hispanic
16% - African American	3%- Asian
2% - Other	

By : Jessica Aguilar-Romo

TEST YOUR KNOWLEDGE OF EMPLOYMENT TERMS

P	N	O	I	T	A	C	U	D	E	A	G	O	N	E
I	D	R	C	P	Z	R	E	E	T	N	U	O	V	M
H	Q	N	O	M	U	T	R	A	I	N	I	N	G	P
S	C	O	M	M	U	N	I	C	A	T	I	O	N	L
N	A	I	P	E	H	G	C	Y	A	A	S	Z	I	O
R	T	T	U	T	C	C	Z	T	T	D	K	H	N	Y
E	T	N	T	A	F	N	R	T	U	V	I	N	R	M
T	I	E	E	R	T	O	E	A	R	A	L	F	A	E
N	T	T	R	X	P	N	E	D	E	E	L	D	E	N
I	U	E	S	S	D	M	L	S	I	S	S	I	L	T
V	D	R	N	A	I	J	O	B	A	F	F	U	T	B
E	E	A	N	T	N	E	M	E	G	A	N	A	M	Y
S	R	C	Y	T	I	S	R	E	V	I	D	O	Q	E
T	E	N	E	T	W	O	R	K	I	N	G	C	C	P
G	D	W	O	R	K	S	H	O	P	S	Q	J	H	L

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