

# VA Success Story: Roland Hopkins

**R**oland Hopkins served in the US Army from 1975 through 1981, as a teletype operator stationed both in the U.S. and Europe. As a result of a service-connected shoulder injury, Mr. Hopkins was honorably discharged and was able to eventually return to work as a laborer for a short time period. Mr. Hopkins knew that he wanted to further his education, with interest in the counseling field.

In early 2010, he applied for Vocational Rehabilitation and Employment services and through discussion with his VA vocational rehabilitation counselor, he decided that reentering the local labor market was his most immediate goal and need; education would come later.

In July 2011, Mr. Hopkins was referred to VSP's Work Adjustment Training program, and, in September, he began training at Levindale Hebrew Geriatric Center and Hospital in the Environmental Services (EVS) department. Within a month, Mr. Hopkins' supervisor expressed interest in

hiring him into a permanent, part-time EVS position. In December 2011, Mr. Hopkins assumed a Housekeeping Aide II position at Levindale, earning \$10.31 per hour. From day one, Mr. Hopkins has taken initiative, working up to 70 hours each week. As time allows, he finds himself connecting with residents in a variety of ways, such as bingo and card playing.



His supervisor, Baylen Botts, has only praise for Mr. Hopkins commenting, "Mr. Hopkins was immediately recognized as a hard worker by staff from various departments here at Levindale." He continues, "I am impressed with his dedication and his ability to both articulate and demonstrate good customer service. He has been able to make an immediate positive impact on our facility."

Mr. Hopkins has not forgotten about furthering his education. He has discovered strong interest in patient care and is considering certified nursing assistant training in the near future.

