

# Success Story: Cynthia Joseph

After many years of military service and extensive clerical work experience, Cynthia Joseph needed to stop working to care for her child. When Cynthia was ready to return to work, she had difficulty finding employment, despite persistent efforts. Cynthia approached the Division of Rehabilitation Services and was recommended to VSP's Work Adjustment Training program in order to, as she described, "re-orient myself to the workforce and broaden my current skills." Placed in the Rubin Institute for Advanced Orthopedics (RIO) for training, Cynthia quickly developed a reputation for her work ethic and teamwork skills. It was common to see her with a large smile on her face. Cynthia re-established a routine and a schedule for her child and herself while broadening her work skills. Through VSP job readiness training workshops, Cynthia gained basic internet job



search skills, resume writing, interview strategies, job etiquette and problem-solving skills.

In September 2011, with strong VSP advocacy, Cynthia applied for and was hired as a Physician Office Associate II within RIO. Cynthia was

ecstatic to be given this opportunity, and in the past year-and-a-half, she has assumed greater responsibility in her unit. With advanced computer access, Cynthia processes all insurance authorizations for a variety of RIO procedures and has significantly reduced authorization turnaround time. She stressed that she was at a loss before her involvement with VSP, because she did not know how to prove her ability. Through the VSP program, Cynthia was

able to obtain the ideal job, which has now allowed her to set clear career goals. She plans to obtain her master's degree in management or pursue a nursing degree. When asked why she likes working at LifeBridge Health, Cynthia responded, "I like making a difference in people's lives."

