

# The Work Review

## Employment First Initiative Launches

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We are very excited to announce that Mosaic Community Services is launching an Employment First Initiative early this year! The goals of this initiative are to:

1. Increase awareness of the positive impact of employment on recovery in all aspects of an individual's life.
2. Create organizational buy-in from all aspects of each individual's treatment team in the effort to assist individuals in getting back to work in the community.
3. Grow a network of supports and resources to be accessible by the vocational program staff and clients.

Through this initiative, you will see an increased presence of vocational program services and staff. You will hear more discussion around successes and challenges of the program. You may be asked to participate in the steering committee. You will hear more about training efforts and program outcomes. You may be asked to assist with increasing awareness of Mosaic and our services in the community in an effort to stomp the stigma that creates a barrier for individuals getting back to work. You will also see this quarterly newsletter to keep you updated on what is happening in the vocational programs.

Through this initiative, we hope to increase our positive employment outcomes and create stronger relationships with businesses in the communities we serve.

We hope to be able to assist all individuals who desire to return to work with the support of their treatment teams. Each program plays a significant part in assisting an individual return to work.

2015 is going to be a big year for the vocational program and we are so excited to have each of you assisting to reach these ambitious goals and getting people back to work!

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## Staff Spotlight— Chelsea Wheeler

Chelsea Wheeler is an Employment Specialist in our Timonium office. She has been with Mosaic for about a year and is a valuable asset to the vocational team. When asked why she does what she does, here was her response:

Ever since I can remember, I have always participated in "Take Your Child to Work Day" and I have always gone with my aunt who has worked for another organization very similar to Mosaic. I love the energy that the clients have and the drive. I knew then when I

was about 8; I wanted to work with individuals with disabilities. Since 2006 I started working professionally and non-professionally with people with disabilities. I get a sense of joy helping other people better their lives in one way or another. The one quote I like to share with my clients and one I

try to live by is "Nothing is impossible, the word itself says I'm Possible" (Audrey Hepburn)."

Thank you so much, Chelsea for all your hard work and dedication!



## What is EBP?

Did you know that the National Employment Rate for individuals with mental illness is 17.8%?

A recent study found that competitive employment rates for individuals participating in EBP (also known as IPS) Supported Employment programs were close to 60% compared to 24% for individuals not being served in an EBP Supported Employment Program.

This is a model designed to help individuals with mental illness find competitive jobs in the community. It tailors services to match the person's needs, talents and preferences. This model calls for employment services to be integrated into the individual's overall treatment plan with an employment specialist working as a member of the treatment team.

Did you know that all 4 of Mosaic's Vocational Programs are EBP Supported Employment programs and maintain high fidelity status? In case you ever wonder why we do things the way that we do, here are the principles of the model:

- Any individual who has a mental illness and wants to work is eligible regardless of the nature, severity, or rehabilitation status of their mental illness.
- These services are designed to help individuals gain integrated, competitive employment rather than set aside jobs and sheltered workshops.
- Employment services are integrated into an individual's overall treatment program and employment specialists work closely with providers to make sure that employment goals align with the individual's treatment plan.
- Services are focused on an individual's preferences, goals, and talents.
- Individualized benefits counseling services are available to all participants.
- EBP programs are designed to help individuals locate jobs as quickly as possible rather than requiring pre-vocational training.
- EBP Supported Employment Ser-

VICES do not have a time limit or end when a person has begun working.

- Employment specialists develop an employer network by engaging with local employers and businesses and developing relationships.

In future editions of this newsletter, we will be highlighting each principle in much more detail. Stay tuned or feel free to direct questions to any Vocational Program Staff.



## Recovery Spotlight

Tyrone is employed at the distribution warehouse of Mental Health Association as a Packaging Clerk, where he is a valued member of their team. Tyrone began his employment there in October 2013, after seeking warehouse work for about a year and facing several barriers. Tyrone was initially hesitant to go job seeking in the community, as he suffered anxiety around others and feared that people were talking about him or making fun of him. However, with the assistance of his employment specialist, Tyrone was able to work through these feelings and fears and was able to speak to several community employers.

When Tyrone began working at MHA, he received job coaching to learn his tasks,

which include packing materials in boxes, weighing the boxes, and preparing the packages to be shipped. At first, Tyrone had some difficulty with his job tasks; however, his employment specialist and employer assisted him by developing cheat sheets, and practicing math skills with him. With practice, Tyrone showed great improvement and is able to perform these tasks with minimal supervision. He was even able to develop his own methods of keeping track of items that he has packed to ensure that he is accurate. Tyrone was also shy about communicating with his supervisor and coworkers when he first began working, but he has made tremendous effort in this area and is now comfortable speaking to others at work.

Tyrone has proven that dedication and perseverance pay off when seeking employment. Tyrone is incredibly reliable; he arrives early for each shift, despite taking public transportation, and has never missed a shift, even though he is balancing his appointments, family commitments and his participation at Make Studio (an art program for adults who have disabilities). He goes to work in inclement weather when other employees are unable to make it. Tyrone also frequently volunteers to do tasks outside of his regular duties because he is eager to excel in his job.

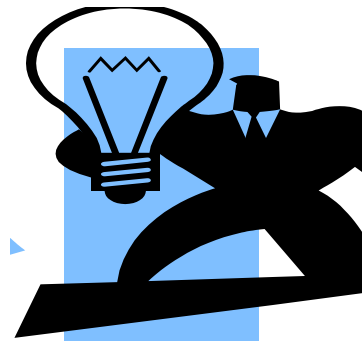
Tyrone is a great role model for others seeking employment! Keep up the good work!

## Resume Writing 101: Part 1— *Hardy Bryan*

Writing a resume can be a daunting task, but it is extremely important in the job development process. There is too much to cover in one small blurb, so in this series, we will offer tips to help improve resumes and make them more attractive to employers, with more tips to follow in future newsletters. The most important thing initially is to realize that times have changed and it is vital that applicants sell themselves as a benefit to employers. In the past resumes have been written to explain an applicant's ambitions and goals. However, in the current job market, it is much more

important that you explain what you bring to the table for the potential employer. For starters, in the goal section of your resume, it would be better to explain what skills you bring that will help the employer than what you are looking for. Explaining that you are excellent at persuading potential customers or can quickly perform tasks needed like cleaning or stocking is more eye-catching to employers than explaining that you hope to broaden your skills or work history. Also, don't be afraid to add a skills section to your resume and talk up accomplishments on previous jobs. Tailor your resume to

the job you are applying for so that the most relevant skills, experiences and achievements are highlighted, so they know you will be a valuable asset to their business. Good luck and look for more tips next newsletter!



"Every accomplishment starts with the decision to try."

## Tips To Stay Positive in The Cold Winter Months— *Anonymous*

Some ideas to help you beat those winter blahs:

Why does winter seem to be a time when many of us hibernate waiting for spring to burst forth? Instead of hibernating, why not take some frequent walks out into the sunshine and brisk air and work up an appetite for the steaming hot, homemade soup that is simmering on the stove. The sun provides our bodies with vitamin D that we need not only for

physical health but also for that mental boost. Those cold days are good days for organizing our living space making it less cluttered and more inviting. How about exchanging that tired out paint color for a fresh, new one and on those less ambitious days how can you go wrong with a good book and a hot cup of chocolate or cider?

Winter can be an awesome time with lots to do that will beat the blahs and restore the soul and body.



Make the best of a restful and tranquil winter!

## 2014 In Review

2014 has been a busy year in the Vocational Program!

- 76 people got jobs with the help of their employment specialist!
- All 4 programs maintained fidelity to the Evidence Based Practice Model
- The Westminster Vocational Program hosted a Mock Interview Day
- All 4 programs raised funds to be put towards client needs through

a candy bar fundraiser

- Clients and staff in the programs enjoyed a relaxing and fun-filled appreciation picnic in September
- The Westminster Vocational Program developed a program designed to meet the employment support needs of Transition Aged Youth
- The Baltimore City team expanded to cover employment services for Mosaic's ACT team

- The staff enjoyed a summer retreat and team building day
- The Vocational Staff underwent extensive Person-Centered Planning training and began incorporating this into practice.

Amongst countless other conferences and activities that the program staff and clients have had the opportunities to host and participate in.

We're looking forward to 2015!!!

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*Mosaic Community Services, Inc. transforms lives through comprehensive health services for people with mental illness and addictions. At Mosaic Community Services, Inc. the belief that recovery is possible is at the core of what we do. The organization recognizes that for all people, recovery looks different although for a lot of people recovery means returning to the competitive workforce. Mosaic has dedicated the time and resources to maintain a high quality vocational program assisting individuals to obtain and maintain competitive employment in the community. Mosaic Community Services, Inc. believes that Vocational Services are a core program of the organization and that access to these services are essential for the recovery and rehabilitation of the individuals we serve.*

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## Meet Your Vocational Team

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