

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



**Venus Palma**

A DVR case manager referred Venus to Roswell One- Stop Center. She is a 20-year-old High School Graduate with a 2-year-old son. She had twins when she was 18 and lost one to SIDS when he was 3 months old. Like many young mothers that have gone through an emotional crisis, she is working on securing her and her son's future in the community by setting a goal of becoming a productive member in the working world.

Her interaction with the Navigator, Missy Pugh, began with an initial interview, which was a series of questions that would help ascertain Venus's career goals. From there, the Navigator assisted Venus in registering in VOSS, to include training Venus on how to job search without Navigator assistance. With the assistance of the Navigator, Venus attended a Career Planning and Self-Directed Job Search workshop, that emphasized interview techniques to include how to dress, and answer questions an employer may ask.

That was 8 months ago. Today, Venus is able to assist other One-Stop customers in registering for VOSS to include job search and job referral. She is attending Eastern New Mexico University working on a certificate in Office Administration.

In order to gain experience in her career of choice, Venus has been a volunteer receptionist at the Chavez County One- Stop Career Center since October 2004. Previous to that, she was a volunteer at the Division of Vocation Rehabilitation. Both businesses allowed Venus to gain the experience of working with the public and

**Supporting Diverse Customers to Employment Success Project Page 1**

*Funded by the US Department of Labor Employment and Training Administration*

Community Support Alliance for Adolescents and Adults with Diverse Abilities at the Center for Development and Disability, A Center for Excellence at the UNM Health Sciences Center

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

staff. She has learned and is mastering the skills it takes to be a customer service receptionist.

Venus will complete her Special Services Office Skills certificate in May 2006. From there, Venus plans on entering mainstream Eastern New Mexico University of Roswell, working on an Associates Degree in Business Administration. Venus is a valued member of the Chavez County One-Stop Career Center.

**Submitted by: Kathleen "Missy" Pugh, Disability Program Navigator for the Eastern Region**

**Phone: (505) 627-5815 ext. 313**

**Email: [mpugh@nmwcc.com](mailto:mpugh@nmwcc.com)**