



❖ SUCCESS STORIES



2024

❖ Year in Review



❖ MESSAGE FROM VSP

As we reflect on the past year, we are filled with pride for all that we have accomplished. At VSP 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, has remained at the forefront of our work.

This year, we are proud to have served over 300 individuals with vocational and workforce development services. Our key accomplishments include:

- Earning the prestigious four-year accreditation from the *Council on Accreditation (COA)*
- Creating opportunities for individuals to join the workforce, contributing to the local economy as productive tax paying citizens
- Transitioning 85 program graduates into employment as LifeBridge Health Team members or with community employers



We could not have achieved these successes without the dedication of our staff, which has helped in achieving meaningful change and improving the lives of those we serve. As we look to the future, we remain committed to our mission and to addressing the evolving needs of our community. We are excited to build on our momentum and explore new opportunities for growth and impact.



❖ VSP MAKES A DIFFERENCE

Since 1967, VSP has been a vital part of the LifeBridge Health family, providing services that support individuals in career development, training and placement into employment. During the last year, VSP achieved COA accreditation, that serves as an objective validation of VSP's excellence in administration, management and service delivery. The COA accreditation process included a comprehensive review of our operations and services against international standards and best practices. These standards ensure services are well-coordinated, culturally competent, evidence-based and outcomes-driven. Accreditation demonstrates accountability, setting a high benchmark for quality and ongoing improvement.

VSP services include:

- **Assessment:** Assisting individuals in planning and determining their career paths
- **Training:** Offering job readiness, computer skills and soft skill training
- **Job Placement:** Providing job search skills, assisting participants secure employment and delivering job retention support services.



❖ VSP AND LIFEBRIDGE HEALTH HUMAN RESOURCES TALENT ACQUISITION PARTNERSHIP

VSP programs offer participants various training opportunities in a multitude of LifeBridge Health departments. Participants are matched with internship sites based on abilities and interests. While the focus is on soft-skills development, the internships provide hands-on training in a “real work environment”.

VSP staff work closely with Human Resources and LifeBridge Health (LBH) department managers to evaluate performance. This collaborative effort initiates a consistent and supportive pathway for VSP participants to transition from trainee to employees.

A tracking sheet, which provides detailed information on exceptional VSP candidates, was implemented to streamline this process. The spreadsheet highlights candidate skills, position application details, training personnel feedback and HR hiring status updates.

Karyn Gold, Talent Acquisition Consultant, has worked closely with VSP Counselors to ensure our participants are completing applications correctly and being considered for interviews. The partnership has resulted in a greater number of candidates being interviewed and ultimately hired into LifeBridge Health positions. As a result, LifeBridge Health hired 47 VSP graduates last year.



MEET Yvette Wheatle

Program:

Career Empowerment
Program (CEP)

Skills Gained:

Job Readiness, Search and
Retention Skills

Outcome:

Patient Access Associate
Northwest Hospital

Yvette was referred by LifeBridge Health's DOVE program to the Career Empowerment Program at VSP to establish a career path that would lead to financial independence. VSP provided her with a career assessment, onsite internship, job readiness and job search/retention training. Through the assessment process, Yvette set a short-term goal of obtaining her GED and a long-term goal of becoming a social worker.

Yvette was able to gain vocational skills that assisted her in obtaining suitable employment. Yvette began training in the Patient Access Department at Northwest Hospital. She exceeded training expectations while following all hospital policies and training requirements by being well prepared for daily activities.

Yvette successfully completed eight weeks of training and was hired as a Patient Access Associate at Northwest Hospital. Working 20-30 hours per week in a PRN position has allowed Yvette to continue her GED classes at the Community College of Baltimore County. Yvette is well on her way to realizing her long-term goals of financial independence and entering a social work program.

“VSP allowed me the opportunity to gain additional skills that landed me employment in the healthcare field. I am grateful for this opportunity.”



MEET Trinity Williams

Program:

Pathways and Training in
Healthcare (PATH)

Skills Gained:

Life Skills
Job Readiness, Search and
Retention Skills

Outcome:

Patient Transport Associate
Sinai Hospital

Trinity heard about VSP through community outreach. She applied to Pathways Training and Healthcare motivated to obtain employment in the healthcare field. While in program, Trinity received an assessment of her learning style, work temperament and career interests. Through this process, personal and professional goals were identified, and Trinity began her internship training at Sinai Hospital.

Trinity interned in the Patient Transportation department and immediately impressed the department manager with her stellar attendance, punctuality and work ethic. The manager urged her to apply for a full-time position. After just five weeks of training, Trinity interviewed and was offered a permanent Patient Transport Associate position. Her long-term career goal is to obtain Nursing Assistant certification and move into a LifeBridge Health direct patient-care position.

“ I am grateful for the opportunity, which was very rewarding and fulfilling. I developed skills to enter the workplace.”



MEET

Kaleem Mitchell

Program:

Healthcare Careers Alliance
(HCA)

Skills Gained:

Life Skills
Job Readiness, Search and
Retention Skills

Outcome:

*Environmental Services Aide
Levindale Hebrew Geriatric
Center and Hospital*

Kaleem is a young male who enrolled in the Healthcare Careers Alliance (HCA). During his intake, Kaleem reported that he was intellectually and physically disabled, with partial paralysis of his left arm. HCA staff assured him that there were suitable training sites which would provide accommodations to meet his needs.

Kaleem began his 8-week internship at Levindale Hebrew Geriatric Center and Hospital. He exhibited a professional demeanor by thoroughly completing all assigned duties and maintaining perfect attendance. After the internship, Environmental Services expressed a desire to hire Kaleem. At that time, the department was fully staffed, therefore, Kaleem was offered a PRN position.

Kaleem continues to work at Levindale as an Environmental Service Aide. His hard work and determination have been keys to his success. In the next year, Kaleem hopes to move into a full-time position.

“ Training allowed me to understand all they were teaching me and the training helped me understand the tasks needed.”



MEET Eric Tyler

Role:

VSP Staff Member
Janitor
Garmatz Federal Courthouse

Growth Areas:

Janitorial Skills
Financial Security
Independent Living

Eric was hired to work for VSP as a janitor at the Garmatz Federal Courthouse in January 2022. At that time, he was living in transitional housing, working part-time hours for a local employer, with no commercial cleaning experience. While employed with VSP, Eric developed advanced cleaning skills, including floor and carpet care. As an exceptionally skilled employee with a positive attitude, Eric often volunteers for extra work assignments.

Eric established a long-term goal to gain permanent housing. In September 2022, he requested to work full-time hours as a first step in accomplishing this goal. Just nine months later in June 2023, he saved enough money and moved into an apartment fulfilling his goal of living independently.

“ VSP employment has enabled me to be financially secure. VSP staff have helped me to be more responsible and to support myself independently. I have a sense of pride and personal achievement. I’m able to socialize, build relationships and find support. I have a sense of belonging and greater confidence. ”



MEET Kyra Malone

Program:

Contemporary Office
Technology Training (COTT)

Skills Gained:

Customer Service Skills
Software Skills
Interpersonal Skills

Outcome:

Work Readiness at
LifeBridge Health
Job Placement Services

Kyra had a major life shift in the summer of 2023 after being the victim of a shooting, which ultimately led to an above-knee amputation of her right leg. After a period of recovery, Kyra pursued Division of Rehabilitation Services (DORS) assistance to identify resources and address her career goal of becoming a Pharmacy Technician. She began the Contemporary Office Technology Training (COTT) program to develop digital literacy and office skills. Kyra excelled while in the program, learning soft skills and Microsoft Office computer skills. Her progress was so significant that Kyra was able to graduate a few weeks early.

Kyra was not deterred when issues of housing instability arose during her time in program. She worked with her DORS and VSP counselors to address the issues and develop the next steps in meeting her employment goals. Kyra has been referred to the Work Readiness at LifeBridge Health program to gain clerical experience in an internship setting allowing her to utilize the skills she acquired in COTT. Once the internship is successfully completed, Kyra will move into job search.

“ The program was of benefit to me because it helped me acquire skills in order to enter the world of work. I will use the experience as a stepping stone to achieve my next goals.”



MEET Harrison Robbins

Program:

Explore Work (EW)
Work-Based Learning
Experience (WBLE)

Skills Gained:

Self Advocacy
Workplace Readiness Skills
Job Readiness Training

Outcome:

Enrolled in Higher Education
Additional WBLE

Harrison, a Hereford High School student, was referred by the Division of Rehabilitation Services (DORS) to Explore Work (EW) and Work-Based Learning Experience (WBLE) youth services. In EW, he completed the Self Advocacy and Workplace Readiness training modules, which prepared him for the next step in the WBLE. During that program, he participated in an internship at Northwest Hospital in the Security department surveillance camera room.

Harrison performed very well at his training site, rapidly learning concepts of the security camera system. Security personnel were impressed with his work ethic and his ability to complete tasks. Upon completion of WBLE, Harrison enrolled at the Community College of Baltimore County majoring in Information Technology.

Harrison independently followed up with DORS to inquire about a second WBLE with VSP to gain additional hands-on skills. The Northwest Security team was notified of Harrison's second internship and they are eagerly awaiting his return.

“ I enjoyed the learning experience that came with my training at Northwest Hospital and I look forward to greater opportunity to learn and practice my skills.”



MEET Anthony McKenzie

Program:

Work Readiness at
LifeBridge Health (WR@LBH)

Skills Gained:

Job Readiness
Retention Skills
Janitorial Skills
Financial Management

Outcome:

Janitor
VSP at Social Security Administration
Altmeyer Building

Anthony participated in the Work Readiness at LifeBridge Health program in Sinai Hospital's Environmental Services department. After successfully completing the 12-week program and with strong recommendations from staff, he was hired full-time by VSP as an evening janitor at the SSA Altmeyer building.

Anthony quickly acquired advanced janitorial floor and carpet care skills. As a result, he has been assigned significant cleaning responsibilities to include highly visible areas in the building's main lobby, auditorium and multi-purpose center. VSP has received many compliments on Anthony's performance.

After six months employment, Anthony realized his goal of financial independence by purchasing a car and moving into an apartment.

“Working at VSP has been amazing and life changing. I work with great people and staff. The work is interesting, and I appreciate the opportunity.”

❖ Impact



303 individuals served across vocational & workforce development services



258 individuals trained; **101 adults** and **157 youth**



208 individuals successfully completed training (**81% success rate**)



118 individuals participated in job search



85 job search participants placed into employment



47 placed at LBH



38 placed in community



48 full-time placements

61% hired with benefits

33 average weekly hours

89% reached 90 days employment





LOCAL EMPLOYERS

Abacus Corporation
Alliance, Inc.
Amazon
Baltimore County Public Schools
Chimes DC - Seton
Crothall at Northwest Hospital
Didlake - Centers for Medicare and Medicaid
Future Care
Giant Food
MedStar Good Samaritan Hospital
Grace Medical Center
Greater Baltimore Medical Center
Levindale Hebrew Geriatric Center and Hospital
Mariner Finance
Maryland LIVE! Casino and Hotel
Northwest Hospital
PDP Group, Inc.
Penn North Recovery
Sinai Hospital of Baltimore
State of Maryland Comptroller's Office
Sudsville Laundry
The Brass Tap
The Food Project
Wegmans

LIFEBRIDGE DEPARTMENTS

Cafeteria
Environmental Services
Kitchen
Materials Management-Perioperative
Medical Practice Offices
Patient Access
Patient Transportation
Rehabilitation Department
VSP



MEET Jacqueline Reavis

Role:

VSP Staff Member
Job Placement Specialist

Jacqueline is a seasoned Job Placement Specialist for VSP, based out of the Seton Business Park location in Baltimore. She has dedicated over 20 years of service assisting individuals with disabilities to secure employment. In addition to job placement services, Jacquie obtained benefits counseling certification.

Jacquie's impeccable interpersonal skills, coupled with her wealth of knowledge in benefits counseling, has proven to be a great asset for not only the participants she has helped through the years, but also to VSP. Her ability to establish and maintain good rapport with participants, as well as her superb networking abilities with prospective employers and job recruiters, has resulted in numerous VSP participants obtaining and retaining meaningful employment.

“Being a job placement specialist has so many rewarding aspects to it. Without the participants my title has no value. The people are my job, they are my purpose, and it's truly invigorating and fulfilling to witness people obtain financial independence, while finding value in employment. I am just as grateful for them, as they are of me.”



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*

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Karen Kennedy, *Print Center Operator*

Kelsey Krajewski, *Vocational Services Coordinator*

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Tracey Patterson, *Project Manager*

Jacqueline Reavis, *Job Placement Specialist*

Robert Rogers, *Copy Center Supervisor*

Reiquel Scott, *Project Manager*

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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