



2023
a year in review
SUCCESS STORIES

CARE BRAVELY





MESSAGE FROM VSP

2023 proved to be a year of transition for VSP as services shifted from COVID to post-pandemic mode. VSP continued to be a shining example of how a department of a not-for-profit, client-focused organization can contribute to LifeBridge Health's diversity and inclusiveness, while caring bravely each and every day.

In 2023, VSP responded to ever-changing needs by:

- Expanding our funding base to serve a greater number of Baltimore City youth and adults through workforce development service grants.
- Demonstrating flexibility in providing in-person, virtual and hybrid vocational rehabilitation services to youth and adults with disabilities.
- Revamping our Office Technology Training Program to include broader workplace computer literacy and job readiness skill-building components.
- Placing a greater number of training graduates with significant barriers into competitive, living-wage jobs.

“ In collaboration with LifeBridge Health partners, VSP continues to be a pioneer in impacting the lives of many individuals through comprehensive and innovative workforce development services.”

*Jonathan Binder, Chief Operating Officer
LifeBridge Health Partners*



WHY VSP MATTERS

VSP...

Operates with an emphasis on our mission to maximize the employability of persons with significant barriers to employment through an array of workforce development services, while being mutually enhancing to LifeBridge Health.

Provides meaningful work opportunities within healthcare and the greater Baltimore community.

Supports the local economy by helping people return to the workforce, so they can become productive, tax-paying citizens.

Meets local business and governmental needs through janitorial services, digital print and mail operations, while providing employment opportunities to over 130 individuals.

Impact

263 individuals served across all vocational services

208 individuals trained; 163 adults and 45 youth

167 individuals successfully completed training (80% success rate)

128 individuals participated in job search

100 job search participants placed into employment

37 placed at LBH | **63** placed in community

63 full-time placements

34 average weekly hours

50% hired with benefits

78% reached 90 days employment

\$17.65 average hourly wage



Meet Kristyn Poopert

Program	Job Placement Services (Non-supported Job Coaching Services)
Key Skills Gained	Job search and job retention skills
Outcome	<i>Senior Clinical Research Assistant, University of Maryland Medical Center</i>

Kristyn earned a bachelor's degree in biology and mathematics, specializing in quantitative biology and bioinformatics, and completed 2 years of medical school. While in medical school, she was medically compromised during the COVID pandemic and had to end her studies. Realizing that she then needed employment, Kristyn turned to the *Division of Rehabilitation Services* for assistance.

In preparation for a job search, Kristyn emphasized the need to review interviewing techniques and skills. Kristyn was able to benefit from VSP's knowledge of the Baltimore labor market and job offerings for her area of interest. After a close review of her employment goal, related STEM positions were identified for her job search.

After applying to a number of related positions in clinical research, she interviewed and was hired as a *Senior Clinical Research Assistant* at *University of Maryland Medical Center*. Kristyn now works full-time and is responsible for facilitating and coordinating clinical research patient visits and data collection. Her long-term goal is to obtain a doctoral degree in biology.

“ VSP services have impacted my life tremendously. I have a job that I absolutely love, and I look forward to work. I am elated to be in a position that is closely aligned with my educational background and skill set. ”

Meet Joshua Reavis

Program

Work-Based Learning Program

Key Skills Gained

Healthcare setting experience, job readiness, job search and retention skills

Outcome

Patient Transporter, Northwest Hospital

Joshua was referred to VSP's Work-Based Learning Program at *Northwest Hospital*. He attended VSP during high school to gain exposure to careers in healthcare.

Joshua successfully completed 7-weeks of Work-Based Learning training at *Northwest Hospital* in the patient transportation department. Joshua was known throughout *Northwest Hospital* for his kind customer service approach and work ethic.

After completing Work-Based Learning, Joshua graduated from *Randallstown High School* and began a job search. He obtained employment at *Walmart Department Store* but quickly realized that he preferred healthcare. After a short job search, Joshua was hired in the *patient transportation department* at *Northwest Hospital* as a *patient transporter*.

While maintaining employment, Joshua's long-term goal is to return to school to further his education, as he has a strong interest in a music career.

“ I loved my training experience. . .
It taught me key skills and traits
that prepared me for healthcare
employment. ”

Meet William Vaughn

Program

Pathways and Training in Healthcare (PATH)

Key Skills Gained

Career goal setting, job readiness, job search and retention skills

Outcome

Café Associate, Sinai Hospital

William was referred to VSP through *KRA*, a Baltimore City-based social services program, to secure employment through a training opportunity after long-term unemployment.

William completed the *PATH* program in June 2023. During this program, he received a career assessment that identified his learning style, work temperament and career interests. He then proceeded to an internship-based training program at *Sinai Hospital* in the *food services department*. During training and one-on-one counseling sessions with his *PATH* vocational specialist, William developed and improved his communication and work ethic skills. Through job placement services, William created a resume, and learned effective job search techniques, such as application completion and interview skill-building.

After two months of training, William became employed as a full-time *café associate* at *Sinai Hospital*. His future goals include maintaining employment and advancing to a supervisor.

William continues to work toward his goals every day, using the skills and knowledge gained through VSP services.

“ My experience with VSP was wonderful. I was given the chance to work in a hospital, which is something I’ve always wanted to do. ”

Meet Gladys Lemon

Program	VSP Employment
Key Skills Gained	Janitorial work experience, supervisory skills
Outcome	<i>Supervisor, Social Security Altmeyer Building</i>

Gladys is a supervisor for VSP at the *Social Security Administration* in Woodlawn. Prior to working for VSP, Gladys worked at a local cleaning company for over 10 years. Gladys began employment with VSP in April of 1994. Over the years, it was noted that she was an excellent cleaner with perfect attendance and punctuality.

In the spring of 2020, Gladys was promoted to *janitorial supervisor* at the *Social Security Altmeyer Building*. Her promotion was based on her skill level and ability to build a rapport with others. Her duties include managing inventory, training employees in all areas of cleaning using various machines, conducting building inspections, and communicating issues and concerns to the Project Manager.

Gladys stated that being a supervisor, “has given me the opportunity to train employees, making sure they understand what they are doing. I find the training

aspect of my job to be very fulfilling. I know I’ve done my job when I see a trained employee performing well – especially someone who has taken longer to learn or has other challenges.”

“ I find the training aspect of my job to be very fulfilling, . . . and I know I’ve done my job when I see a trained employee performing well. ”

Meet Taija Thomas

Program

Career Empowerment

Key Skills Gained

Career interest, aptitude knowledge, job search and retention skills

Outcome

Business Manager/Sales Representative, Didlake

Taija was referred to the *Career Empowerment* program for career assessment and job placement services.

She possessed a bachelor's degree in sociology, along with UX management certification. Taija completed her intake and career assessments, scoring high in mathematics, leadership, communication, problem solving and decision making. Upon completion of her career assessments, Taija immediately applied to *Didlake* for a general management position, and was quickly offered a position as a *business manager/sales representative*. Her extensive experience in management at *Fortune 500* companies coupled with her recent training and placement support, resulted in the employment offer from *Didlake*. Taija's future goal is to establish her own marketing company over the next 2-5 years. "I am grateful to my VSP counselor for her words of wisdom and encouragement. She assisted me in overcoming my personal hardship and getting me back on my feet."

“ I am grateful to my VSP counselor for her words of wisdom and encouragement. She assisted me in overcoming my personal hardship and getting me back on my feet. ”

Meet Jaylen Hunter

Program

Healthcare Careers Alliance (HCA)

Key Skills Gained

Career interest/aptitude knowledge, job readiness, job search and retention skills

Outcome

Patient Transporter, Sinai Hospital

Jaylen is a 20-year-old high school student who enrolled in the *HCA* program in December 2022. He was actively pursuing a high school diploma via an on-line program before his enrollment. He had very little work experience, lacked self-confidence and was quite shy when he started the program.

Jaylen attended life skills training, gaining essential career development and pre-internship preparation skills and then entered and completed occupational skills (paid internship) training at *Sinai Hospital* in the *materials management* department. He successfully completed his internship but was not offered a position.

To provide Jaylen with more time to develop his skills, gain experience, and increase his chances of an employment opportunity, he entered a second internship through *Youthworks* in the *patient transportation* department. Department management was very pleased with his performance and Jaylen accepted a *patient transporter* position following the internship.

According to his supervisor, Jaylen demonstrates excellent customer services skills to patients and family members and has adapted very well to his work environment.

Jaylen never gave up when it appeared he wasn't going to achieve his goal of working at *Sinai Hospital*. His hard work and determination helped him to overcome his barriers to achieve his employment goal. His next goal is to complete high school and continue employment in a healthcare setting.

His supervisor shared, “Jaylen demonstrates excellent customer services skills to patients and family members and has adapted very well to his work environment.”

VSP STAFF

Lisa Mules, *Director*

Mira Appleby, *Strategy and Performance Manager*

Jennifer Lucas, *Contract and Production Services Manager*

Charles Milburn, *Vocational Services Manager*

Normalyn Rodriguez, *Financial Operations Manager*

Megan Tucker, *Human Resources and Payroll Manager*

Mikaela Alderite, *Vocational Specialist*

Relencia Anderson-Moore, *Project Manager*

LaTanya Avery, *Production Assistant*

R. Michelle Edmonds-Hill, *Project Manager*

Carolyn Gamble, *Project Manager*

Winnie Hopkins, *Vocational Specialist*

Rosalind Howard, *Vocational Services Coordinator*

Mariah Jessie, *Vocational Specialist*

Karen Kennedy, *Print Center Operator*

Hizbawi Kiros, *Production Assistant*

Kelsey Krajewski, *Vocational Specialist*

Jacquelyn Madison, *Civic Works Partner, Recruiter*

Gillian Muthuita, *Accounting Assistant*

Tracey Patterson, *Project Manager*

Robert Ray, *Project Manager*

Jacqueline Reavis, *Job Placement Specialist*

Robert (Bob) Rogers, *Copy Center Supervisor*

Briana Slater, *Vocational Specialist*

Bryan Smith, *Graphic and Forms Designer*

John Stone, *Large Format Printer*

Becka Szymborski, *Administrative Assistant*

Veronica White, *Vocational Specialist Case Manager*



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