

July 2018

## Creating a Culture of Employment

*Because Everyone Can Work*

### Ozark Center Performance Awarded

This year Ozark Center was recognized at the annual DMH Spring Training Institute for their exceptional provision of employment services by receiving the 2018 IPS Outstanding Performer Award. Ozark Center has shared secrets to their success: "The secret to our success is teamwork and being persistent. Our team of Employment Specialists, IPS Supervisor and Vocational Rehabilitation Counselor work closely together to ensure our clients receive the support they need while obtaining and maintaining employment. We remain persistent in helping clients find a job. If a client loses a job, this is seen as a learning experience, a stepping stone to find a job they truly enjoy and that fits them. We also celebrate our clients successes by sharing their stories and having a biennial celebration. Our second celebration will be this summer and we will invite current and past clients to share their employment stories. Building a relationship with employers is tantamount to success. Our leadership has been very supportive of our IPS program. In the next five years TEAM Employment will continue to grow." Congratulations, Ozark Center, and keep up the great work!



Pictured from Left to Right: Amy Carlyle-ES, Susan Leibee-ES, Leslie Childers-Employment Supervisor, Lisa Francis-Director

### Inspiration Through Success

Monica (name has been changed to protect identity) entered into the IPS Supported Employment program at BJC Behavioral Health in 2013. She was 23, a young adult receiving services through our Shelter Outreach Team. Monica was a very angry young woman and had difficulty trusting others; she had to grow up too fast and had no guidance. She had a history of abuse, and her Employment Specialist had difficulty establishing rapport with her. She was more or less homeless and sleeping at friends' houses, who often only let her stay if she had money. She was desperate to get a job but lacked the interpersonal skills to be successful. After three months of regularly meeting with her Employment Specialist, Monica started to trust the Employment Specialist, and she began participating more in her job search. She also started attending an Integrated Dual Disorder Treatment (IDDT) group as well as one on one counseling sessions, and her support team was increased to include a counselor from the State Division of Vocational Rehabilitation. Within a few months, Monica was placed into temporary shelter, and she obtained a job at a Dollar General Store. She was let go within her first 30 days due to being argumentative. Her job search quickly resumed, and in learning from her recent experience, Monica changed her job goal to housekeeping, whereby she would work around fewer people. Her next position landed her at a cleaning company, which lasted for two months. She was terminated for breaking an elevator when she forcefully yanked out cleaning equipment. Job search services again resumed, which included discussion of Monica's work experiences in order to keep learning characteristics of a good job match. She soon obtained another cleaning position, which she maintained for over one year. After one more short-term position, Monica had landed her dream job. She has wonderful natural supports who appreciate her work ethic, attention to detail, and passion for her job. She has blossomed and is now even considering going back to school. Through the Shelter Plus Care program, Monica has her own apartment and she is now moving towards paying all of her rent. She is maintaining sobriety, and her support team is so proud of her. Most importantly, Monica is proud of herself!

**(continued)**

## Tools and Resources - DB101

Your client would like to start working a few days a week, but he fears losing his benefits: what do you tell him? Disability Benefits 101 (DB101) is a great resource for anyone trying to navigate benefit planning, whether the person is considering getting a job or going to school. With information on benefits, employment, and health coverage, DB101 also has online calculators that aid in planning ahead and understanding how work and benefits go together. <https://mo.db101.org/>

## Recognition of Benefits Specialists

Benefits Specialists help untangle the complexities of how employment affects benefits. There are many misconceptions about how working affects one's benefits. Benefits Specialists educate all of us to help dispel those myths and make an intimidating process so much smoother! Please thank those listed below for helping give people the confidence to return to work and live their dreams!

Interested in becoming a Benefits & Work Incentives Practitioner? Check out the following site: <https://www.vtionsline.org/>

Kimberly Kirklin-Arthur Center	Rebecca Martin-Community Counseling Center	Tim Morrell-Independence Center
Renee Morrow-Independence Center	Jacy Coleman-Southeast Missouri Behavioral Health	Ashley Singleton-FCC Behavioral Health
Sherrie Barton-BJC Behavioral Health	Johnny Reed-Compass Health Network	Cathy Upton-Independence Center
Jim Dickens-Independence Center	Sherard Starks-Swope Health Services	Robert Reisinger-Employment Services
Laura Gruebbel-BJC Behavioral Health	Trina Mizer-Crider Health Center	Kara Daumueller-Independence Center
Ginger Marti-Ozark Center	Stacy Truitt-Truman Employment Services	
LaDena Moore-Burrell Behavioral Health	Kate Schmidtke-Comprehensive Mental Health	
Heather Schaffer-Preferred Employment Services	Jeff Stephens-Tri-County Mental Health Services	
Rene Nelson-Cone-Burrell Behavioral Health	Kirsten Sierra-Independence Center	
Chris Davison-Preferred Employment Services		

## Did you know??

The Benefits Planning Query (BPQY) is provided free of charge through Social Security Administration? An excerpt from page 13 in the SSA Red Book reads: "We provide BPQYs free of charge if needed by the beneficiary or Ticket to Work (TTW) providers, i.e., Work Incentives Planning and Assistance (WIPAs), Protection and Advocacy for Beneficiaries of Social Security (PABSS), or Employment Networks (ENs), to assist the beneficiary to return to work under the TTW Program."

Check out the Red Book for more information or go to: <https://www.ssa.gov/redbook/eng/resources-supports.htm>

## DMH Employment Team

**Rosie Anderson-Harper**  
Director of Recovery Services  
[Rosie.Anderson-Harper@dmh.mo.gov](mailto:Rosie.Anderson-Harper@dmh.mo.gov)

**Bianca Farr**  
Director of Employment  
[Bianca.Farr@dmh.mo.gov](mailto:Bianca.Farr@dmh.mo.gov)

**Chad Hinkle**  
Supported Employment Liaison  
[Chad.Hinkle@dmh.mo.gov](mailto:Chad.Hinkle@dmh.mo.gov)

**Millie Robinson**  
Supported Employment Liaison  
[Millie.Robinson@dmh.mo.gov](mailto:Millie.Robinson@dmh.mo.gov)



## 2018 Missouri Coalition For Community Behavioral Healthcare Conference

September 11-14 | Chateau on the Lake Branson, MO For more info visit: <https://www.mocoalition.org>