

### YIT PROGRAM PROGRESS REPORT

1. Grant Number: **03150-7079**
2. Grantee Name and Address: **208 Flynn Avenue, Suite 3J, Burlington, VT 05401**
3. Telephone Number: **(802) 488-6600**
4. Project Title: **Implementation of Chittenden Regional Plan for Vermont's Youth in Transition Grant**
5. Period of Performance from **January 1, 2011 through June 30, 2011**
6. Approved Project Period from **January 1, 2011 through June 30, 2011**
7. Author's Name and Telephone number **Betsy Cain, Assistant Director, Child, Youth and Family Services @ HowardCenter: (802) 488-6701**  
  
Gina D'Ambrosio, JOBS Program Coordinator: 864-7423 ext. 337  
Bob DiMasi, Vermont Family Network Transition Resource Consultant: 876-5315, ext. 228
8. Date of report: **July 28, 2011**

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The federal Government Performance and Results Act (GPRA) primarily focuses on demonstrating accountability and achieving meaningful outcomes for all federally funded programs. Please make sure to include information on the outcomes of your project activities and the impact of your project on improving the lives of Youth in Transition and their families in the Program Progress Reports submitted.

**Two Program Progress Reports must be submitted for this sub-grant:**

1. one for the time period from July 1 – December 31, 2011 (due by January 31, 2012), and
2. one for the period from January 1 – June 30, 2012 (due by July 30, 2012).

#### **Report Contents**

#### **1. Major Activities and Accomplishments During this Period**

Report both quantifiable and non-quantifiable accomplishments for the General Expectations and Regional Goals listed in Attachment A (see pages 3-5 of the grant award):

- Quantifiable accomplishments include numbers of youth/families served, people trained, support groups established, etc.
- Non-quantifiable accomplishments should be listed in chronological order. Describe any draft/final products in this section.

**Please report major activities and accomplishments for the following goals, outcomes, and indicators as relevant for the sub-grant. [This section of the report may be entered directly into the table below.]**

<p><b>Goals for strengthening the systems of care</b></p>	<p>1: Young adult (YA) leadership is developed in VT.</p> <p><b>Required activity:</b>  <i>Operate in accordance with continuing input from key stakeholders (including youth and family members) within the regional systems of care....</i></p> <p>New Young Adult Navigator, Raymond Drexel was hired in March 2011, as a 30 hour/week position (to replace two former 15 hour/week Young Adult Navigators who left positions in January/February) to provide support for youth to navigate systems in the community, as well as focus on social marketing and an online resource guide. In addition, this role was used to meet with and identify youth who can work together to form an advisory board and share youth voice to all aspects of the YIT funded initiative. Raymond has participated in meetings in St. Albans and Rutland in the formation of their youth advocacy board. Chris Vaughn, JOBS Case Manager, has also been working collaboratively with Raymond to develop the young adult advisory board and the Online Resource Center.</p>
	<p>2: Family/adult allies support young adults...</p> <p>Raymond attended a family support meeting where young adults spoke of ways in which parents and adult supports can help them. All YIT staff have made conscious efforts to (in line with TIPS Model practices) include informal supports, as defined by each young adult client, in the treatment process. Supports have included mentors, significant others and siblings.</p> <p>Bob DiMasi, VFN Transition Resource Consultant (YIT Parent Navigator), hosted a number of informational events for families of transition age youth in collaboration with other YIT staff:</p> <ul style="list-style-type: none"> <li>• The Milton Family Event on March 22<sup>nd</sup> was held at the Milton Family Center to share information and highlight the resources for parents who have young adults who are having a difficult time navigating through the transition stage of life. In attendance were two families and a college student from Johnson State, as well as Chris Vaughn.</li> <li>• The Winooski Family Event on June 2<sup>nd</sup> was held at CCV and was attended by approximately 50 people. This event was based around the stories of six panelists who shared their transition stories, including where they are today and how they got there. Panelists were current or former students at Winooski High School and included:             <ul style="list-style-type: none"> <li>○ A student who graduated first in his class and went on to graduate from Wentworth College</li> <li>○ Two new Americans (former refugees): a current junior and a Johnson State College student</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>○ A student from Green Mountain College who has Asperger's syndrome</li><li>○ A student from Saint Michael's College who uses a wheel chair.</li><li>○ A young woman who had previously been incarcerated and received her diploma from Winooski through the High School completion program.</li></ul> <p>Each panelist told their story and answered specific questions posed by the moderator, as well as questions from the audience. Food was provided and no interpreters were requested.</p> <p>This panel event was a great collaboration between the following organizations: Vermont Family Network, Vermont Student Assistance Corporation, Winooski Community Justice Center and the Winooski School District. In addition, the Community College of Vermont provided the meeting space for free.</p> <ul style="list-style-type: none"><li>● Finally, a transition workshop was offered at the Career Planning Conference in Randolph on May 22<sup>nd</sup>. Information was presented about the transition process, particularly for students with disabilities, and the resources available to support them. Bob was able to provide a parental perspective about having a child with a disability to the 22 school counselors, administrators and parents that attended this event at Vermont Technical College.</li></ul> <p>In conjunction with these family events, Bob created a power point presentation entitled "Transition Planning is a Team Event!", which is now on file at VFN.</p> <p>During this reporting period, Bob DiMasi supported 19 families of transition-age youth, with disabilities as follows:</p> <ul style="list-style-type: none"><li>○ ADD: 4</li><li>○ Anxiety: 1</li><li>○ ASD: 3</li><li>○ Aspergers: 1</li><li>○ Autism: 1</li><li>○ Depression: 1</li><li>○ Dyslexia: 1</li><li>○ Emotional Disability: 1</li><li>○ LD: 1</li><li>○ LI: 2</li><li>○ MH: 1</li><li>○ Multiple disabilities: 1</li><li>○ ODD: 1</li></ul>
	<p>3: Workers use caring practices known to be helpful for young adults and families.</p> <p><b>Required activity:</b> <i>Provide cross-system case management and individualized service plan development, ensuring that young adults are engaged in planning for their</i></p>

	<p><i>own futures....</i></p> <p>The JOBS Case Managers have provided case management and individualized treatment plan development driven by goals identified by each young adult client. Of note:</p> <ul style="list-style-type: none"><li>• Use of breathing and meditation exercises with youth</li><li>• Implementation of In-vivo (TIPS term) modeling/learning with caseload of 15 young adults</li><li>• Consistently provided choices, respected cultural and spiritual beliefs in direct service, case management and the development of individualized plans of care and goal setting with all clients</li><li>• Worked on increasing the overall well-being and independence of clients with a special focus on employment.</li><li>• Provided support for job searches, writing cover letters and resumes, application submission, following up with employers, outreach to employers, advocating for special training and on-the-job needs</li></ul> <p>Since beginning in March 2011, the Young Adult navigator has worked with 23 young adults and has helped them fill out over 40 job applications, acquire food stamps, change social security payee information, start the process towards emancipation, navigate the legal system to work out retail theft charge, connect youth to homeless shelters in area, complete Medicaid paperwork in order to get insurance, complete resumes, and assist in getting driver's permit.</p> <p>The VFN Transition Resource Consultant attended 3 Act 264/Coordinated Services Plan Meetings to support 3 families. His role included explaining the Act 264 process and helping families feel comfortable with it. The meetings were held as follows:</p> <ul style="list-style-type: none"><li>• January 7: Jean Garvin School</li><li>• February 17: Burlington</li><li>• May 10: Essex High School</li></ul>
	<p>4: System of Care partners gain cultural &amp; linguistic competence (CLC)...</p> <p>Chris Vaughn gained increased CLC through interaction with representatives from AALV and Refugee Resettlement during CWS (Creative Workforce Solutions) meetings. He also gained CLC in regard to Nepali, Vietnamese, Somali and Chinese cultures through direct service work with a Vietnamese client and through explanation by the YIT Case Manager focused on multicultural young adults (Linda Li).</p> <p>Part time position for clinician focusing on working with multicultural youth was refilled in December 2010 (after departure of former staff in October 2010). Staff (Linda Li) was trained and began making connections in the community as well as serving clients. Starting in January 2011, Linda supported approximately 20 young adults with various cultural backgrounds and maintained a caseload of 12 young adults. Cultures</p>

	<p>represented are Nepalese, Bhutanese, Somali, Congolese, and Kenya.</p> <p>Linda was able to refer a young woman to counseling through the Connecting Cultures Program and the Spectrum Counseling Program. She also established working relationships with interpreters, both locally and through phone interpreting services, and made significant connections in the Winooski School District through referrals by the Winooski High School nurse. Additional efforts included extensive work with Refugee Resettlement and the facilitator of a parents' support and resource night sponsored by AALV (Association of Africans Living in Vermont), with a strong turnout and several resulting referrals.</p> <p>Finally, Linda attended a Train the Trainer Conference for Interpreters working with mental health. She left on maternity leave in the beginning of June and is due to return to her position in September.</p> <p>In addition to the activities above, the YIT brochure was translated into Somali and Arabic and is being translated into 4 other languages.</p> <p>Bob DiMasi gave two presentations in January and February to Association of Africans Living in Vermont in regards to VFN and YIT services and resources. He also attends the monthly Refugee Immigrant Service Provider Network meeting to keep current on the New American population in Vermont and those agencies that serve them.</p>
	<p>5: Local communities (including young adults) change their perceptions of young adults and of mental health issues, reducing stigma....</p> <p>Chris and Raymond are currently working with young adults to change the Church Street Marketplace's views about youth accessing support from Spectrum. Raymond is also beginning conversations with young adults who wish to form a youth advocacy board.</p> <p>As noted above, YIT services were also presented at two informational events for parents of transition age young adults hosted by Vermont Family Network.</p>
	<p>6: Effectiveness of the Vermont System of Care for young adults with SED is evaluated.....</p> <p>In January, the Leadership Team invited Martha Maksym of United Way and Andy Strauss, State's Attorney, to a meeting to discuss truancy. Martha and Andy shared their respective experiences with the Truancy Task Force and court system, and the team discussed whether it should advocate for statute change regarding the age at which a student can decide to drop out.</p> <p>The Leadership Team continued to discuss ways to enhance young</p>

	<p>adults' transition plans since many teams do not re-convene after an initial crisis. After much discussion, the team decided that it made most sense to submit a list of transition questions to Melissa Bailey and advocate that they be included in the Coordinated Services Plan; there is likely greater chance of system change if new questions can be folded into an existing document.</p>
	<p>7: The State supports and sustains regional services for young adults....</p> <p>Chris Vaughn met with Matt Wolf twice to discuss how state level YIT may support local efforts, specifically regarding a young adult advocacy board and the Online Resource Center.</p>
<p><b>Desired outcomes for young adults of transition-age</b></p>	<p>1. Decreased number of young adults involved in the corrections system (including an increase in the number who are free of incarceration).  <b>Required activity:</b>  <i>Reach out to young adults with SED who are out-of-school at least through teen centers, recovery centers, homeless youth programs, and by intercepting them at critical intervention points with the juvenile and criminal justice systems....</i></p> <p>Spread literature regarding support available through YIT, worked with the DCF probation officers of SC, BM and JL to help these young adults meet the terms of their juvenile probation and develop strategies for staying out of the adult corrections system.</p> <p>Set up volunteering opportunities to work off community service and developed strategies for meeting the other terms of each individual's probation.</p> <p>2. Increased number of young adults who are employed....</p> <p><i>JL – Worked extensively on job search skills; Gained employment at IHOP through a family connection; Currently working on strategies for maintaining employment.</i>  <i>ZC – Developed a strategy for tactfully and proactively explaining to employers his inability to pass a background check; Worked on job search skills including resume and cover letter writing; Job development using Temp-To-Hire as the conversation starter; Successful placement in a traditional hire (didn't end up using Temp-To-Hire) at Healthy Living Natural Foods.</i>  <i>BT – Worked extensively on job search and on-the-job skills; Job development with Eco Tek Janitorial Services; OJT placement began June 7, 2011.</i>  <i>LW – Worked on job search and on-the-job skills; Job development with Outdoor Gear Exchange; placement at OGE using Temp-To-Hire; repair work with OGE after Temp-To-Hire was ended prematurely; Advocated for a second chance traditional hire; LW has been successful in this role</i></p>

	<p>for over a month.  <i>DT</i> – Extensive work around self-esteem and on-the-job skills; With Linda Li, job development and placement at Asiana House Restaurant.  <i>KD</i> – Has maintained employment at IBM since August 2010; Ongoing support for maintaining employment.  <i>MB</i> – Has maintained employment at Car Quest for over a year; Ongoing support around exploring career change.</p>
	<p>3. Increased number young adults participating in (or who completed) educational programs....</p> <p><i>DT</i> – Worked on strategies for maintaining active participation in VAL; Advocated for (and was awarded) a full scholarship for an art education class at Burlington City Arts and worked with a local art supply retailer to donate all required supplies; **No client follow through with either of these efforts.  <i>SC</i> – Supported a Job Corps tour and additional alternative placement exploration; worked to develop strategies for maintaining participation in school.  <i>BM</i> – Supported BM in the process of re-engaging in his education; Worked on strategies for maintaining engagement at YouthBuild.  <i>CH</i> – Finishing second semester at CCV; Worked on strategies for time management and maintaining participation in college.  <i>JL</i> – Many discussions regarding school choices; Advocacy at IEP meetings, quarterly reviews, and team meetings.</p> <p>Ongoing collaboration with Vermont Adult Learning both in Burlington and Milton as well as Job Corps, Youthbuild and local school systems.</p>
	<p>4. Increased number of young adults who have access to, and are using, a medical home....</p> <p>Supported multiple youth with the application process for VHAP and Medicaid, encouraged and set up appointments for doctor visits, worked with Adolescent Health Clinic and Community Health Center to schedule appointments and get appropriate referrals to medical help.</p> <p>Supported clients in the Emergency Room following crisis.</p>
	<p>5. Increased number of young adults living in safe and stable housing....</p> <p><i>LW</i> – Referred LW to the SRO. LW Transitioned from NFI Group Home to Spectrum SRO in April 2011.  <i>KD</i> – Moved into rented apartment with her boyfriend (that they can afford); Have worked with KD on money management and budgeting to ensure the stability of her housing.  <i>SC</i> – When his housing was unstable, helped to create a crisis plan; Secured Cold Weather Bed reservations at the Spectrum Emergency</p>

	<p>Shelter. SB – Advocated for placement at the Allen House SRO; Supported SB’s application process.</p> <p>Collaborated with the Spectrum Emergency Shelter, Allen House SRO, Burlington Emergency Shelter, and COTS. In February, Bob DiMasi went with a co-worker from VFN to share information about YIT services at the four COTS locations.</p>
	<p>6. Increased number of young adults who have caring &amp; supportive relationships....</p> <p>DF – At his choice, included his mentor in several meetings. LW – Worked on strategies for the continual improvement of his relationship with his mother; Relationship development with peers within the SRO. JL – Worked on strategies for improving his relationship with his sister and supporting her mental health and behavioral needs. Located a supportive family and friends to become a payee for a young adult whose current payee was abusing their authority.</p> <p>Additional referrals to Spectrum Mentoring Program.</p>
	<p>7. Increase in young adults’ strengths and protective factors....</p> <p>Consistently focused on and incorporated clients’ existing strengths, skills and interests in the job search and development processes.</p> <p>Supported youth to put on a youth driven art show in Spectrum’s Drop-In space.</p> <p>Supported a young adult with connecting to household support systems which he felt were not there.</p>
	<p>8. Improved mental health for young adults.</p> <p><b>Required activity:</b> <i>Improve access to mental health services for the young adults most at risk for poor outcomes and use the power of the courts to increase their likelihood of use of those services....</i></p> <p>Have seen an increase in overall well-being and/or effective management of mental health symptoms for youth served.</p> <p>Referrals to and collaboration with Spectrum Counseling Program, Centerpoint, Otter Creek, Networks, and other area private practitioners.</p>

<p><b>System of Care Infrastructure Indicators</b> (for federal TRAC):</p>	<p><u><i>Workforce Development:</i></u> Organizations or communities implementing mental health-related training programs as a result of the grant. Please enter the number of organizations or communities and briefly describe the training programs....</p> <p>Utilized CWS/VocRehab/VABIR sponsored creative hiring practices to facilitate placements. (1 Temp-To-Hire, 1 On 1 JT)</p> <p>Maintained active participation in Creative Workforce Solutions job developers' coalition. Gained applicable job leads and strategies for increasing job placements. Regularly used Salesforce to learn of and share job leads.</p> <p>Engaged in regular job development conversations with hiring managers and business owners throughout Chittenden County. Met with Mark Rowell to discuss a potential vocational training program at Bike Recycle VT.</p>
	<p><u><i>Organizational Change:</i></u> Organizational changes made to support improvement of mental health-related practices/activities that are consistent with the goals of the grant. Please enter the number of changes and briefly describe them....</p> <p>Soft launch of the "YIT – Chittenden County" Facebook Page to serve as a social media-driven resource hub for young adults in Chittenden County.</p> <p>Held 2 Chat'n'Chew events at the Spectrum Drop-In in an effort to spark interest in participating in a youth advocacy board and the development of a broader resource mapping website project.</p> <p>Streamlined the Young Adult Navigator's progress note and contact list by creating one form of documentation to make the YAN's work more efficient.</p>
	<p><u><i>Partnership/Collaboration:</i></u> Organizations that entered into formal written inter/intra-organizational agreements (e.g., MOUs/MOAs) to improve mental health-related practices/activities that are consistent with the goals of the grant. Please enter the number of organizations and briefly describe the agreements....</p> <p>With members of the YIT Steering Committee, met with New England Network to discuss using Windham County's "Wind Tunnel Mapsite" as a template for the Chittenden County Online Resource Center.</p> <p>Active participation with Creative Workforce Solutions to increase capacity for job development/job resources in the community, on-the-job trainings, and temp-to-hire opportunities</p>

	<p><u>Types/Targets of Practice:</u> Programs/organizations/communities that implemented evidence-based mental health-related practices/activities as a result of the grant. Please enter the number of programs/organizations/communities and briefly describe the evidence-based practices....</p> <p>All staff from both the YIT initiative and JOBS Program studied the TIPS model and completed the TIPS online training modules. In June, staff attended the 2 day TIPS training lead by Dr. Hewitt "Rusty" Clark and received certification for completing the TIPS training. TIPS is an evidenced based model developed to effectively serve transition age youth with emotional-behavioral disabilities through their transition to adulthood.</p>
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## 2. Problems

Describe any deviations or departures from the original project plan including actual/anticipated slippage in task completion dates, and special problems encountered or expected. Use this section to describe barriers to accomplishment, actions taken to overcome difficulties, and to advise DMH of any needs for assistance.

Some challenges experienced in this time period include:

- Lack of follow through and consistency of youth
- Limited contact of youth due to lack of housing or cell phone and transient nature of youth served
- Identifying and accessing interpreters when needed at times
- Lack of diagnostic information and assessment of multi-cultural youth
- Inaccurate or unknown information regarding age of multi-cultural youth
- Transportation and consistency of public bus system
- Time taken up through travel to get to rural areas
- Families with youth who may be struggling with emotional issues, substance abuse, or other disabilities can be hard to identify and difficult to reach
- Adolescents who can sometimes be a barrier to accessing the parent (ex: answering the phone and not passing along the message to the parent)
- Families can have many events that overshadow the need of the adolescent on a daily basis, priorities can shift quickly. Many families are struggling to meet basic needs such as housing and consistent employment and these often, understandably, take priority.
- Connecting parents to parental support resources through adolescents. Many adolescents are also runaways or experiencing homelessness, and as a result, their families are not within reach. However, the VFN Transition Resource Consultant maintains open lines of communication with the Young Adult Navigator to encourage family referrals.
- Providing support to parents of older teens. Parents with 14 and 15 year olds could definitely benefit from support. Sometimes 16 feels late in the game. Offering support and resources to parents of 14 and 15 year olds could make a big difference

- because this is a time that parents often are still able to have some influence over their children.
- Adolescents and their families in rural areas can be difficult to reach when they are placed out of district.

### 3. Significant Findings and Events

For special notice to Principal Investigator, State Outreach Team for Youth in Transition, Federal Project Officer, etc. This should include any changes in staffing, including of persons, time spent, and/or responsibilities. Attach resumes and qualifications of new staff.

Two new staff (see attachments A and B):

- Linda Li, MSW (part-time staff working with multi-cultural youth)
- Raymond Drexel, MSW (Young Adult Navigator, 30 hours/week)

### 4. Dissemination activities

Briefly describe project related inquiries and information dissemination activities carried out over the reporting period. Itemize and include a copy of any newspaper, newsletter, and magazine articles or other published materials considered relevant to project activities, or used for project information or public relations purposes.

- Soft launch of facebook site: YIT Chittenden
- YIT brochures (translated into two other languages so far)
- Inclusion of YIT initiative on the Spectrum website
- Inclusion of YIT related resources on the Students First website
- Distribution of over 40 flyers throughout Chittenden County offering services through YIT initiative (see attachment C)

Process of dissemination within VFN:

When promoting a YIT activity or event, Bob follows the guidelines set forth by the Communications Director at Vermont Family Network. A press release is developed and sent to local newspapers such as the Milton community newspaper and other local venues where advertisement is free or very low cost. Second an announcement is developed and then distributed through VFN list serve, posted on the VFN website calendar of events and VFN Facebook page, and then sent to any other individual groups who have a connection to a YIT event by email or by regular mail. Front Porch Forum was used in Milton and Winooski (estimated to reach about 800 people in each community). Flyers were also distributed in both Milton and Winooski targeting Laundromats, community centers, church bulletins, local corner stores and various other grassroots locations.

## 5. Other Activities

Briefly describe other activities undertaken during the reporting period.

Attended and participated in the Second Annual Young Adult Voice Movement Conference on Friday, May 27<sup>th</sup> and Saturday, May 28<sup>th</sup>.

Bob DiMasi also attended the following:

- Transition Age Advisory Team – Listen to case presentations and act as reference or resource for parent if present; Held at Spectrum monthly.
- Core Team – Provides a connection to the employment specialist for Chittenden County who shares information and resources regarding employment for transition age individuals. Members include representatives from such groups as Linking Learning to Life, Vocational Rehabilitation Services, Department of Social Security, Department of Labor, school counselors and others.
- Career Start – State-wide committee that meets quarterly to share information and discuss current topics from various contacts around the state.
- ACCESS Team – Joined as a parent representative to share views of parental engagement.
- Family Support VFN – Attend these weekly meetings when possible to share information and receive information and referrals from other Family Support staff.

## 6. Activities Planned for Next Reporting Period

Briefly describe the project activities planned for the next reporting period.

Continuing focus groups with young adults to gather input and feedback regarding the information gathering and launching of the resource website. This will include instructional videos made by youth to assist in independent living tasks. It will also include interviews between young adults and community members or businesses describing resources and services available.

Attendance at the TIP training event on September 30, 2011 at Lake Morey Resort.

Getting the YIT brochure translated into more languages.

Beginning the process of implementing a youth advocacy board with well defined roles.

Increasing the level of awareness in the community of the YIT grant and increasing the number of young adults who are referred to the program.

Organizing transition events in other communities (Hinesburg, Charlotte, Shelburne) given the success with the "Planning for Life after High School" event in Winooski. Communities now have the option of organizing a panel discussion or a community workshop on services available to transition age youth. Bob DiMasi has talked briefly with Chris Vaughn and Ray Drexel about branching out to other rural areas, and they are

supportive. Bob also received a call back from The Family Center in Milton as they have had a change in leadership and would like to revisit the event that happened in March. It is our hope that out of these events will identify families of transition –age youth who would like to connect with each other for support and information sharing events.

Continue implementation of the other YIT strategies.

***DMH only:***

*Date received:* \_\_\_\_\_

*Approved by:* \_\_\_\_\_

*Date approved:* \_\_\_\_\_

*Approved by:* \_\_\_\_\_

*Date approved:* \_\_\_\_\_

Attachment A:

*Linda Li*  
53 Partridge Drive, Essex Junction, Vermont 05452

*lindaseven@comcast.net*  
(802) 233-1527

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**Education:**

*Masters in Social Work, Health and Mental Health concentration*

University of Vermont: Burlington, Vermont

May 2010

*Bachelor of Science Degree in Professional Studies with a concentration in Public Relations and Media Communications*

Champlain College: Burlington, Vermont

December 2002

*General Studies (36 credits)*

Community College of Vermont: Burlington, Vermont

Fall 1999 to Fall 2000

*Certification in Outbound Travel Operations*

Haking Wong Technical Institute: Hong Kong

1996 to 1997

*Certification in Tourism*

Caritas Bianchi College of Careers: Hong Kong

1995 to 1996

**Work Experience:**

*JOBS Program Clinician*

HowardCenter: Burlington Vermont

December 2010 to present

- Provide counseling and case management to multicultural youths who have behavioral and mental health challenges
- Organize outreach activities to multicultural community
- Promote and present HowardCenter services to community partners who provide services to multicultural population

*Certificated Interpreter*

Vermont Refugee Resettlement Program: Colchester, Vermont

December 2004 to present

Fletcher Allen Health Care: Burlington, Vermont

May 2007 to present

Independent contractor with local organizations

February 2007 to present

- Interpret from Chinese to English or from English to Chinese, which includes but is not limited to healthcare, education, legal, and business environments.
- Perform case management, advocacy, and care coordination tasks when needed

*Traineeship*

September 2009 to May 2010

Vermont Interdisciplinary Leadership Education for Health Professionals: Burlington Vermont

- Worked with a team of interdisciplinary professionals to provide comprehensive Community Based Assessments for children with special needs.
- Team Leader and Coordinator for one of the Community Based Assessments.
- Attended trainings around the five core competencies of the program: Family Centered Care, Cultural Competency, Health and Disabilities, Leadership, and Interdisciplinary Team Building.

*Student Intern*

September 2008 to May 2009

Westview House, HowardCenter: Burlington, Vermont

Westview House is a social club for individuals with mental health challenges. Acted as a social activities coordinator and assisted club members in resolving personal crisis.

- Built trust and cultivated relationships with members
- Helped members to creatively problem solve using their strengths and qualities
- Provided counseling to members
- Organized and facilitate group activities and events for members

*Linda Li*  
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*Business Assistant (part-time)*

Creative Women: Burlington, VT

July 2007 to June 2008

A socially responsible business assisting African women to sell their products in the U.S.

- Followed up with customers
- Assisted website management
- Organized annual open house
- Assisted preparation tri-annual tradeshow

*Grants and Development Specialist*

Planned Parenthood of Northern New England (PPNNE): Williston, Vermont

April 2003 to July 2007

- Assisted in developing government and foundation grant proposals and reports, including preparation of budgets, collecting a wide variety of documentation and data.
- Managed foundation data in PPNNE's fund raising database in order to create an effective schedule for the grants team to meet deadlines.
- Organized PPNNE's annual Phonathon and volunteer nights.
- Updated, produce and distribute annual fundraising materials to trustees and foundations.
- Write small (under \$1000) grant proposals and create thank you letter to foundation funders.
- Managed projects as assigned, e.g. Fact of Life Line (FOLL) and Limited English Proficiency (LEP) task force.

*Coordinator, Women's Center*

Champlain College: Burlington, Vermont

January 2002 to March 2003

- Collaborated with five fellow female students to found a Women's Center on campus. The group now boasts a membership of 15 faculty, staff, and students.
- Gave a presentation for the College's Board of Trustees to request funding and was granted the requested amount.
- Hosted regular lunch meetings to plan events and future initiatives.
- Successfully organized "The Independent Voices" panel (April 2002), "It's a Woman Thing: How Mass Media Constructs the Female" interactive presentation and discussion (November 2002), and a Women's Center Movie Night (December 2002).
- Served as liaison between the College and off-campus organizations such as the Women's Rape Crisis Center.

*Trainer, The View Café*

Champlain College: Burlington, Vermont

Fall 2001 to December 2002

- Demonstrated multi-tasking ability while working in busy quick service restaurant environment on campus.
- Selected as a trainer for new employees as a result of outstanding personal performance on the job.
- Accurately handled cashier duties.

*Marketing Intern*

First Night Burlington: Burlington, Vermont

Summer 2001

- Organized the first annual Asian Festival as part of Burlington's New Year's festivities.
- Recruited volunteers for the Asian Festival Parade.
- Promoted the "Button Bonus Program" to merchant members of the Church Street Marketplace. This Program was designed to keep the First Night name in front of shoppers throughout the year and to encourage member merchants to offer discounts to shoppers wearing First Night buttons.

*Cultural Representative*

Walt Disney World: Orlando, Florida

July 1997 to July 1998

- Participated in a one-year exchange program. Greeted visitors and sold merchandise at the China Pavilion within EPCOT.

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**Other skills:**

- Trilingual: English, Mandarin, and Cantonese
- Excellent interpersonal and communication skills
- Outstanding time management and organizational skills
- Technology literate
- Excellent collaboration skills

Attachment B:

**Raymond Drexel**

100 Kennedy Drive, Apt. 34  
South Burlington, VT 05403  
(802) 734-9524 rdrexel1@gmail.com

Executive Summary

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- Licensed Social Worker extensively trained in multiple social work fields.
- Educated in a rigorous strengths-based focused generalist social work master's program.
- Strong knowledge base and practice experience in CBT, DBT and Solution-Focused therapies.
- Experienced in managing a high capacity case load of clients from across the lifespan.
- Skilled in both macro and micro practices, with a particular focus on creating positive change for both clients and agency.

Professional Experience

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- **Howard Center** Jan. 2011-Present  
Community Support Worker  
Burlington, VT
- **United Health Services Outpatient Mental Health Clinic** Sep. 2009-May 2010  
Mental Health Social Worker Intern  
Binghamton, NY
- **Family and Children's Society-Harpurville School District** Sep. 2008-May 2009  
School Social Worker Intern  
Binghamton, NY
- **SUNY Plattsburgh-Psychology Department** Aug. 2007-May 2008  
Concussion Research Assistant  
SUNY Plattsburgh, NY
- **Traumatic Brain Injury Center of Plattsburgh** May 2007-Aug. 2007  
Program Social Worker Intern  
SUNY Plattsburgh, NY

Education History

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- **SUNY Binghamton** Aug. 2008-May 2010  
Masters of Social Work-GPA 3.7
- **Phi Alpha Social Work Honor Society** Dec. 2009
- **Reeves-Ellington Scholarship** Aug. 2009
- **Redcay Senior Award for Excellence in Behavioral Science** Apr. 2008
- **Psi Chi Psychology Honor Society** Mar. 2006
- **University of Central Lancashire, England** Aug. 2006-Dec. 2006
- **SUNY Plattsburgh** Aug. 2004-May 2008  
BS in Psychology-GPA 3.5

Work History

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- **Lowe's Home Improvement** May 2009-Feb. 2011  
Hardware Department Associate
- **Arby's Restaurant** Jan.2009-Feb. 2010  
Frontline/Drive-thru employee
- **Upward Bound Plattsburgh** Jun. 2008-Aug. 2008  
Tutor Counselor

