

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



1. Customer's name: **Lupe T. Turner**
2. Customer's career goal, in her own words: **"To work with other people and help them."**
Lupe is currently very happily employed as a Wal Mart Greeter @ \$6.75 hourly.
3. How the One-Stop and Navigator helped a customer with disabilities reach her career goal through:
 - **Resume writing:** I helped Lupe complete a master or general application so that she could copy the information from it onto each employer's particular forms.
 - **Use of VOSS:** Lupe required help to initially register, and required additional help each time she checked for job listings. I referred her to One-Stop staff for this help and assisted them in understanding and meeting her needs.
 - **Receiving Benefits information:** I gave Lupe initial counseling in the company of her immediate family as to the existence of Social Security work incentives in order to overcome her and her family's fears and misconceptions regarding returning to the workforce. I then scheduled her with a BPAO who confirmed what I had advised and created a schedule of graduated earned income amounts to demonstrate how her benefits and total income would be affected as her earnings increased. Since she has recently begun working, this BPAO is providing her with ongoing services to determine Blind Working Expenses, examine the potential of a PASS plan, and help Lupe to adjust her work schedule (with myself as employer liaison) to maximize her total income.
 - **Job Referral:** Although Lupe received several job referrals through the One-Stop; she successfully initiated and completed the Wal-Mart employment process with the assistance of her Job Developer.

Supporting Diverse Customers to Employment Success Project Page 1

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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

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3. How the One-Stop and Navigator helped a customer with disabilities reach her career goal through: (*continued*)

- **Networking with other Resources:** I referred Lupe to, and assisted her with, registration and initial interviews for services with the One-Stop Career Center, the Commission for the Blind, and the Independent Living Resource Center. She received assistance and support for needed confidence in repeated job searches and job interviews through the One-Stop. The Commission for the Blind paid for a job developer, whom I helped to recruit and train; and The Independent Living Resource Center has provided her with a PCO home health care provider and physical improvements to her home to increase her ability to concentrate on employment. ILRC staff also assisted Lupe and her family to attain help with their utility bill payments through LIHEAP, and gave them needed advice to create a realistic budget so they would be able to meet their bills without continuing to borrow from local money lenders.
- **Skills Training:** I conducted mock employment interviews with Lupe in order for her to gain needed confidence for actual interviews. I recruited an individual to act as Job Developer, and trained that individual as to Lupe's specific needs and effective job search methods; and I also guided that individual through the process of registration as a vendor with the State of New Mexico and The Commission for the Blind.
- **Help with transportation:** None required. Lupe's husband provides transportation.
- **Job Accommodations:** Lupe's Job Developer and the Independent Living Resource Center staff helped Lupe to locate and hire a Job Coach to provide needed assistance through Lupe's initial job training.
- **Navigator Assistance:** Ongoing, but steadily decreasing as Lupe and her family become increasingly independent of social supports.
- **What else?** Referred Lupe and her family to the local food pantry for emergency assistance and helped her to access monthly food commodities. Assisted Independent Living Center staff with access to needed assessments, forms, and process to enable both Lupe and her husband to register for the D&E Medicaid Waiver, and DD Medicaid Waiver.

Name of person writing the success story: James Nettleton, Navigator

Phone Number: (505) 835-0067

Email: JamesN@state.nm.us

One-Stop location: 109 Faulkner, Socorro NM 87801

Supporting Diverse Customers to Employment Success Project Page 2

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