

# EFFECTIVE CAREER DEVELOPMENT

Presented By:

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# THE POPULATION:

From Vietnam Era to the more recent conflicts of Iraq & Afghanistan, the landscape of veterans reintegrating into “the workforce” due to homelessness are faced with:

- Occupational Adjustment Issues:
  - Chronicity of Homelessness
  - Unable to translate military experience
  - Skilled Trades with dated training
  - Legal Involvement/Incarceration
- Mental Health Concerns:
  - PTSD
  - Depression
  - Substance Use Disorders
  - Self-Medicating
  - Psycho Social Issues
  - Dual Diagnosis
  - Early Childhood Trauma



# SIGNIFICANCE

## WHAT DOES THIS MEAN TO US AS SERVICE PROVIDERS:

- These Veterans have potentially participated in risky & dangerous behaviors. When these behaviors are left unmanaged they can lead to other unexamined findings that put Veterans at risk for:
  - Encounters with the law
  - Familial discord
  - Alcohol or Substance Abuse (to name a few)
- More importantly this highlights an important fact – when barriers exist for Veterans such as accessing care, resources, and assistance...this also effects the timeliness and efficacy of the care and services received.



# THE CHALLENGE TO CURRENT STRATEGIES:

## AS SERVICE PROVIDERS, EMPLOYMENT DEVELOPERS & CASE MANAGERS

- Ensure that the best practices are employed in partnership with the latest in evidenced based practices
- Create a network of resources that are made in collaboration with the VA to breakdown currently experienced barriers to care
- Bridge the Housing First & Employment First models
- Approach work with the veteran population from a person centered, strengths based approach that promotes wellness and the supportive services necessary for reintegration



# HOW IT LOOKS:

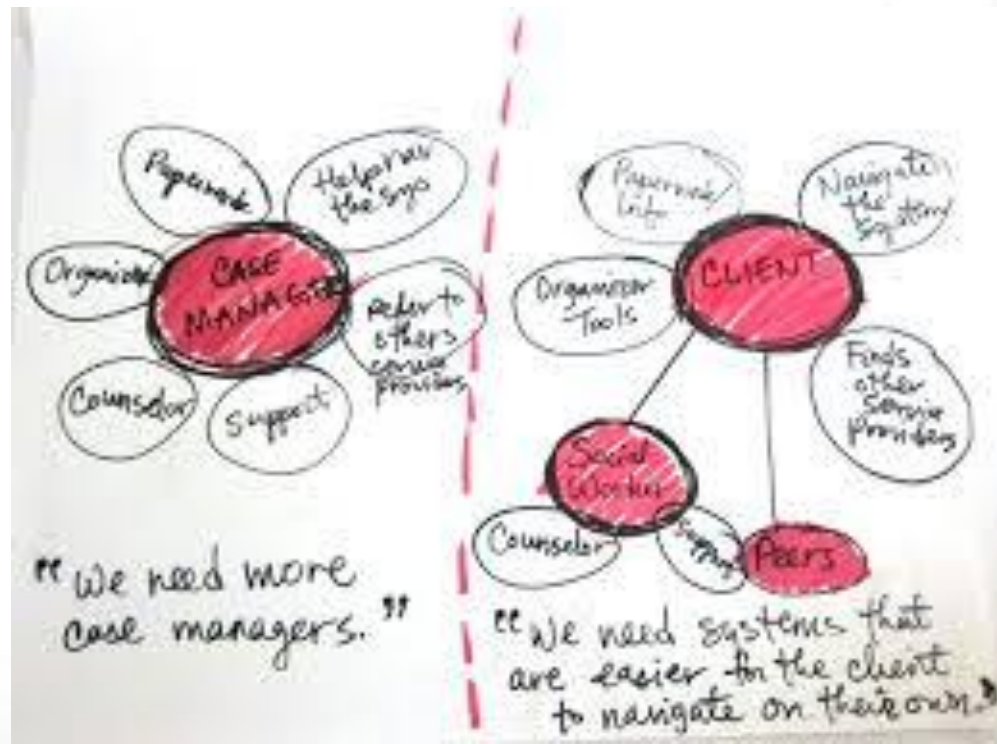
## EFFECTIVE CASE MANAGEMENT SHOULD ENTAIL

- **Assessments**

- Career Interest Assessment (e.g. O\*NET Interest Profiler and Self Directed Search)
- Personality Profiling (e.g. Myers Briggs Type Indicator)
- Career Motivation (e.g. Motivation & Career Anchors Assessment and Work Values)

- **Career Mapping**

- Employment History
- Skills Inventory
- Educational Background



# A CASE FOR EFFICACY

CYR A. RIVERS

- 54 Y/O Male
- Initial contact with HVRP 2010
- Has a BA in Business Management
- 25 years of experience in Logistics, Warehouse Operations, and Purchasing
- Initial job placement in 2011 earning \$11/hr
- Employment not sustained, and had intermittent participation in 2012, 2013, and by 2014 hired as a Lead earning \$9.50/hr. for up to 60hrs/wk.



# RESUME IN 2014

Cyr Rivers  
2136 Champa St.  
Denver Co. 80205  
720-620-0675  
E-Mail cyrar1961@yahoo.com

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**Objective:** Seeking a responsible and challenging position where my experience and abilities can be a great contribution.

**Experience:**

Goodwill Industries Englewood Co. 80110  
**Lead** 2014 to Present Date

- Established operational procedures for activities, such as verification of incoming and outgoing shipments, handling and disposition of materials and keeping warehouse inventory current.
- Executed daily operations of production.
- Conferred with department heads to ensure coordination of warehouse activities with such activities as production and sales.
- Directed warehousing activities for commercial and industrial establishments.

Echo Star Denver Co.  
**Manager** 2002 to 2012

- Addressed customers' complaints, and followed up on the issues.
- Directed advertising and promotion campaigns.
- Executed daily operations of sales and product availability.
- Trained and managed thirty to forty people and achieved significant improvements in their productivity.
- Conducted management studies, collecting and interpreting economic and statistical data to prepare budget estimates, determine work load, personnel and equipment requirements and to forecast future community needs.

U.S. Military  
**Tele Communications operator**  
Honorable Discharge  
Good Conduct Medal  
Certificate of Achievement

**Education:** University of North Carolina Fayetteville, N.C.  
**B.A. Business Management**

# EMPLOYMENT DEVELOPMENT BEGINS

## CYR A. RIVERS (cont.)

- Completely overqualified for work, however experience was not communicated on resume.
- Began work with client 12/2014
  - Identified his employment strengths that turned into functional areas for resume.
  - Provided client with sample resume content, resume writing handbook, and conducted revising and editing during appointments.
- Completed his new functional resume and cover letter 01/2015



# RESUME 2015

## CYR A. RIVERS

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2136 Champa St., Denver, CO 80205 | 720-620-0675 | cyrattili@gmail.com

### PROFESSIONAL STATEMENT

Extremely organized, and strategically focused logistics professional with a proven ability to manifest efficient and cost effective procedures. Resourceful and accomplished in managing logistics functions for Fortune 500 companies and actualizing multi-million dollar objectives. Extensive profile in tiered supply chain management with an emphasis on purchasing and sales as a part of strategic business model integration. Through proven leadership and high personal standards, consistently serves as an inspiration for colleagues and junior staff to follow his work ethic.

### PROFESSIONAL EXPERIENCE

#### **LOGISTICS MANAGEMENT**

- Marketed the production of several network products that entailed component assembly, marketing, and transport of various consumer product offerings.
- Managed all warehouse operations to include: shipping, receiving, and stocking of merchandise throughout five different retail locations.
- Reconciled all sales, cash flow, registers, and bank rolls of a Fortune 500 company approximating \$30K in daily monetary management.
- Conducted new employee training for customer service, conflict resolution, and general retail competencies.
- Coordinated employee staffing of approximately 45 employees throughout three network locations, with oversight of temporary staff hired to augment workflow.
- Provided safety trainings in accordance with established fire, tornado, first aid, equipment operations, and OSHA requirements ensuring full compliance and accident reduction.

#### **WAREHOUSE OPERATIONS MANAGEMENT**

- Conducted management studies via data collection and interpretation on economic and statistical trends to prepare budget estimates, workload, manpower, and equipment requirements to forecast distribution needs.
- Standardized workflow operations and production by streamlining work processes and improving employee morale resulting in an average of 40% increase in manufacturing and assembly levels.
- Directed inventory control, physical counts, and quality control on all inbound and outbound orders ensuring all associates adhered to proper safety protocols and distributor schematics.
- Developed and documented an OSHA regulated forklift and warehouse machinery course ensuring that all associates were certified and tested for efficient use and safe machine operations.
- Managed salvage and recycling operations of bulk load electronics, plastics, and high grade metals such as: brass, steel, copper, and aluminum that generated an annual departmental income of approximately \$500K.

# RESUME 2015

## **PURCHASING AND CONTRACTS MANAGEMENT**

- Established money market contracts with several local and national companies which resulted in the trade of negotiable financial instruments.
- Market company through media and show cases in the regional areas, through commercials ads, and magazines.
- Administered contracts throughout the U.S. and Canada with several companies for the purchasing and redistribution of: machinery, tools, parts, and accessories on wholesale values.
- Audited consumer accounts and synchronized team sales in attainment of annual projections of \$1 million dollars that was evaluated and accomplished on a quarterly basis.
- Contracted sales and purchases with several Fortune 500 companies, collaborating to meet and exceed the social and financial allocations during each fiscal year.

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## **EMPLOYMENT HISTORY**

▪ RETAIL AND WAREHOUSE SUPERVISOR | GOODWILL INDUSTRIES | 2014

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LOGISTICS OPERATIONS MANAGER | ECHO STAR | 2002 - 2013

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PURCHASING AND CONTRACTS MANAGER | SCHLOSSER | 1995 - 2002

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WAREHOUSE MANAGER | LICHTENBERGER | 1986 - 1995

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HONORABLY DISCHARGED VETERAN | US ARMY | 1979 - 1985

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## **EDUCATION**

▪ BS, BUSINESS MANAGEMENT, UNIVERSITY OF NORTH CAROLINA - FAYETTEVILLE | 1983

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# OUTCOMES

02/2015

- Strategic Job Search underway

03/2015

- Notified that he was in the candidate pool for:
  - Union Pacific Transportation Manager for the Operations Management Prgm.
    - Potential earnings - up to \$65K
  - Night Shift Supervisor for McKesson Pharmaceutical
    - Potential earnings - \$55K - \$65K plus quarterly bonuses

04/2015

- 1 of 2 candidates for Night Shift Supervisor for McKesson Pharmaceutical
  - Potential earnings - \$55K - \$65K plus quarterly bonuses
- Application with VESTAS



# OUTCOMES

05/15

- Interviewed with VESTAS
- Employed with VESTAS for
  - Logistics Administration
  - Warehouse Operations
- Currently hired at \$16/hr rate, but will likely be negotiated since he alone will be filling the position of 2 posted vacancies.



# CONCLUSION

- It is possible for our clients to earn income at “livable wages”
- Redefine competitive employment attainment to meet the needs of affordable housing in your area
- Meet the client where they are - challenge and encourage them to make the next steps.
- Promote self-efficacy - the human capacity for greatness is unstoppable, sometimes it just needs to be reignited.
- If we as providers provide opportunities - our interventions, employment development plans, and client outcomes will be positively impacted.



# CONTACT

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# QUESTIONS

