

VOCATIONAL SERVICES

WHAT IS VSP?

VSP is a leader in workforce development. We are department within Sinai Hospital and LifeBridge Health Partner providing vocational rehabilitation, workforce development services, and employment opportunities to both youth and adults in the Baltimore area, and we've been doing it for over 50 years!

Our mission is 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.

Why it matters?

Disabilities or economic disadvantage can be barriers to employment, but a secure job with opportunities for advancement is the single most important factor in overcoming these barriers. Meaningful employment not only leads to economic self-sufficiency, it can also result in improved mental and physical health.

VSP helps our community overcome these barriers by providing services such as career assessment, work readiness training, office technology skills training, youth transition services, job placement, and direct employment to 300 Baltimore area individuals per year.

How it works?

VSP typically receives participants through referrals from our funding partners or from third-parties through grant funding. Upon referral, we complete a comprehensive intake assessment with each participant by reviewing VSP's services and matching the participant to the appropriate programs, ensuring both program eligibility and readiness.

Following enrollment in VSP's services, our caring and skilled professionals partner with participants to develop an individualized vocational plan for success which includes specific objectives and details participant and staff roles.

What do we strive for?

Our core values are:

Accountability - We are results driven, providing effective services that our participants select.

Service Excellence - We hold ourselves to a high standard of exceeding our participant's expectations, with sensitivity to their individual needs.

Partnership - We work collaboratively towards shared goals, such as assisting participants in achieving career ladder opportunities.

Integrity - We demonstrate consistency in values and behavior, and do not discriminate on the basis of race, gender, language, national origin, spiritual beliefs, sexual orientation, or disability.

Do we have credentials?

Of course! VSP is:

- accredited by the Division of Rehabilitation Services (DORS) of the Maryland State Department of Education
- a partner with the Veterans Administration Vocational Rehabilitation and Employment unit
- a registered provider with the Maryland Worker's Compensation Commission
- a long-term partner with the Mayor's Office of Employment Development

These organizations often serve as funding sources for VSP's services.



WORK READINESS AT LIFEBRIDGE HEALTH

Believe
you can
and challenge
yourself.

Overview

The Work Readiness at LifeBridge Health program consists of helping trainees develop appropriate work behaviors, job abilities and retention skills. These skills areas are often challenging for individuals who have been out of the labor market for an extended time period or who have barriers to employment success. Our staff provides guidance and support as trainees learn appropriate work behaviors in a health care setting and work toward entering the workforce.

Program Features

Work Readiness participants get to train within an actual LifeBridge Health facility (see the LifeBridge Health Training Areas insert for a list of potential locations) and benefit from:

- Individual counseling
- Stipend paid to all program participants
- Monthly progress reports
- Periodic training site evaluations
- Accommodations

Upon program completion (8-16 weeks), job placement services can be provided to job-ready program graduates. Other program graduates who require ongoing support will be referred to additional services.

Eligibility Requirements



- 18 years of age or older
- Able to provide a birth certificate or Social Security card and a valid state-issued identification card or driver's license
- Able to provide a copy of highest level of completed education
- Able to pass drug/alcohol screening
- Willing to submit to a background check

Work Readiness Service Options



Job-related Skills Development


VSP assigns each participant as a trainee to a LifeBridge Health department based on their needs, interests and goals. This training helps participants learn marketable skills such as clerical duties, distribution, patient transportation and customer service.

Work Behavior Skills Development

VSP develops a baseline observation scale for behaviors including attendance, punctuality, appearance, independence level, interpersonal skills, customer service, quality, productivity, response to training and safety awareness. This scale is then utilized to measure and develop the participants progress in these areas.

Job Readiness Sessions

Job readiness training is provided over a 12-week period through bi-weekly interactive sessions that prepare trainees to enter an active job search. These sessions cover topics including vocational skills and goal identification, appropriate work behaviors, resume and cover letter writing, interview preparation, background information (Criminal and Disability), and job search and retention strategies.

A photograph of two men in an office setting. One man, wearing glasses and a dark shirt, is leaning over the other man, who is wearing a headset and glasses. They are both looking at a laptop screen. The background is a bright, modern office environment.

CONTEMPORARY OFFICE TECHNOLOGY TRAINING

**Gain skills
that make you
unstoppable.**


Overview

Contemporary Office Technology Training (COTT) is a 17 week program that teaches industry-based clerical office procedures and Microsoft Office Suite computer applications. Trainees participate in small groups and hands-on activities using state of the art equipment to learn keyboarding, computer literacy, basic customer service techniques and job-readiness skills.

Program Features

- Open program entry with five hours of daily training
- Emphasis on work preparation, pre-employment skills, empowerment for success, and job retention and advancement
- Preparation for employment in clerical settings

Upon program completion, job placement services can be provided to job-ready program graduates. Other program graduates who require ongoing support will be referred to additional services.



Eligibility Requirements

- 18 years of age or older
- Willing to submit to a background check
- Able to provide a birth certificate or Social Security card and a valid state-issued identification card or driver's license
- High school diploma/GED strongly preferred
- Able to provide a copy of highest level of completed education
- 8th grade reading comprehension level
- Work motivation and stamina
- Strong interest in clerical/computer employment



COTT Services

Computer Training Modules

- Windows 10
- Microsoft Word 2010
- Microsoft Excel 2010
- Microsoft Outlook 2010
- Keyboarding/Typing

Additional Training Modules

- Customer Service
- Telephone Technique
- Job-readiness and essential skills training

EMPLOYMENT SERVICES- JOB PLACEMENT

Reach your
full potential.

Eligibility Requirements



- 18 years of age or older
- Able to provide a birth certificate or Social Security card and a valid state-issued identification card or driver's license
- Able to pass drug/alcohol screening
- Willing to submit to a background check
- Work Readiness at LifeBridge Health, Contemporary Office Technology Training, Win Through Work graduate, Career Assessment participant - recommended for service
- Work and job search motivation

Employment Services - Job Placement



Job Development

Job development services assists participants through all phases of obtaining a job including job leads, internet job search techniques, interview skill development, networking, application completion, résumé updating, cover letter and thank-you letter writing assistance, and effective post-interview follow-up methods.

An individual job placement plan is developed with each participant, defining participant and VSP staff's roles and responsibilities, and weekly meetings address building confidence, setting goals, conducting active and effective job searches, and job retention.

Participants are expected to actively engage in job search, attend regularly scheduled meetings, maintain weekly staff contact, apply for jobs, generate weekly job leads and make employer contacts.

VSP Job placement specialists provide job leads, assist participants in applying for jobs, prepare for interviews, and advocate on behalf of job seekers in terms of job qualifications and accommodations, as needed.

Job Retention

Once a job is secured, participants receive job retention and coaching services to ensure a smooth transition and employment stability. A full range of job retention skill-building activities is included in this service, including meetings, phone contact, and site visits.

Overview

There are two phases of job placement services: job development coaching and job retention. VSP staff provide job ready graduates with the necessary resources, skills and support needed to obtain and maintain successful employment.

Program Features

- Job search strategy instruction
- Individual plan to achieve placement
- Job lead generation and follow up
- Employer connections and advocacy on behalf of program participants

