



# Vocational Services



## Mission Statement

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.

## About VSP

Since 1967, VSP, a Sinai Hospital department within the LifeBridge Health system, has been a leader in providing vocational and workforce development services in the Baltimore metropolitan area. Our workforce development programs support individuals in career development, training and placement into employment.

VSP is accredited by the esteemed Council on Accreditation (COA) for all workforce development and vocational services. The COA accreditation process includes a comprehensive review of 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.





## Accessing Services

Individuals are referred to VSP for vocational services through a single point of entry system (intake) from the Division of Rehabilitation Services (DORS).

### **Intake Discussion**

The intake process constitutes the initial step in evaluating how VSP services can support individuals in achieving employment success.

The intake process evaluates:

- Individual needs
- Training preferences
- Abilities and objectives
- Identification of psycho-social service requirements
- How VSP can facilitate goal achievement and the participant's role in setting and attaining goals
- Vocational services
- Eligibility for services



# Work Readiness at LifeBridge Health

Work Readiness at LifeBridge Health (WRLBH) services aim to help individuals develop the necessary job-related skills and work behaviors to meet employers' fundamental expectations. Services assist participants in developing essential job behaviors like attendance, punctuality, grooming, hygiene, productivity, stamina, and interpersonal skills. These are cultivated through practical experience, individual and group counseling, and departmental training at LifeBridge Health (LBH).

WRLBH offers a stipend incentive for participation. Bi-weekly job readiness sessions are held for all trainees, and attendance at these interactive sessions is compulsory. WRLBH trainees are placed in various training areas at LBH. The program is perfect for individuals who have been unemployed for a long time, struggled to find or keep a job, or need to improve their ability to meet employer expectations.

WRLBH spans a duration of eight to twelve weeks, depending on individual needs. These services are available Monday through Friday, for four hours daily between 9:00 AM and 4:00 PM. Upon successful completion, participants may receive a recommendation to enter the Job Placement and Retention Services.

## Eligibility

- Individuals referred by DORS, ages 18+
- Ability to provide proper ID to work in the US
- Ability to pass drug screening
- Willing to undergo a background check





## Work Readiness at LifeBridge Health Training Sites

### **Sinai and Northwest Hospitals**

- Customer Service in Security
- Clerical
- Clinical Engineering (Equipment Tech)
- Distribution
- Environmental Services (Housekeeping)
- Food Services – Cafeteria or Kitchen
- Light Patient Care Duties
- Linen Distribution
- Mailroom
- Maintenance
- Patient Transportation

### **Levindale Hebrew Geriatric Center and Hospital**

- Clerical
- Environment Services (Housekeeping)
- Laundry
- Recreational Therapy

### **LifeBridge Health Red Run in Owings Mills**

- Clerical

### **VSP Metro Drive**

- Environmental Services (Housekeeping)
- Mailroom



# Contemporary Office Technology Training

Contemporary Office Technology Training (COTT) provides trainees with instruction in clerical procedures and computer applications. This training, offered individually and in groups, follows industry standards and uses equipment with Microsoft O365, including Outlook, Word, and Excel. Instruction includes typing, formatting, computer literacy, customer service basics, job readiness training, and meeting employer expectations. Weekly soft skills sessions prepare individuals for the labor market.

Training sessions are held Monday through Friday for four hours each day at VSP's Metro Drive office, spanning up to 17 weeks. The self-paced curriculum with customizable lessons caters to various learning styles and individual needs.

## **COTT Components**

- Basic digital literacy
- Internet fundamentals
- Microsoft O365 – Word, Excel, Outlook
- Typing speed and accuracy
- Email etiquette
- Essential soft skills in any employment setting

## **Eligibility**

- Individuals referred by DORS, ages 18+
- Ability to provide proper ID to work in the US
- Ability to pass drug screening
- Willing to undergo a background check
- Proficiency in reading and comprehension at a 7th-grade level
- Capability to work independently
- Availability for in-person attendance
- Motivation to pursue employment utilizing acquired COTT skills





## Job Placement and Retention

Job Development Services provide instruction for conducting job searches and assistance in securing employment, tailored to individual needs, preferences, and qualifications. These structured job-seeking services help identify potential employers, employ internet job search techniques, facilitate networking, provide job leads, update resumes, complete applications, and prepare for interviews. Detailed post-interview follow-up methods are also included. This is achieved through weekly one-on-one or small group meetings and access to various employment resources. Once employment is obtained, staff support the employment onboarding process.

Job Retention Services are offered for the initial 90 days of employment to facilitate job success and continuity through regular, tailored support sessions. Scheduling is aligned with the individual's work commitments in collaboration with the VSP counselor. This service encompasses a comprehensive array of job retention skill-building activities, including effective communication techniques, problem-solving strategies, stress management practices, and work-life balance guidance.

### Eligibility

- Individuals referred by DORS, ages 18+
- Ability to provide proper ID to work in the US
- Ability to pass drug screening
- Willing to undergo a background check



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