

# Your Guide to Finding and Keeping a Job...

For those on the road to mental health  
recovery



Prepared By:

**The Transformation Committee on Employment  
Dauphin County MH/ID Program**

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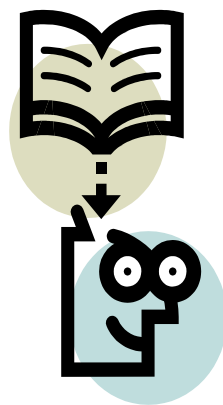
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# How to use the employment guide

Thank you for picking up this employment guide. It is set up to provide you with valuable guidance and support on your employment search. As you look through the book, you will find sections that focus on a specific part of the job search. Each section will provide you with tips and information that you will find helpful on your employment journey. At the end of each chapter you will find a name and phone number of the community agencies that offer assistance for that particular area.

The last chapter of the book lists all the community agencies that offer employment services and more details regarding all of their services. You will also find “My Notes” pages where you are able to document important information that will benefit you on your job search.

You can use the guide on your own or work with your case manager or peer support specialist. Make the guide your own and use it to best accomplish your employment goals.



# Where do I Start When I Want to Work?

## Employment Tips:



- ◆ Talk to family and friends about wanting to work and to get ideas.
- ◆ Talk with your team of Mental Health staff such as your case manager and/or therapist about work.
- ◆ Talk with your peer support specialist.
- ◆ Talk with residential staff and agency staff.
- ◆ Talk with other people you know with mental health challenges about their experiences with employment.
- ◆ Review the employment guide for ideas and resources.



## Understand the Role of a Mental Health Case Manager

A mental health case manager supports and assists you in identifying your strengths, needs, and interests. These are used to help you identify your goals and what you, your case manager, and the rest of your team, (including friends and family) need to do to help you move forward with your recovery. Case managers also help you in getting the supports, resources, and treatment you need to do well. They help you manage urgent or crisis situations. It is very important that you and your case manager work together in a positive, respectful, and collaborative manner. This will lead to the best possible results.

*Tips provided by Keystone Intensive Case Management*



## Disclosure Decisions to get the Job

Every individual with a disability must choose whether to disclose (share) his/her disability with an employer. Primary factors to consider are whether accommodations will be needed on the job or whether the disability is visible or hidden. Remember if you choose to disclose your disability, you are protected from discrimination by federal laws.

### Three Steps in Disclosing a Disability:

Determine **need** for disclosure.

Decide **when** to disclose.

Choose **how** to disclose.

### Practice Preparation on how and when to Disclose:

List the reasons you **need** to disclose:

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Write a few phrases telling your employer about your disability:

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List the reason why you choose **not** to disclose:

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Make the decision whether or not to disclose **each time** you apply for a job.

Effective disclosure can establish a positive working relationship with your employer. Practicing with a close friend, peer, family member or job coach can help increase your comfort level and skills.

### Website Resources on Disability Disclosure:

Job Accommodation Network (JAN)

[www.jan.wvu.edu](http://www.jan.wvu.edu)

ADA Your employment rights as an individual with a disability

[www.eeoc.gov/facts/ada18.html](http://www.eeoc.gov/facts/ada18.html)

US Department of Labor: Office of Disability

[www.dol.gov/odep/pubs/fact/ydw.htm](http://www.dol.gov/odep/pubs/fact/ydw.htm)

What accommodations work on the job—psychiatric disabilities?

[www.bu.edu/cpr/reasaccom/employ-accom.html](http://www.bu.edu/cpr/reasaccom/employ-accom.html)

Disclosure Decisions to get the Job

[www.transformation-center.org/.../resources/disclosures.html](http://www.transformation-center.org/.../resources/disclosures.html)

*Tips provided by Gateway Employment Services  
A Program of Keystone Service Systems-Mental Health*

## **“Where do I Start?” Resources:**

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# Assessing My Skills and Preparing for Work

## Employment Tips:



When seeking employment, sometimes you are not confident with determining your skills on your own. There are community agencies that are able to assist you with determining your skills and guide you toward the best employment fit. Consider the agencies listed in this section if you want an assessment of your skills. Skill assessment is an optional activity.

## Resume Writing Tips

- ◆ Choose a basic font that is easy to read.
- ◆ Include all contact information including address, phone numbers, and e-mail.
- ◆ Include keywords that match the job description of the job you are applying for.
- ◆ Prioritize your resume content, listing the most current and relevant information first.
- ◆ If you have no work experience, include volunteer work you have done.
- ◆ Highlight education, special skills, certifications, or awards that are relevant to the position you are applying for.
- ◆ Use a resume template. There are many templates online. Find one that is right for you.
- ◆ Have a list of references ready to go on a separate piece of paper, but do not include them on your resume.
- ◆ Print your resume on resume paper. It is a heavier stock and comes in different colors, which will make it stand out.
- ◆ When submitting your resume, include a cover letter which gives you another opportunity to tell the employer why you are the right person for the job. Use the same paper for your cover letter as you did for your resume. If the employer instructs you to email your resume, make sure to follow the submission instructions.

*Tips provided by The Jeremy Project*



## **Bus Tips and Tricks**

- ◆ Be Prepared. Secure your Bus Schedule. Circle the departure and return times.
- ◆ Set your alarm clock and allow plenty of time to meet the bus.
- ◆ Locate your departure site, and dress for the weather.
- ◆ Place your bus pass in a secure location.
- ◆ If you have time between stops, locate a place where you can have a cold or hot drink.
- ◆ Be alert and watch out for your bus stop.
- ◆ Watch your step getting on and off the bus.
- ◆ When leaving your seat, check for any dropped or lost items, and take all of your belongings.
- ◆ Thank the driver when departing.

**Tips provided by Aurora Social Rehabilitation Services**



## **Employer Expectations**

- ◆ Dress properly and practice good grooming. Come to work every day on time.
- ◆ Make smart decisions and be cooperative.
- ◆ Follow directions. Take the lead and work hard.
- ◆ Concentrate on your work and care about the quality of your work.
- ◆ Read, write, and calculate well.
- ◆ Recognize problems and find solutions.
- ◆ Finish a job on time and do not sacrifice quality.
- ◆ Be honest and dependable. Have a positive attitude.
- ◆ Communicate well and get along with other people, especially customers.

**Tips provided by the State Office of Vocational Rehabilitation (OVR)**



## **“Assessing Skills and Preparing for Work” Resources:**

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# Employment Search on My Own

## Employment Tips:



### When Seeking Employment

- ◆ Update your Resume.
- ◆ Practice Interviewing skills.
- ◆ Job search online and in person.
- ◆ Apply online and in person.
- ◆ Dress for success.
- ◆ Complete the entire application even if you have an attached resume.
- ◆ Network...ask family and close friends if they know of companies that are hiring.
- ◆ Do follow up calls and email, and send a thank you letter after the interview.
- ◆ Meet with your employment representative.
- ◆ Check transportation availability.
- ◆ Utilize social media networks.

*Tips provided by YWCA's Supported Employment*



### Practice Interview Questions

- ◆ Tell me about yourself? (Try and hold response to two minutes)
- ◆ What do you know about our company?
- ◆ Why should we hire you?
- ◆ How would your friends describe you as a worker?
- ◆ What skills and qualifications that are essential in the position of \_\_\_\_\_ do you offer?
- ◆ What were the five most significant accomplishments in your career to date?
- ◆ What kind of supervisor do you work well with?
- ◆ What is the most important lesson that you have learned from your work experiences?
- ◆ What kind of hours would you like to work and can you be flexible with your work schedule?

*Tips provided by Gateway Employment Services  
A Program under Keystone Service Systems-Mental Health*



## **PREPARE for Interviews:**

**P Plan ahead. Do a little homework.**

Be able to connect your work experience with the job you are applying for.

**R Role Play-Rehearse your answers.**

Write down and review answers to general questions employers want to know.

**E Eye Contact**

Maintain eye contact with interviewer: it shows you are self-confident.

**P Positive Outlook**

Avoid negative comments. Employers are looking for motivated and enthusiastic employees.

**A Adapt and listen for the Interviewer's question.**

Listen for the interviewer's style and question and then demonstrate how your skills address that question.

**R Relate**

Relate your achievements to the position and company you are applying to.

**E Encourage**

Encourage the interviewer to talk about the company and ask him questions about his or her expectations of employees, etc.

*Tips provided by Gateway Employment Services  
A Program of Keystone Service Systems-Mental Health*



## Resources You Can Use

You may be interested in seeking employment on your own. Listed are several resources for you to use when seeking employment on your own. Remember, if you start off looking for employment on your own and then change your mind, you can still contact the agencies listed throughout this guide for additional assistance .

- ◆ Visit your local library.
- ◆ Check out your local newspaper. Many times Sunday's paper has the largest listings of jobs.
- ◆ Try some of these websites:

Craig's List:	<a href="http://www.harrisburg.craigslis.org">www.harrisburg.craigslis.org</a>
CareerBuilder:	<a href="http://www.careerbuilder.com">www.careerbuilder.com</a>
Federal Jobs:	<a href="http://www.usajobs.gov">www.usajobs.gov</a>
Monster:	<a href="http://www.monster.com">www.monster.com</a>
Non-Civil Service:	<a href="http://www.bse.state.pa.us">www.bse.state.pa.us</a>
Working in Harrisburg:	<a href="http://www.workinginharrisburg.com">www.workinginharrisburg.com</a>
Pennlive:	<a href="http://www.pennlive.com">www.pennlive.com</a>

### How to Navigate the above websites using your computer.

1. **Double-click on your internet icon to view the browser.**
2. **Type in one of the above websites in the locator bar that is at the very top of your screen then press "enter" to load the page for viewing.**
3. **Most webpages have menu bars at the top of their webpage. They also have a navigation bar on the left side of their page or on the right and sometimes both. These are called hyperlinks that will take you to another page. For example, you might see "Home", "About Us", "Services" and "Contact Us".**
4. **Webpages sometimes have hyperlinks within a body of text. You can identify these hyperlinks by moving your mouse over a hyperlink and the arrow will change to a hand. Sometimes to make things easier, hyperlinks are underlined or a different color from the rest of the text.**
5. **To go back to the previous page it is best to use the back arrow at the very top left of your screen. If a new window opened you can click on the red X at the right top of your screen.**

## **“Employment Search on My Own” Resources:**

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# Employment Search with Assistance

## Employment Tips:



### To Do When Seeking Employment

- ◆ Update your resume.
- ◆ Practice interviewing skills.
- ◆ Job search online and in person.
- ◆ Apply online and in person.
- ◆ Dress for Success.
- ◆ Complete the entire application even if you have an attached resume.
- ◆ Network...ask family and close friends if they know of companies that are hiring.
- ◆ Do follow up calls and email or send a thank you letter after the interview.
- ◆ Meet with your employment representative.
- ◆ Check transportation availability.

**Tip provided by YWCA Supported Employment**

### Using a Job Coach: Personal Story

***Many years ago I used Supported Employment Services to get my job. Recently I used job coaching again to refresh my skills on my duties. My coach has touched base with me over the years and knew just when I needed her help the most to keep my job.***

***Through job coaching, my coach worked with me to be productive, efficient and committed to being a good and dedicated employee. A good job coach is wonderful, encouraging, straight-forward and practical.***

**- Anthony Watson**

## **“Employment Search with Assistance” Resources:**

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# Job Coaching

## Employment Tips:



### Your Job Coach and You

There might be times when you need a little extra support with learning all the job responsibilities and duties of your job. Even if you found your job on your own, you can still seek job coaching if you are struggling to learn everything.

Job Coaching supports you in reaching the vocational goals that you have identified with your counselors. The work of the job coach is defined by the type of support that you need to obtaining competitive employment. Your coach may help you with:

- ◆ Job Readiness Skills: Mock interviews, resume building and cover letter writing
- ◆ Job Search Skills: Learning to use newspapers, etc. to find job openings and job fairs
- ◆ Linking with community resources, for example CareerLink
- ◆ Partner with your OVR counselor to find the right job and secure additional training if needed.
- ◆ Employer Education and Advocacy: Provide education for potential employers regarding job accommodations and special needs.
- ◆ Education and Advocacy for the person to understand rights and responsibilities of being an employee and to discuss your disclosure decisions
- ◆ On the Job Site Support: Learning to understand and perform the job accurately
- ◆ Follow Along Support: During the first five days of employment in making adjustments to the work setting
- ◆ On the Job Site: Job modification and retraining as needed for Job Retention
- ◆ Building Natural supports within the workplace setting

*Tips by Gateway Employment Group  
A Program under Keystone Service Systems-Mental Health*



## Prepare Yourself



- ◆ Learn about the company
- ◆ Know the name and correct pronunciation of the person who will be interviewing you
- ◆ Decide what to wear depending on the nature of the job
- ◆ Get the outfit ready the night before. It should fit well and be clean and pressed
- ◆ Review your preparations and directions to the work site
- ◆ Take a practice run to the location and time it from your home
- ◆ Get a Good Night's Sleep
- ◆ Brush Your Teeth
- ◆ Use Deodorant
- ◆ Allow for traffic and arrive on time!!

## Interview Questions You Can Ask



- ◆ Is this a new position or am I replacing a previous employee?
- ◆ What are you looking for in a successful candidate for this position?
- ◆ What are the next steps in the selection process?
- ◆ In what time frame will the successful candidate for this position be notified and expected to begin work?
- ◆ What are the day to day expectations and responsibilities of this job?
- ◆ What is a typical day like for someone in this position?
- ◆ What are some of the more difficult problems one would face with this position?
- ◆ How would you describe the management style here?
- ◆ What types of support does one receive from co-workers and supervisors?
- ◆ What process so you use to evaluate work performance ?

## Make a Good Impression During an Interview



- ◆ Practice interviewing.
- ◆ Learn about the company in advance.
- ◆ Dress presentably.
- ◆ Be early, not just on time.
- ◆ Be calm.
- ◆ Be respectful of time.
- ◆ Give a firm handshake.
- ◆ Be a good listener.
- ◆ Stay focused on the subject.
- ◆ Speak with confidence.
- ◆ Answer 'yes' and 'no' questions with a full sentence.
- ◆ Be assertive and ask questions.
- ◆ Show the interviewer appreciation for their time.

*Tips by Gateway Employment Group  
A Program under Keystone Service Systems-Mental Health*

## **“Job Coaching” Resources:**

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# General Employment Information



## Pointing You in the Right Direction

Some of the agencies in our community work to support you by providing you with valuable information on employment and will point you in the right direction.

## Employment Tips:



## After Interview Questions To Ask Yourself

You can use this format to ask yourself how well you did at your interviews.

- ◆ Did I arrive on time?
- ◆ Was I properly dressed?
- ◆ Did I introduce myself to the secretary and interviewer, and shake hands?
- ◆ Did I describe my qualifications and give a copy of my resume and letters of reference?
- ◆ Did I describe my interests and activities that show my responsibility in community activities?
- ◆ Did I look at the interviewer while talking?
- ◆ Did I mention who referred me or if I had friends who worked there?
- ◆ Did I demonstrate my knowledge and interest in the company?
- ◆ Did I arrange for a call back in \_\_\_\_\_ days?
- ◆ Did I say thank you and shake hands at the end of the interview?
- ◆ Did I write a thank you note for the interview today?
- ◆ Did I learn anything about the interview process today that I can use to do an even better job at my next interview?

*Tips provided by Gateway Employment Services  
A Program under Keystone Service Systems-Mental Health*

## **“General Employment Information” Resources**

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<b>Leadership Council of Keystone Human Services</b> (717) 558-8450 ext. 131.....	33
<b>Potential Re-entry Opportunities in Business and Education (PROBE)</b> (717) 939-2260.....	35
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# Specialty Job Services

There are community agencies that assist those who may require unique or specialty types of employment services.

## Employment Tips:



### When you have a criminal background

- ◆ Research employers and jobs to see if they hire individuals with criminal backgrounds.
- ◆ Watch the video “Putting the Bars Behind You” located at the YWCA.
- ◆ Stay on good terms with parole and probation officers.
- ◆ Clear up your criminal record.
- ◆ Read the entire question on the application when it asks about criminal background to see if it is applicable to you.
- ◆ Job search online and in person.
- ◆ Apply online and in person.
- ◆ Network...ask family and friends.
- ◆ Look for careers rather than jobs.
- ◆ Use social media networks.
- ◆ Complete the entire application even if your resume is attached.
- ◆ Update your resume.
- ◆ Practice interviewing skills/addressing your criminal history.
- ◆ Dress for success.
- ◆ Meet with your employment specialist.
- ◆ Do follow up with emails, calls, and/or thank you cards.
- ◆ Read the federal bonding/getting bonded materials.
- ◆ Check the transportation availability.

*Tips provided by YWCA's Supported Employment*

## **“Specialty Job Services” Resources:**

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# After I have My Job

Once you have secured employment you will want to take steps to ensure that you are able to keep your job. There are a variety of services that will work with you to maintain employment or assist when you have a challenge on the job. You are not alone, please reach out for help.

## Employment Tips:



### Work Habits

- ◆ Ease into your new work settings. It is normal to be a little nervous. Try to relax and do the best you can.
- ◆ Be on the job. Do your best to avoid being absent. Get to work on time and put in a full day.
- ◆ Know your job. Know your duties and responsibilities on the job.
- ◆ Complete your work assignments. Listen carefully to instructions and ask questions. It may help you to write down notes that you can refer to.
- ◆ Deal sensibly with authority. Politely discuss disagreements with your supervisor.
- ◆ Use your time efficiently. Do not waste time or materials when doing your assignments.

*Tips provided by the State Office of Vocational Rehabilitation*

## **“After I Have My Job” Resources:**

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# Coping with Challenges

## Employment Tips:



### Ways of Coping with Stress

- ◆ Prepare for mornings the night before.
- ◆ Get up 15 minutes earlier.
- ◆ Wear appropriate size clothing/avoid tight fitted clothing.
- ◆ Set appointments ahead.
- ◆ Don't rely on memory...write things down.
- ◆ Set priorities for your life.
- ◆ Avoid negative people.
- ◆ Use time wisely.
- ◆ Always make copies of important papers.
- ◆ Ask for help when needed.
- ◆ Break large tasks into manageable parts.
- ◆ View challenges as opportunities.
- ◆ Smile.
- ◆ Be prepared for the weather.
- ◆ Take a bubble bath and/or shower.
- ◆ Believe in yourself.
- ◆ Be aware of negative thoughts and self talk.
- ◆ Develop your sense of humor.
- ◆ Set goals for yourself.
- ◆ Practice breathing slowly.
- ◆ Listen twice as much as you talk.
- ◆ Get enough sleep.
- ◆ Develop a support network of people, places and things.
- ◆ Listen to your favorite music.
- ◆ Read a story.
- ◆ Experience a new activity, game, visit a museum, etc.
- ◆ Be cheerful and optimistic.
- ◆ Be responsible for your feelings.
- ◆ Exercise regularly.
- ◆ Get to work early.
- ◆ Keep a journal.
- ◆ Remember that stress is an attitude.
- ◆ Set aside time to relax.
- ◆ THINK ABOUT WHAT YOU ARE THINKING ABOUT.

*Tips provided by Chester Greene*



## Using Natural Supports

Natural Supports are any assistance, relationships, or interactions that allow a person to feel secure, maintain and advance in the community of his/her choosing in ways that correspond to the typical routines and social interactions of other people, and that enhance the individuals' relationships.

The use of natural supports allows an individual to develop a sense of social belonging, dignity and self-esteem. Natural supports are the relationships that occur in everyday life.

### Examples of Natural Supports:

Friends	Family
Neighbors	Acquaintances
Co-workers	Volunteers
Peers	Church Members
Classmates	Significant Others

### Ways to promote the use and success of Natural Supports:

- ◆ Involvement in community programs, activities and projects.
- ◆ Volunteer experiences.
- ◆ Joining groups and clubs (gym, garden, etc.)
- ◆ Involvement in competitive employment.
- ◆ Social contact with one's immediate family, relatives and neighbors.
- ◆ Social activities including hobby groups, church and/or sports, etc.
- ◆ Recognize that natural supports are relationships of a give-and-take nature.
- ◆ Acknowledge that natural supports are vital resources.
- ◆ Natural supports are simply "individuals helping (supporting) other individuals."

### **Natural Supports—They are all around you!**

Natural Supports foster empowerment, independence and growth, and  
Reduce the need to rely on services.

*Tips provided by Central PA Supportive Services (CPSS)*

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# Employment Organizations

## **AARP (American Association of Retire Persons)**

30 North 3rd Street, Suite 750

Harrisburg, PA 17101

(717) 238-7318

Website: [www.aarp.org/work/job-hunting](http://www.aarp.org/work/job-hunting)

For Persons age 50+. Will assist in job hunting, self-employment opportunities, part-time job opportunities, and volunteer opportunities.

## **AHEDD**

3300 Trindle Road

Camp Hill, PA 1701

(717) 731-5485 or 1-866-902-4333

Website: [www.ahedd.org/harrisburg](http://www.ahedd.org/harrisburg)

E-mail: [harrisburgpa@ahedd.org](mailto:harrisburgpa@ahedd.org)

A private non-profit organization with a mission to serve the community as a catalyst in the employment and development of persons with a disability. Goal is to provide the disabled person with effective services to enable the person to become employed. AHEDD is an outcome-focused agency which has pioneered performance based contracting in the provision of employment services to increase industry-wide accountability.

Providing pre-employment activities, community work assessments, benefits counseling, job placement and coaching, and follow-up job support services.

## **Aurora Social Rehabilitation Services**

401 Division Street  
Harrisburg, PA 17110  
(717) 232-6657

**Individual Mental Health Rehabilitation** at Aurora Social Rehabilitation Services are designed to assist persons with a serious mental illness with maintaining and enhancing psychiatric stability, social competencies, personal adjustment and/or independent living competencies so that they experience more success and satisfaction in environments of their choice and can function as independently as possible.

A planned program of goal setting, functional assessment, identification of needed and preferred skills and supports, skills teaching and managing supports and resources are designed to produce the desired outcomes consistent with the person's cultural environments. Psychiatric Rehabilitation activities are designed to provide the person with the opportunity to become informed about their illness, assess what is needed to recover, to choose rehabilitation goals and plan for and obtain the experiences needed to develop the skills necessary to achieve recovery.

Aurora IMHR is a bi-lingual program, with both English and Spanish speaking members and staff. When a person has completed their goals or "graduates", an interagency team meeting will be held to do a final assessment.

## **PA CareerLink Capital Region**

100 South Cameron Street  
Harrisburg, PA 17101-2424  
(717) 783-3270  
Website: [www.pacareerlink.state.pa.us](http://www.pacareerlink.state.pa.us)

Assists individuals in finding a job, finding training, getting vocational training, writing resumes, and researching careers. Services can be accessed on computers outside CareerLink on personal computers or library computers accessing above website.

**CEEED**  
**(Center for Employment, Education, and Entrepreneurial Development)**

1301 Derry Street  
Harrisburg, PA 17104  
(717) 724-4834

Website: [www.ywcahbg.org/programs/supported-employment](http://www.ywcahbg.org/programs/supported-employment)

Career counseling, job search and website access to businesses and openings, resume development. GED, financial, job readiness, and entrepreneurship classes.

Focus is on unemployment, underemployment, and education (such as English as a second language and new business start-up).

Serves the Alison Hill area.

**CMU**  
**(Case Management Unit)**

1100 South Cameron Street  
Harrisburg, PA 17104  
(717) 232-8761

Website: [www.cum.cc](http://www.cum.cc)

CMU Mental Health Case Management services are designed to assist Dauphin County residents, with serious mental health issues, to obtain needed mental health, medical, social, financial, vocational, educational and other necessary supports to maintain maximum independence and community functioning.

CMU Mental Health Case Management is the process through which individuals and families are supported in identifying, securing and sustaining the resources necessary to live successfully in the community. The ultimate goal of CMU Mental Health Case Management is to help individuals and families gain the highest level of independence and personal growth possible. Case management services are voluntary and free of charge.

The CMU strives to provide services consistent with the 10 fundamental elements and defining principles of recovery: Self-direction, Individualized and Person Centered, Empowerment, Holistic, Non-Linear, Strengths-Based, Peer Support, Respect, Responsibility and Hope.

**CPSS**  
**(Central Pennsylvania Supportive Services, Inc.)**

P.O. Box 62126  
Harrisburg, PA 17106  
(717) 901-5099, ext. 1  
Website: [www.cpss.biz](http://www.cpss.biz)

CPSS provides skills-teaching for individuals in recovery from a mental illness who are interested in pursuing competitive employment.

- ◆ A person-centered employment/service plan development process that includes assessment of strengths, challenges, skill levels, interests, education, and work/life experiences. Natural, community, peer, co-worker, supervisors and family supports are identified and utilized in reaching the goal of finding and keeping employment.
- ◆ Job-seeking skills teaching that includes: Researching employment leads; completing resumes, cover letters, references, paper and electronic employment applications; preparation and practice of interview skills.
- ◆ Skills teaching to learn and/or re-learn job tasks to aid the consumer to master the essential job skills and meet employer expectations. Coordination of job accommodations and assistive technology are provided if needed.
- ◆ Other employment related skills teaching such as grooming, hygiene, Activities of Daily Living (ADL) Skills, behavior/medical management, time/money management and self-advocacy
- ◆ Training and coordination/assistance to address transportation needs (use of public transportation).
- ◆ Coordination/advocacy of financial issues regarding SSI/SSDI benefits and other income sources if needed.

**Other Services Include:**

CPSS provides skills-teaching for individuals in recovery from a mental illness who are also homeless adults or those with imminent risk of homelessness, with co-occurring serious mental illness and substance use/disorders, who are interested in pursuing housing and need assistance to find and maintain housing.

**CRAM**  
**Christian Recovery Aftercare Ministry, Inc.**

509 Division Street  
Harrisburg, PA 17110  
(717) 234-3664  
Website: [www.yourgoodwill.org/programs](http://www.yourgoodwill.org/programs)  
E-mail: [juanitagrant@verizon.net](mailto:juanitagrant@verizon.net)

Our mission is to provide pre-release and re-entry services to prisoners and ex-offenders. Services include employment assistance, computer literacy classes, orientation classes for halfway facility, work release employment assistance and transportation, mentoring, housing assistance, financial literacy classes, and the provision of clothing and household items.

**Goodwill Keystone Area**

1150 Goodwill Drive  
Harrisburg, PA 17101  
(717) 232-1831 or 1-800-432-4483  
Website: [www.yourgoodwill.org/programs](http://www.yourgoodwill.org/programs)  
E-mail: [ssoderberg@yourgoodwill.org](mailto:ssoderberg@yourgoodwill.org)

Our mission is to support persons with disabilities and other barriers to independence in achieving their fullest potential as workers and as members of the broader community. Goodwill provides services to persons with disabilities & other barriers to employment, including developmental, psychiatric and physical disabilities.

Goodwill operates a number of custodial, retail, and food service training sites throughout Dauphin and Cumberland Counties.

Employment services: Career strategy, assessments, evaluations, job search and placement, coaching, and continuing contact to aid retention.

Workplus: This work activities center is focused on teaching skills needed to continue progression toward competitive employment.



**Keystone Gateway Employment Group**  
**(A program of Keystone Service Systems—Mental Health )**

8182 Adams Drive  
Hummelstown, PA 17036-8624  
(717) 558-8450

Website: [www.keystonehumanservices.org/services/supported-employment.php](http://www.keystonehumanservices.org/services/supported-employment.php)

Gateway works with supporting you in making the goals for employment that you have identified with your Office of Vocational Rehabilitation (OVR) counselor happen.

Gateway offers several vocational supports for you to choose from in seeking employment; Community Based Work Assessment: (CBWA) this is a choice to volunteer at a work site/community business where you can explore these work responsibilities in a real-life setting. During the CBWA your supervisor will be working with you to identify job preferences and tasks where you have skills and strengths that could be applied in a job. Through this process the CBWA is helpful in narrowing down your many interests to areas of work where you have skill and strengths.

Transitional Employment Program (TEP): The TEP program offers persons with disabilities the opportunity to develop work skills while earning at least the minimum wage. TEP is a tool you can use to explore your strengths in a non-competitive work environment as a paid employee in a short term training setting. Each person in the TEP program works in a small team in a community business, working closely with a supervisor while planning for competitive employment. During this time the supervisor offers you opportunities to explore work tasks while providing feedback regarding work-appropriate behaviors and work ethics.

The job coach works with you to provide an individualized plan to help you build skills to both find a job and keep a job that is meaningful to you.

**Keystone Intensive Case Management  
(Keystone Service Systems—Mental Health)**

8182 Adams Drive  
Hummelstown, PA 17036-8624  
(717) 558-8450

Website: [www.keystonehumanservices.org/services/intensive-case-management-services.php](http://www.keystonehumanservices.org/services/intensive-case-management-services.php)

Our purpose is to support and empower people on a personal journey of recovery. Working together with the person, we explore opportunities for community-based, hope-filled relationships. We support growth and individual choices that lead to lives filled with dignity and respect, and valued social roles. Keystone Intensive Case Management helps individuals with mental health concerns obtain the supports, resources, and treatment they need to

**Leadership Council of Keystone Human Services**

8182 Adams Drive  
Hummelstown, PA 17036-8624  
(717) 558-8450

Individuals receiving services or graduated from KHS are invited to work with management to create recover-based services, create and attend trainings and evaluate services. Individuals are also connected with advocacy trainings in the community.

**L.H.A.C.C.  
(Latino Hispanic American Community Center)**

1319 Derry Street  
Harrisburg, PA 17106  
(717) 232-8300  
Website: [www.lhacc.org](http://www.lhacc.org)  
E-mail: [admin@lhacc.org](mailto:admin@lhacc.org)

Offers informational and referral services for Latin Hispanic Americans. No Appointment necessary. Offers social, legal, educational, housing, financial, health care, employment, transportation, and bilingual services programs.

**Northwestern Human Services ACT  
(Assertive Community Treatment Team)**

1801 North Front Street  
Harrisburg, PA 17102

Website: [www.parecovery.org/services\\_act.shtml](http://www.parecovery.org/services_act.shtml)

Assertive Community Treatment (ACT) is a service providing comprehensive community-based treatment to persons with serious mental illness. It is a self-contained mental health program made up of a multidisciplinary mental health staff, including a peer specialist, who work as a team to provide the treatment, rehabilitation, and support services people need to achieve their goals. ACT services are individually tailored for each person through relationship building, individualized assessment and planning, and active involvement which enable each to find and live in their own residence, to find and maintain optimism and recover. Operating as a continuous treatment service, the ACT team shall have the capability to provide comprehensive treatment, rehabilitation, and support services as a self-contained service unit.

Work-Related Services are those services that help consumers value, find, and maintain meaningful employment in community-based job sites. These include but are not limited to: Assessment of job-related interests and abilities; Assessment specific behaviors that interfere with the consumer's work performance; Development of an ongoing employment rehabilitation plan to help each consumer establish the skills necessary to find and maintain a job; Individual supportive therapy to assist consumers to identify and cope with mental illness symptoms that may interfere with their work performance; On-the-job or work-related crisis intervention; Work-related supportive services, such as assistance with grooming and personal hygiene, securing of appropriate clothing, wake-up calls, and transportation, if needed; Assisting persons in locating jobs that they are interested in, and making the initial contact with the employer to arrange for any accommodations as necessary or if requested by consumers. NHS ACT employs a vocational specialist to carry out these tasks and the activities are integrated with other ACT services.

**State Office of Vocational Rehabilitation (OVR)**

Forum Place  
555 Walnut Street, 8th Floor  
Harrisburg, PA 7101  
(717) 787-7834 or 1-800-442-6352  
TTY: 717-787-4013 TTY Toll Free: 1-877-497-6545  
Website: [www.portal.state.pa.us/portal/server.pt/community/vocational\\_rehabilitation/10356](http://www.portal.state.pa.us/portal/server.pt/community/vocational_rehabilitation/10356)

The Office of Vocational Rehabilitation serves people who have physical, mental and/or emotional disabilities that present a substantial impediment to employment and can benefit in terms of an employment outcome. OVR is an application, and eligibility program. Services are provided to eligible individuals to prepare for, enter into, engage in or retain employment. Some services that may be available are: diagnostic services, vocational evaluation, vocational guidance and counseling, restoration services, training and placement assistance. The services you receive will be arranged to meet your individual needs. Not everyone will need every service. When you apply to OVR for help with employment, a vocational counselor will be assigned to work with you through this process.

**P.R.O.B.E.  
(Potential Re-entry Opportunities in Business and Education)**

900 Cumbler Street  
Steelton, PA 17113  
(717) 939-2260  
Website: [www.probepa.org](http://www.probepa.org)  
E-mail: [info@probepa.org](mailto:info@probepa.org)

Specializes in career preparation programs, offers individual and group counseling for single parents and homemakers. Offers free workshops on topics of employment and education programs.

## **The Program**

1515 Derry Street  
Harrisburg, PA 17104  
(717) 238-9950

Website: [www.theprograminc.org](http://www.theprograminc.org)

E-mail: [info@theprograminc.org](mailto:info@theprograminc.org)

The mission of The Program is to serve and support women who have been involved in the criminal justice system in order to prevent recidivism and to promote productive crime-free lives. Assists female offenders in searching for and keeping employment. Also assist in GED classes.

## **Supported Employment, YWCA of Greater Harrisburg**

1101 Market Street  
Harrisburg, PA 17103  
(717) 234-7931, ext. 3005

Website: [www.ywcahbg.org/programs/supported-employment](http://www.ywcahbg.org/programs/supported-employment)

E-mail: [mpaxton@ywcahbg.org](mailto:mpaxton@ywcahbg.org)

Helping people with mental challenges and homelessness to select, secure, and maintain employment that reflects their interests, abilities, and needs.

A “job coach” is in partnership with the job seeker and employer to individualize the training process, and will provide job site training if needed.

An employment professional works with businesses to develop a detailed analysis of the job, refer qualified workers for interviews, and suggest alternatives when needed.

Community-based situational assessments provide a paid, time-limited work exposure to identify employment goals and barriers.

**Tri-County Opportunity Industrialization Center  
(OIC) Adult Learning Center**

500 Maclay Street  
Harrisburg, PA 17110  
(717) 238-7318  
Website: [www.tricountyoic.org](http://www.tricountyoic.org)

Adult learning center - Provides academic, vocational, and workforce education classes. Offers basic literacy skills, basic workplace foundation skills, helps you earn GED, and acquire vocational skills.

Provides support services to help students succeed in school and make the transition into continuing education and employment. Twenty sites in Cumberland, Dauphin, Perry, and York counties.

**Veteran Programs, YWCA of Greater Harrisburg**

1101 Market Street  
Harrisburg, PA 17103  
(717) 234-7931, ext. 3045  
Website: [www.ywcahbg.org/programs/homeless-veterans-reintegration-program](http://www.ywcahbg.org/programs/homeless-veterans-reintegration-program)  
E-mail: [khuling@ywcahbg.org](mailto:khuling@ywcahbg.org)

The YWCA is providing employment readiness programs to homeless veterans in Dauphin, Cumberland, York, Lebanon, and Perry counties. Training is provided for making career choices, business technology, job search strategies, resume preparation, and interview skills.

Transitional housing is provided through the sponsorship of 16 beds at the YWCA, and a case manager assists in obtaining services such as medical treatment, drug and alcohol treatment, mental health services, and job training.

Veterans are assisted in accessing other services such as health care, public assistance, VA benefits, and job transportation.

Any person who served on active duty in the US Military or in the National Guard or Reserves and received any type of discharge other than "Dishonorable". Services are provided to homeless female veterans and veterans with families to find housing.

**Works for Me**

1-877-268-9894

Website: [www.worksforme-pa.org](http://www.worksforme-pa.org)

A free resource that will “guide you to agencies and programs” that will help you get a job. Designated for PA residents who have a disability, receive Social Security and/or Medicaid/Medicare benefits, for those who really want to join the workforce. For Youth In Transition - help to search for jobs, obtain job training, maintain a job, job coaching, and identify accessible schools to further education.

**YWCA of Greater Harrisburg**

1101 Market Street

Harrisburg, PA 17103

(717) 234-7931, ext. 3048

Website: [www.ywcahbg.org](http://www.ywcahbg.org)

E-mail: [wprescott@ywcahbg.org](mailto:wprescott@ywcahbg.org)

Serves homeless, singles, parents, veterans and community, with or without physical and mental health issues. Residing in shelters, transitional housing. Also partners with CEEED, the Center for Education, Employment, and Entrepreneurial Development.

Housing and homeless services, violence intervention and protection. Family visitation services







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# **Your Guide to Finding and Keeping a Job...**

For those on the road  
to mental health recovery



Prepared by:

**The Transformation Committee on Employment  
Dauphin County MH/ID Program**

**June 2013**

For more information on health and human services,  
please call

**CONTACT Helpline at 2-1-1**

For a 24 hour, safe, free place to talk,  
Call

**CONTACT Helpline at 652-4987**