

Supporting Diverse Customers to Employment Success
Albuquerque One-Stop Model Site
Success Story

In November 2004, a 50-year-old woman came into the One-Stop to utilize the Navigator services. She explained that she had Muscular Dystrophy and had been out of the workforce for about 10 years. She had been seeing doctors and was under a new medication that made her feel well enough to return to work. She talked to the Navigator about what would happen to her disability benefits, if she went to work and if there were any medical programs that would help her pay for her medication. She was also wondering if there was any type of training programs that could help her. She had been doing clerical work in the past and since she had been out of work for so long she felt that she needed some type of computer training to refresh her computer skills. Lastly, she needed to create a new resume.

The Navigator was able to explain what would happen to her disability benefits. He explained about the Working Disabled Individual Medicaid and how she would qualify for this benefit, when she started working. He explained how it would help pay for her medications. He helped her create a new resume. He referred her to the One-Stop for computer training. The One-Stop was able to provide training money for her computer refresher course.

After completion of her course, she felt job ready. She came back to the Navigator to get help with finding a job. The Navigator was able to give her a referral from the Dept. of Labor's Virtual One-Stop System for a temporary agency that was looking to hire individuals in the clerical field. She went to the interview with the temporary agency and was hired to work in a local health care system. She received notice from the health care system that as of April 2005, she would be hired as a permanent employee with the health care system.

Through a coordinated effort of the Navigator and the One-Stop she could be retrained and given the tools she needed to become successfully employed. As a result of the employment, she qualified for The Working Disabled Individual Medicaid and now she receives help paying her medications. She e-mailed the Navigator saying that she loves her job; she gets out of her house and her self-esteem and self-worth have increased greatly.

Submitted by: Larry Maestas, Disability Program Navigator for the Central Region
Phone: (505) 823-6601 ext. 106
Email: lmaestas2@state.nm.us