

2022 Employment Yearbook



(formerly Crossroads Clubhouse)

This year's employment highlights



2022: A Year of New Beginnings

By Rikki

2022 brought many changes to Crossroads, including moving into our new building and deciding on a new name for the Clubhouse (beginning in 2023 we will be Clubhouse Tulsa!).

Having our own space has brought a new sense of ownership to Clubhouse colleagues, and we spent our first year getting settled and developing new routines. The open layout of the Clubhouse has made it easier for members and staff to work together at job searching and has created a great area to hold Job Hour and other discussions. Our new building is also much more visible and accessible than our previous space, and we have enjoyed getting to know our new neighbors and spreading the word about what we do.

Several of our members got new jobs this year, and many of our working members reached new milestones at their current jobs. One of the things that makes the Clubhouse Employment Program unique is that we provide employment support to members at whatever stage they are in. Members who have been working for many years still return to the Clubhouse for advice and social support. Members who aren't yet ready for a job can gain confidence and skills by participating in the daily work at the Clubhouse.

Most of us agree that one of the greatest benefits of belonging to Crossroads is the relationships that are built. Each day, colleagues share their experiences, advice, and moral support, which many members say has been vital to their success at work.

Employment Program By the Numbers

Here are a few things that Clubhouse members have achieved this year.

♦ Employment

- ♦ 20 of our active members are currently working

Job Hunting

- ♦ 15 members have applied for jobs this year. Of those:
 - ♦ 11 have been hired so far
 - ♦ 6 hired members were not previously working
 - ♦ 5 members changed jobs or got a second job

Community of Support

- ♦ 59 sessions of Job Hour were held
- ♦ 34 members attended Job Hour (unduplicated)

Job Retention

- ♦ 85% of our employed active members have been at their jobs for longer than 6 months

Member Employment

We are proud of our working members, who are independently employed at a variety of businesses within the community.

Nathaniel: Reasor's

15 years

Clarissa: Reading Tutor

1 year

Edwin: Montereau

15 years

Gigi: Caz's Chowhouse & Tulsa Public

Schools

1 year

John: Tulsa Transit

13 years

Caitlin: Tulsa Public Schools

William: Lawn Care

Julia: Walmart

Joe: Joe Mows & Jimmy John's

4 years

Ellen: LIFE Senior Services

10 months

Kathy: Private Gardener

3 years

Tom: Burkhardt's Office Supply

9 months

Justin: The M.e.t.

2 years

Nikki: J&J Superette

8 months

Sheree: Tulsa Airport

1 year

Austin: Walmart

6 months

Lisa: Tulsa Public Schools

Brenna: Dog Trainer

6 months

Laurence: St. John's Medical Center

1 year

Brian: Northeastern State University

5 months

Member Stories

Here's a look back at some of our members' stories about work, previously published in issues of the Crossroads Gazette.

Joe M.: Success Story

(from March Gazette)

by Robyn



Joe works for himself with his business, Joe Mows. Mowing, trimming, light landscaping, and leaf removal are all included. He has done this since 2018. Pleased customers are his favorite thing about his job. The hardest part is the physical wear and tear on his body.

Joe suggested for anyone who wants to succeed and get the most out of their self-owned business is to be aware of their strengths and weaknesses. You must realize that anyone has something to give to the workforce. You can be in a suit and tie or jeans, and you are always welcome in the workforce.

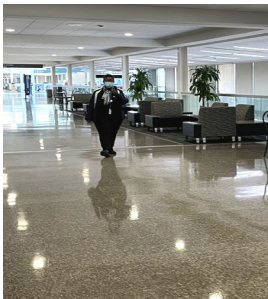
Sheree's Job

(from April Gazette)

story by Nathaniel

photos by Dana

Sheree works at the Tulsa International Airport as a dispatcher/wheelchair agent. She's been there 11 months. Her favorite part of her job is meeting new people and hearing their stories. The hardest part is getting multiple requests all at once. Her advice to succeed on the job is to "do your best to get along with your coworkers and boss".



Tulsa World Career Fair

March 10, 2022



L to R: Crossroads members Vini, Marque, Robyn, and Bill L. stand in front of Expo Square's Central Park Hall after a session of seeking opportunities at the periodic Career Fair hosted by the Tulsa World.

Member Stories

Shopping for Success

(from April *Gazette*)

story by Marque

photo by Rikki

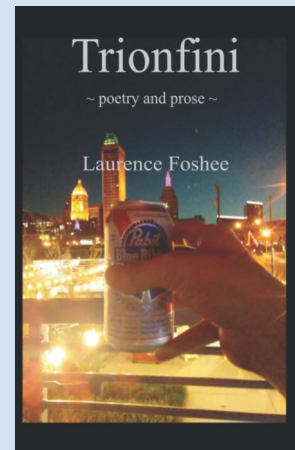
Recently I went to the DXL clothing store, along with Vini and Rikki. We met Cassi, the Assistant Manager, who helped both Vini and me find shoes and pants. Cassi was very friendly and patient with us as we looked around the store to find what we wanted. It almost brought tears to my eyes because I was so elated at finding it all in one store.

From the first moment that I tried the slip-on shoes, I felt like I was walking on air. I didn't realize how much I needed a good pair of shoes until I tried these on my feet. I must admit that once I tried these puppies on they didn't come off until I got home that night.

As for the first pair of pants that I tried on, I also wore them out of the store. Cassi was very helpful, and I had her find me three other pairs that were the same type, just different colors.



Vini was very happy as well, especially when we took him home. I must say, without making too much of a fuss about it, that the Crossroads housing fund was exactly what I needed. Once again Crossroads was able to help me out immensely with a hand up in life as opposed to a handout. We had a great time, and now I have new pants and new shoes to look and feel great in when I go to job fairs. Feeling confident is half the battle to getting a job, and Crossroads has again come through with the assistance to feel independent. That is what the Clubhouse is all about.



(From May *Gazette*)

We congratulate our colleague Laurence on the publication of the new and expanded edition of his poetry/prose anthology, *Trionfini*. The book weaves “narratives of working poverty with wild longing and loss...in times of personal and global crises...”

Laurence also won first prize in the undergraduate competition at the recent Scisortail Creative Writing Festival at East Central University in Ada, OK.

Trionfini is available on [amazon.com](https://www.amazon.com).

Paperback 73 pages \$15.00

Member Stories

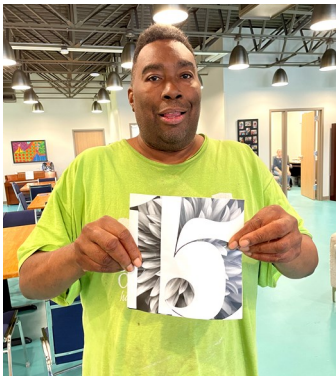
15 Years at Reasor's

(From June Gazette)

story by Nathaniel

photo by Scott

It's hard for even me to believe, but I am celebrating 15 years at Reasor's grocery store. When I first interviewed for this job, it seemed that there'd be more expectations to come along with it. I am thankful that Reasor's chose me to work for them; it is by far the best job I've ever had. I've made many friends on this job, even some who have gone beyond the job itself. Now that Reasor's has been sold, I hope to continue on for the new company. Here's to maybe another 15 years!



Employment Spotlight: Gigi

(from July Gazette)

interview by Emmy

EMMY: *Where do you work and what do you do there?*

GIGI: *I do prep cooking at the Chowhouse Grill.*

How long have you been working there?

Almost one year.

What's your favorite thing to do at work?

I like to hand-cut potatoes and prepare homestyle mashed potatoes.

What's the hardest thing about your job?

Measuring for recipes and making sure to get the measurements right. It's also important to make sure to use the freshest ingredients.

Do you have advice for anyone who wants to succeed at work?

Be on time. You can also read to learn more about your job and practice to find out what works.

Nikki's New Job

(from August Gazette)

by Rikki

Nikki has now been working at J&J Superette as a cashier for two months. The convenience store is close to where she lives, so she already had a good relationship with the people who work there. She says that the people are what she appreciates the most about her new job. Many of the customers are regulars who come in all the time, and she enjoys getting to talk with them. She also has a good boss who is understanding of her disabilities. When asked if she had advice about succeeding at work, she said it's important to smile and be positive when working with people. She also says that being honest with her boss and coworkers has made a big difference for her.

Member Stories

Tom's New Job

(From October *Gazette*)

by Nathaniel

Tom heard about his new job through Knights of Columbus, a Catholic Church organization. He answers phones for Burkhardt's Office Supply on 71st and Lewis. He took the job because it's closer to where he lives, the hours are more set...and he got a raise. He takes a karate class on Tuesdays. Well done, and stay busy, Tom.

Employment Dinner (From October *Gazette*)



Crossroads members who are working or interested in employment get together and support each other at our monthly employment dinner. Here at Taziki's are, L to R: Laurence, Joe, Gigi, Edwin, and James.

photo by Rikki

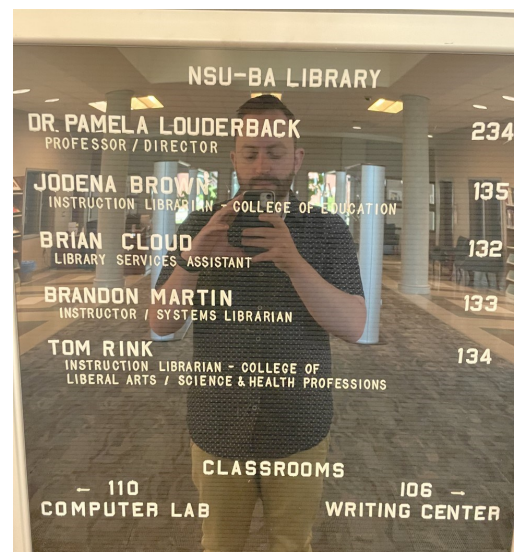
Brian's Library Job

(From November *Gazette*)

by Nathaniel

Brian began his new job at the Northeastern State University-Broken Arrow Campus on September 6, the day after Labor Day, as a Library Services Assistant. He was hired because of his experience working for the Tulsa City-County Library, where he was a shelver for six months.

He also had previous experience at NSU, working in the Information Technology Department as a student employee. As part of his job, he works at the circulation desk, helping patrons with checking out or checking in books, in addition to helping with book study rooms. Another one of his responsibilities is to oversee the student workers and ensure that they are carrying out their assigned tasks. He is also in charge of acquiring, maintaining, and tracking periodicals. Brian would like to continue his role at NSU but would also like to challenge himself in the future, perhaps by pursuing a Master's Degree and becoming a librarian or professor.



Employer Partnerships: Transitional Employment

We're currently looking for employers to partner with us for our Transitional Employment program! If you're interested in employing our members or would like more information, please contact Rikki Brown at rbrown@clubhousetulsa.org.

What is Transitional Employment (TE)?

A TE is a temporary job placement in an entry-level position that allows members to gain work experience. TEs are arranged through partnerships between Crossroads and local employers.

How it works:

The Clubhouse selects a member to work the job for a period of 6-9 months. During that period, Clubhouse staff are available to help train the member, solve workplace issues, and fill in for the member if they can't make it to work. This allows the member to feel supported and ensures the employer that the job will get done.

At the end of the placement period, the member concludes work and Clubhouse staff help them find regular employment. A new member is then selected to complete the TE placement.

What Types of Jobs Make a Good TE Position?

Ideal positions would be those that can be learned in a short period of time and involve consistent, predictable job duties. They are typically 15-20 hours per week and should be scheduled during weekday business hours (M-F, 9-5) so that Crossroads staff are available to provide assistance when needed.

Examples of good TE positions:

Food server
Desk clerk
Cleaning/janitorial
Dishwasher

Usher/ticket taker
Retail/grocery store worker
Assembly line worker
Library shelver

Parking lot attendant
Groundskeeping

Benefits to the Employee:

- ◆ Members learn skills and build their resumes
- ◆ Members get acclimated to working in a secure and supportive environment
- ◆ Crossroads staff are available to provide job training, help solve workplace issues, and fill in for the member if needed
- ◆ Temporary placements allow members to explore different kinds of jobs

Benefits to the Employer:

- ◆ Easy transition from one employee to the next
- ◆ Job training and absence coverage are provided by clubhouse staff, at no cost to the employer
- ◆ Employers will give back to the community by providing meaningful employment and work experience to those with disabilities

Job Hour

Job Hour is a discussion group that meets every Tuesday and Thursday at the clubhouse at 2 PM.

Job Hour

By Rikki

Every week, Clubhouse colleagues meet at Job Hour to talk about employment-related topics. It provides a space for members to support one another, whether they are working, looking for a job, or just interested in sharing their experiences. In addition to sharing advice and personal stories, we also learn about a different topic each week. Examples of topics we have discussed include resume writing, job interviews, workplace etiquette, and conflict resolution. We also occasionally have guest speakers. This year we spoke with Gayle from DRS about how part-time work will affect your income and benefits. We also received a visit from Nathan from TCC, who shared information about their educational programs and resources for students with disabilities. All members are welcome to attend!

“It is a good class to learn about job skills and how to work well with others in the workplace.”

-Justin

“Job Hour lets me learn about potential careers and how to excel in any work situation. I like learning about all the different aspects of employment and feel like I’m learning a lot.”

-Jaden

“Even though I am retired, Job Hour has a lot to offer. I can help people who have never had a job and share some of my experience.”

-Emmy



The Clubhouse Model

Our Employment Program is based on the Clubhouse Model , implemented by Clubhouse International (ICCD).

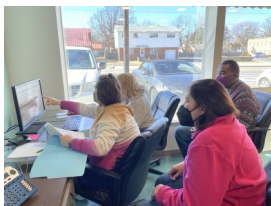
The ICCD Employment Program

by Sheree

Clubhouse International has a 3-step Employment Program that has been helping members get back into or start work. Individuals with mental health disabilities often have a hard time finding or keeping a job, and the Employment Program is designed to help and alleviate that. The TE, or **Transitional Employment** phase, is for members needing help finding a job. It is for 6-9 months in duration, and is 100% employee covered – meaning that if the member cannot come in to work, a Clubhouse staff person will come in and work for the member/employee. TE's are also part-time jobs, allowing the member to both work and attend the Clubhouse.

Supported Employment is the second phase of Clubhouse International's Employment Program. Members who have completed the TE phase move on to this phase and have support of the Clubhouse in terms of clothing and transportation help, but are responsible for working the job on their own. The duration of working at the job is solely up to the member.

Independent Employment is the third phase of Clubhouse International's Employment Program. Members typically find and secure employment on their own during this phase, and are solely responsible for working the job. The Clubhouse can provide help to members for the job, such as job counseling. Usually, members provide their own clothing and other job related items, but the Clubhouse can help with those things if needed.



The Work-Ordered Day

By Sheree



In the ICCD model, all Clubhouses follow a work-ordered day that parallels typical working hours for a standard business. Clubhouses follow this model to give members a sense of structure, worth, and confidence in their work. The Clubhouse is organized into one or more work units where members work side by side with staff.

Clubhouse Tulsa has two units, the Culinary and Administrative Units. Both units provide hands-on work for members. The Culinary Unit has more physical work with preparing meals, cleaning, and grocery trips. The Administrative Unit has more computer work, light cleaning, and occasional trips to stores to buy supplies for the Clubhouse. Working side by side with staff helps members to socialize, learn new skills, and not be discriminated against based on level of functioning or diagnosis. In all Clubhouses, members' diagnoses are not discussed. Relationships are a big part of Clubhouse communities, and the work-ordered day helps connect, foster, and enhance relationships between members and staff.

Our Partners

Our Employment Program receives support from the following organizations.



We are accredited by the International Center for Clubhouse Development (ICCD), a.k.a. Clubhouse International. ICCD created the employment standards on which our employment program is based.

“Through over 320 local Clubhouses in more than 30 countries around the world, Clubhouse International offers people living with mental illness opportunities for friendship, employment, housing, education and access to medical and psychiatric services in a single caring and safe environment – this social and economic inclusion reverses the alarming trends of higher suicide, hospitalization and incarceration rates associated with mental illness.” (From clubhouse-intl.org)



Our Employment Program is funded in part by the Oklahoma Department of Rehabilitation Services. Our clubhouse is a referral agency for their Vocational Rehabilitation program, which allows members to access additional resources for finding and preparing for employment.

“The Oklahoma Department of Rehabilitation Services expands opportunities for employment, independent life and economic self-sufficiency for people with disabilities. DRS bridges barriers to success in the workplace, school and at home.” (From oklahoma.gov/okdrs)



We are a Partner Agency of the Tulsa Area United Way, and our programming is funded in part by their contributions.

“Tulsa Area United Way (TAUW) unites donors, advocates, volunteers and partners to advance the health, education and financial stability of every person in every community.” (From tauw.org)



Clubhousetulsa.org

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