



# Employment - Reaching your Dreams

By Ruth Gonzales and Regina Kaiser  
Crestwood Behavioral Health, Inc. and Dreamcatchers Empowerment  
Network





“All our dreams can come true—if we have the courage to pursue them.” –Walt Disney

# Learning Objectives

- ▶ Learn about Dreamcatchers Empowerment Network employment programs
- ▶ Learn Approaches to Employment
  - Individuals, Services and Employers
- ▶ Hear Stories of Success

# Mission and Vision

- ▶ The mission of Dreamcatchers is to provide assessments, employment preparation, job placement, job coaching to youth & adults with limitations and/or disabilities.
- ▶ Our vision at Dreamcatchers is to create a continuum of pre-vocational & vocational services that empowers folks to live & succeed in their community.

# Philosophy

- ▶ The philosophy at Dreamcatchers Empowerment Network is a client-centered approach to providing services with respect and dignity, as well as educating the community on the benefits of employing people with limitations.
- ▶ We believe that when an individual achieves meaningful employment, the community benefits from the exposure and contributions of individuals, who are frequently marginalized. Dreamcatchers employment services are key to fighting stigma and discrimination for individuals with limitations.

# Dreamcatchers Services

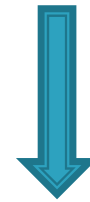
Residential  
In-House



Supported  
Employment



State  
Vocational  
Rehabilitation



Competitive  
Employment

## Dreamcatchers Employees Educates the Communities by being visible in the Workplace

- ▶ Dreamcatchers educates the communities in which it operates, helping to erase the stigma associated with disabilities and demonstrating that when given the proper support, individuals can lead productive lives in their local communities.
- ▶ Employers benefit through increased staffing resources and productivity

Providing HOPE, EMPOWERMENT, and MEANINGFUL ROLES to individuals with disabilities so that they may achieve their dreams of becoming employed and self-sufficient.



Employment is not a linear process.

“People need to have the Dignity of Risk and Right to Fail” – Pat Deegan



# HOW DO WE DO IT?

- ▶ Cultivate Relationship
- ▶ Attain Commitment
- ▶ Develop Goal with shared Objectives
- ▶ Teach and Model
- ▶ Encourage, Support and Believe

*“It has been inspiring, and eye opening to receive such encouragement. I now believe I can do anything when I put my mind to it. Thank you!”*

*- Paul*

# Relationships are KEY!



Built on Trust

Built on Accountability

# Individualized Approach

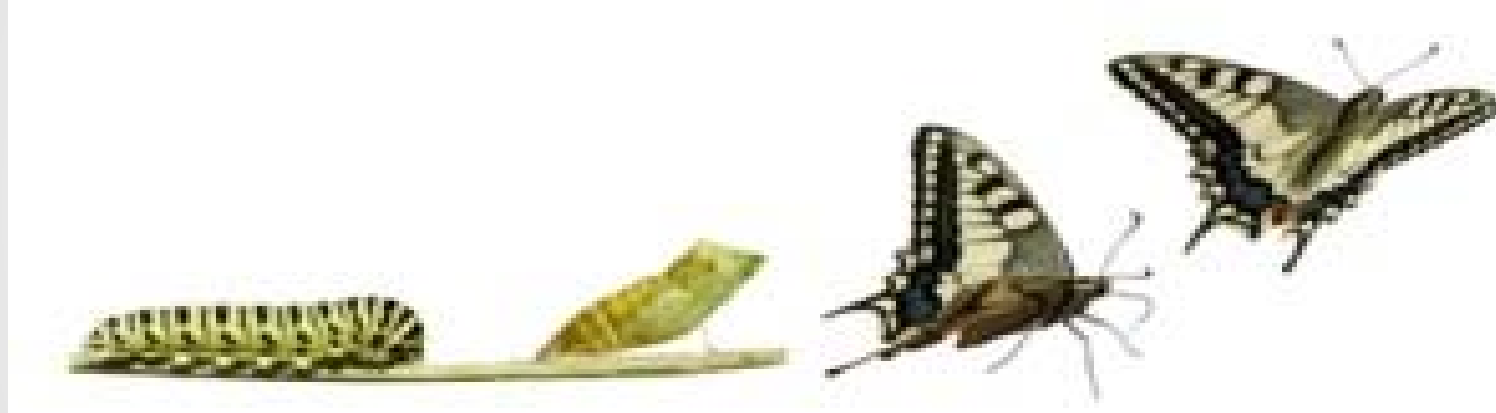
- ▶ We are a team!
- ▶ Goals Planning and Service Delivery
  - Based upon INDIVIDUAL wants, needs, strengths, abilities, resources, interests and informed choice
  - Meeting individuals where they are
  - Service delivery is not a one sized fits all
    - Not a Cookie Cutter approach

# Want vs Can

- ▶ What do you WANT  
and not,  
what Can you do



# Transformation is a Process



“...There's more than one way to save a life. It's not always liberating someone from a life threatening ordeal. Another way to do so is to alter someone's life in such a way that it literally pulls them out of an ever encompassing darkness. A darkness that consumes you when you've hit rock bottom and no matter what you do you can't escape it. When people like you and your organization extends a hand to people with disabilities, you offer a way out of the darkness. The world is still a place for the survival of the fittest, and under normal circumstances we would probably have perished without the help of others. But once we get that chance to change our lives, and strive beyond our means we can take over and walk on our own. Dreamcatchers saves lives and that makes you heroes. So thank you so much for what you've done for all of us...”

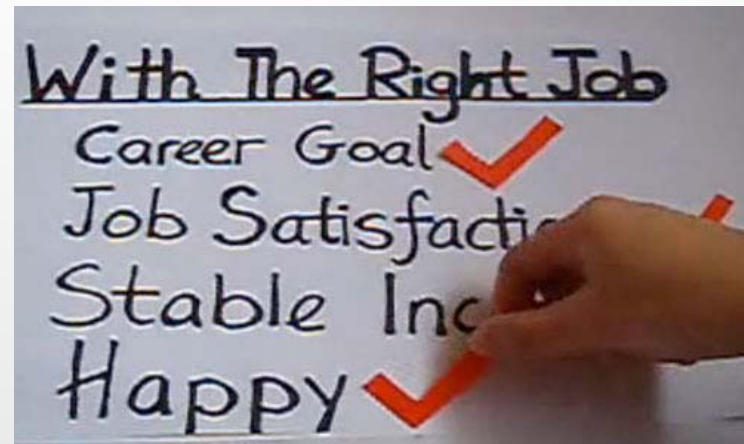
-Scott, former Dreamcatchers Client

# Preparing for Employment

- ▶ Resumes, Master Application, Cover Letter
- ▶ Interview Skills
- ▶ Thank you and Follow Up's
- ▶ Proper Hygiene and Dress
- ▶ Interpersonal Skills
- ▶ Transportation and Child Care
- ▶ Personal Health and Wellness
- ▶ Identify Team Members to Support
  - e.g. spouse/partner, family, dreamcatchers staff, minister, medical

# Finding the Right Placement Match

- ▶ Job Exploration
- ▶ Trial Work Experience
- ▶ Teach and Model
- ▶ Continual Reassessment of Skills



# Retention Supports

- ▶ To Individual **AND** to Employer
  - Check in's – How can we assist? What do you need?
  - Conflict Resolution
  - Encourage, Support, Believe
  - On and Off the Worksite
  - Continued Education
  - Celebrate Milestones/Accomplishments
    - Staff
    - Annual Client Success Recognition luncheon



# Continual Program Improvements

- ▶ Quality of Services – Satisfaction Surveys
- ▶ Evaluate Services for Effectiveness
- ▶ Market Analysis – Eyes and Ears open
- ▶ Technical Assistance – Quality Improvement



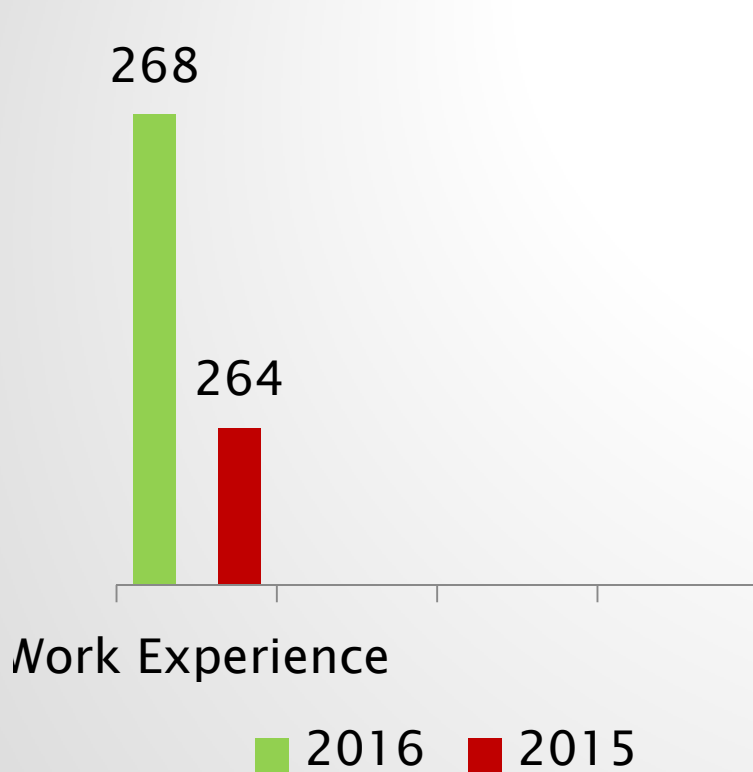
# Dreamcatchers 2016 Outcomes

- ▶ 992 – Total Served in all Programs
  - 654 – Department of Rehabilitation
  - 330 – Supported and Residential In-House Employment\*
  - 38 – Sparkpoint Solano\*\*
  
- ▶ 219 – Total Community Placements (Hires)
  - ▶ 181 – Department of Rehabilitation
  - ▶ 38 – Sparkpoint Solano

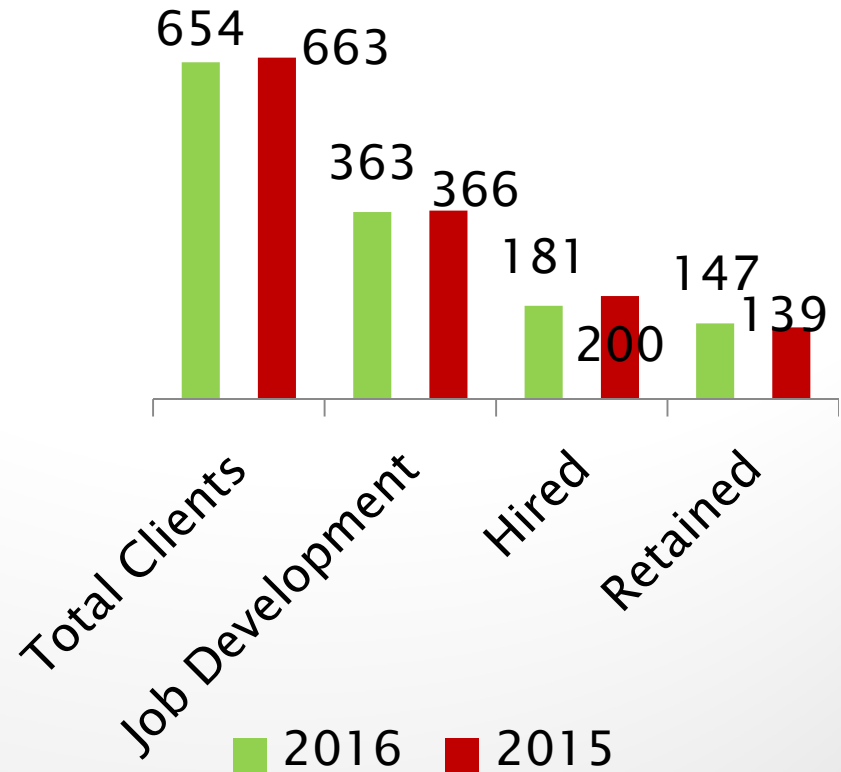
\* Includes Private and County contracted services

\*\* Total Hired is data point vs. actual number in services

# Outcomes



Residential In-House



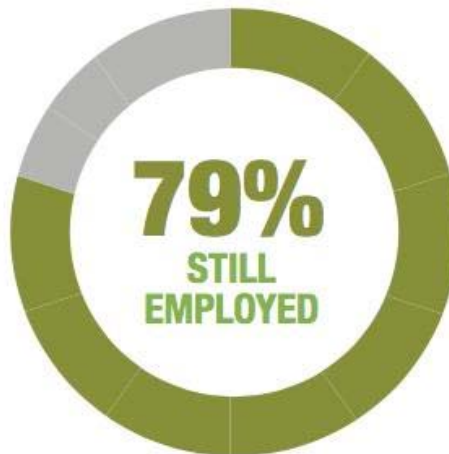
State Vocational  
Rehabilitation Services

# State Vocational Rehab Services

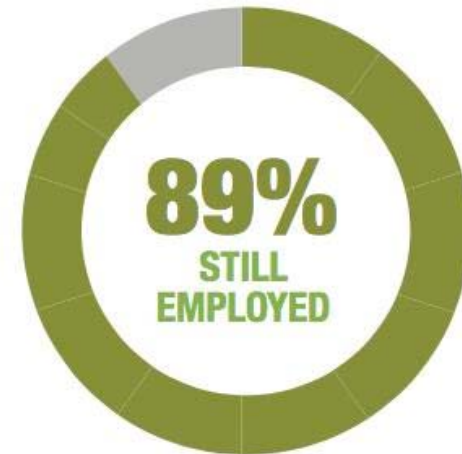
## 2016 Outcome Highlights



181 Placements  
147 Retained



6 Month Follow Up



12 Month Follow Up

# Work works!



# Summary

- ▶ WORK WORKS!

- POTENTIAL TO IMPROVE QUALITY OF LIFE
- REDUCE HEALTH CARE COSTS
- ACTION STEPS

- ▶ TAKE AWAYs

- CONTINUAL PROGRAM IMPROVMENTS
- CELEBRATION MILESTONES/ACCOMPLISHMENTS

# FROM REGINA AND RUTH *THANK YOU*

If you want to build a ship, don't drum up people to collect wood and don't assign them tasks and work, but rather teach them to long for the endless immensity of the sea.

[Antoine de Saint-Exupery](#)



# Contact Information

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