

Alcohol & Chemical  
Brain Boosters  
Case Management  
Consumer Resources  
Crisis Intervention  
Day Programs  
Disability Related  
Domestic Violence  
Driving Evaluation  
Education  
Financial Aid  
Health Related  
Housing Agencies  
Independent Living  
Legal Services  
Parenting & Family  
Post Acute Rehab  
Psych. Counseling  
Recreation  
Resources  
Special Populations  
Support Groups  
TBI Internet  
Transportation  
Vocational Services







## 25. Vocational/Prevocational Services

The services listed in this chapter can assist the person with TBI to either: learn some skills for a career, help with the job seeking process, and/or get placed in a position (vocational); or learn or relearn about work attitudes, habits, and the social skills necessary for work success (prevocational).

People with TBI often believe that going back to work is 'the marker' of their recovery and the sooner they can get back to work, the sooner they can 'prove' to themselves as well as to others that they are 'completely recovered'. They may be unwilling to try a new experience (for example, prevocational or avocational program or new career emphasis) that you or the professional feel might be best. One strategy that can be helpful is to speak of it as a 'trial' experience: that "when you prove that you can do this, then we can look into jobs that are more to your liking." This statement is true because as the client's attention, memory, and ability to concentrate improve, s/he will be ready for more challenging work. Of course, even the best placement can go wrong, and if the job/training doesn't work out, please remember that this can be quite a blow to one's self-image; perhaps counseling or at least venting in a support group will help.

Since most persons with TBI are injured at a young age, before they have a career path established, there is bound to be some uncertainty of vocational direction. TBI can complicate the situation, as most persons with TBI are young and still exploring new options; 'having the rug pulled out' from under you with a TBI and then being pulled backwards into some 'prevocational' activity naturally has repercussions. Again, counseling often helps.

It is important in this process to have some accurate and comprehensive knowledge of where the client is in his/her physical, psychological, and emotional readiness for work. Some persons with TBI are socially adept enough so that they are able to convince you or the vocational counselor that they are ready for more than they can handle. Placement in a program or at a job before one is ready for it can and often leads to failure (poor performance in the program or termination from the job). This should be avoided because of the damage it does to the person's feelings of self-worth and dignity.

For those people who are not yet ready for paid work, volunteer work is an excellent avenue to explore. The Volunteer Exchange can match the volunteer's needs (type of work, location, hours) with their database of organizations seeking people.

A major resource for those with TBI is the Department of Rehabilitation (DR). They supply diagnostic evaluations, counseling, and case management, and they will fund any reasonable services for return to work, including training, testing, job referrals, job coaching and follow-along, and whatever else the client and counselor agree on. They also pay for supplies, transportation to training, tools needed for the job, and license or union fees. To be eligible for DR services, one must have a vocational objective, a medically diagnosed disability which prevents entering or return to employment, and some reasonable expectation that the services DR provides will enable the person to go to work.

A few years ago, DR started undergoing some profound changes in their selection process and in the way they work with their clients. The first change was that people with disabilities are all presumed to be able to benefit from DR's services and will not automatically be turned away because they are

## 25. Vocational/Prevocational Services

'too disabled'. They will only be denied services after it is proven that the person cannot work even with all services provided. The second change is that DR may, if it is determined that there won't be enough money to pay for services for all clients, go into an 'Order of Selection' so that DR clients with the most serious disabilities will be served first. This is very good for those persons with TBI who have significant deficits in many areas, as they will be served first. The down side is that those with milder brain injury will be put on a list to wait for more money to become available.

Below are the local programs that work with vocational services, as well as a listing of the individual DR offices in the San Jose District and the locations and phone numbers of the other districts in Northern California. The Department of Rehabilitation has a very good record for placing people with disabilities. In the past, they had difficulty with cognitive disabilities, in part because of the newness of the disability and the lack of knowledge about the readiness of people with TBI to go back to work. This is changing!

ALSO SEE CHAPTER 10 ON EDUCATION RESOURCES

### **Alliance Employment Services**

408/938-8500

150-A South Autumn Street

San Jose, CA 95110

Website: <[www.alliance4care.org](http://www.alliance4care.org)>

- Assists people with mental illness who wish to re-enter the job market.

### **Asian-Americans For Community Involvement (AACI)**

408/975-2730

2400 Moorpark Ave., Suite 300

San Jose, CA 95128

Website: <[www.aaci.org](http://www.aaci.org)>

- Vocational and community ESL programs.

### **Back on Track to Success**

Rehabilitation Research Center

Santa Clara Valley Medical Center

408/885-2397

FAX: 650/793-6434

751 South Bascom Ave.

San Jose, CA 95128

Website: <[www.tbi-sci.org/call.html](http://www.tbi-sci.org/call.html)>

- The "Back on Track to Success" Community-Based Mentoring Program is focused on helping teens and young adults (16-26 years) with disabilities to successfully get a job or go to college. It is a one on one mentoring program, where mentors are trained to connect participants with the appropriate community resources and support that they need to be successful.

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### **Community Gatepath**

650/259-0150

FAX: 650/697-5010

1764 Marco Polo Way

Burlingame, CA 94010

Website: <[www.communitygatepath.com](http://www.communitygatepath.com)>

- Prevocational program.
- Employment services for individuals with disabilities.

### **Community Options**

408/423-9484

1922 The Alameda, Suite 210

San Jose, CA 95126

- Programs in Santa Cruz and Oakland.
- Supported employment, integrated work and independent living skills.

### **Deaf Counseling Advocacy & Referral Agency (DCARA)**

TTY: 510/483-0753

Voice Translation: 800/735-2922

1539 Webster

Oakland, CA 94612

Website: <[www.dcara.org](http://www.dcara.org)>

- Job development and placement.

### **Economic And Social Opportunities, Inc.**

408/971-0888

1445 Oakland Road

San Jose, CA 95112

- This agency offers two vocational training programs; an eight week intensive program in Computerized Accounting or Computer Office Specialist and an 8 month program for persons with low income in Health Information Specialist, Loan Credit Clerk, or Computerized Office Specialist. For refugees, they have English as a Second Language (ESL) classes to get them get into a job or a training program. They also have remedial ESL classes, a job placement program for refugees, and a General Equivalency Diploma (GED) program for those on Aid for Families with Dependent Children (AFDC).

### **Employment Development Department**

916/653-0707

722 Capitol Mall

Sacramento, CA 95814

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### **Focus For Work**

408/944-0591

Catholic Charities

2625 Zanker Rd., Ste. 101

San Jose, CA 95134-2107

- Offices in Gilroy, East San Jose, and downtown San Jose.

### **Goodwill Industries of Santa Clara County**

408/998-5774

1080 N. 7th Street

San Jose, CA 95112

Website: <[www.goodwillsv.org](http://www.goodwillsv.org)>

- Occupational skill training.
- Supported employment.
- Vocational evaluation.

### **The California Governor's Committee on Employment of People with Disabilities**

916/654-8055

TDD: 916/654-9820

800/695-0350

FAX: 916/654-9821

800 Capitol Mall-MIC41

Sacramento, CA 95814

Website: <[www.disabilityemployment.org](http://www.disabilityemployment.org)>

### **The Graham Consulting Group**

925/837-7360

2723 Crow Canyon Road

San Ramon, CA 94583

Website: <[www.jobfitremedy.com](http://www.jobfitremedy.com)>

- Vocational evaluation.
- Job placement.
- Resume assistance.

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### **Hope Rehabilitation Services**

408/748-2850

4351 Lafayette St. (Administration)

Santa Clara, CA 95054

408/282-0416

1555 Parkmoor Ave. (Training/Placement Services)

San Jose, CA 95128

- Work adjustment, evaluation, training, & job placement.

### **Institute Of Career Development** (Division of Goodwill)

408/998-5774

TTY: 408/294-5561

1080 North Seventh Street

San Jose, CA 95112

- Work adjustment, evaluation, training & job placement.

### **Job Accommodation Network** (Job modification info)

800/ADA-WORK

800/526-7234

P.O. Box 6080

Morgantown, WV 26506

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

- This is a toll-free consulting service that provides info about job accommodations and the employability of people with functional limitations. Anyone may call and the calls are answered by consultants who understand the functional limitations associated with disabilities. They can offer the caller comprehensive and up-to-date info about accommodations and strategies.

### **Limited Examination And Application Program (LEAP)**

916/445-0538 x300

801 Capitol Mall

Sacramento, CA 95814-4806

- The State Personnel Board's LEAP program helps persons with disabilities secure State Jobs. Your Department of Rehabilitation counselor can help you with the application, examination and hiring process.

### **MACSA Adult Day Health Care**

408/928-5820

FAX: 408/928-5821

2254 Alum Rock Ave

San Jose, CA 95116.

- They offer a job training/job assistance program.

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### **Nova Program**

408/730-7775

FAX: 408/730-7643

505 West Olive Ave., Ste. 550

Sunnyvale, CA 94086

Website: <[www.novaworks.org](http://www.novaworks.org)>

- Job training - Santa Clara/San Mateo Counties

### **Occupational Solutions**

408/377-0307

FAX: 408/289-1662

860 Willow Street

San Jose, CA 95125

- Vocational testing and evaluation, work tryouts, ergonomic and work station assessments, adaptive device assessment and training, functional capacity assessments, reconditioning and work hardening, job analysis, and reasonable accommodation assistance. They also administer the WAIS (Wechsler Adult Intelligence Scale).

### **Palo Alto Health Care System (Veterans)**

650/493-5000 x65931

3801 Miranda Avenue

Palo Alto, CA 94304

DVA Medical Center (NPD-11686)

Menlo Park, CA 94025

- Counseling and job placement for veterans.

### **Project Hired**

Voice & TDD: 408/557-0880

FAX: 408/557-0710

1270 Franklin Square

Santa Clara, CA 95050

Website: <[www.projecthired.org](http://www.projecthired.org)>

- Project Hired (Helping Industry Recruit Employees with Disabilities) assists individuals with disabilities to secure jobs appropriate to their qualifications and career goals. They also maintain a range of services for job placement and career development.

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### **Salinas Adult School**

831/796-6970

FAX: 831/796-6915

Rehabilitation Education Assistance Program (REAP)

20 Sherwood Place

Salinas, CA 93906

Website: <[www.salinasadultschool.com](http://www.salinasadultschool.com)>

- The Adult With Disabilities Program prepares students with disabilities to assume an adult role in society.

### **Services For Brain Injury (SBI)**

408/434-2277

2731 North 1st Street, Suite 100

San Jose, CA 95126

Website: <[www.sbicares.org](http://www.sbicares.org)>

- Vocational programs specifically for individuals with brain injuries.

### **Shoreline Occupational Services**

831/429-6415

FAX: 831/423-8968

350 Encinal Street

Santa Cruz, CA 95060

- Santa Cruz, Monterey and San Luis Obispo Counties.

- Referrals through DR and Community Resources for the Disabled.

### **Silicon Valley Independent Living Center**

408/894-9041

FAX: 408/894-9050

TTY: 408/894-9012

2306 Zanker Road

San Jose, CA 95131

Website: <[www.svilc.org](http://www.svilc.org)>

- Neuropsychological and vocational interest testing; Transferable Skills Assessment; computer training and assessment job preparation and placement services; work-related benefits counseling; and assistance with Plans-to-Achieve Self Support.

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### **Vet Center**

408/993-0729

278 N. Second St.

San Jose, CA 95112

- This is an outpatient clinic for veterans, especially Vietnam veterans. They offer counseling through a group of therapists. They deal with issues around marriage and family stress, depression, mid-life crisis, and they also have an Employment Development Department Employment Specialist available four days per week.

### **Vocational Program**

916/395-9000

Goodwill Industries of Sacramento

6648 Franklin Bl.

Sacramento, CA 95823-1095

### **Volunteer Center Of Contra Costa Co.**

800/123-CARE

925/472-5760

FAX: 925/472-5780

1820 Bonanza, #100

Walnut Creek, CA 94596

Website: <[www.helpnow.org](http://www.helpnow.org)>

### **Volunteer Center Of Napa Co.**

707/252-6222

FAX: 707/226-5179

1820 Jefferson Street

Napa, CA 94559

### **Volunteer Center of Sacramento and Yolo Counties**

916/567-3100

1111 Howe Avenue, Suite 600

Sacramento, CA 95825

### **Volunteer Center Of San Francisco and San Mateo Counties**

415/982-8999

650/235-3550

FAX: 415/982-0890

1675 California Street

San Francisco, CA 94109

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### **Volunteer Center Of Sonoma Co.**

707/573-3399  
FAX: 707/573-3380  
153 Stoney Ci., Ste. 100  
Santa Rosa, CA 95401

### **Volunteer Exchange**

408/247-1126  
FAX: 408/247-5805  
1922 The Alameda, #100  
San Jose, CA 95126

•Links community members to volunteer opportunities in Santa Clara County.

## **BOOKS**

### *Off To Work Curriculum*

HDI Publishers  
713/682-8700  
FAX: 713/956-2288  
P.O. Box 131401  
Houston, TX 77219  
•\$49.50

### *Working After Brain Injury: What Can I Do?*

HDI Publishers  
713/682-8700  
FAX: 713/956-2288  
P.O. Box 131401  
Houston, TX 77219  
•\$18.50

## **VIDEOS**

### *Everyone Can Work Video*

HDI Publishers  
800/321-7037  
713/682-8700  
FAX: 713/956-2288  
P.O. Box 131401  
Houston, TX 77219  
•\$79

## 25. Vocational/Prevocational Services

### **SAN JOSE DISTRICT DEPARTMENT OF REHABILITATION COUNSELOR DIRECTORY**

Below you will find a list of the local DR offices, the supervisors and counselors for each office, and the ZIP codes they serve. Case assignment is usually based upon each client's residence location (determined by zip code, but each client has the right to pick his/her office) and counselor specialty area. To facilitate the referral process, identify the appropriate DR office from the ZIP code list below, then initiate contact with that office and be certain to inform the Intake Counselor that your family member/client has a TBI, so that s/he is referred to an appropriate counselor.

#### **DISTRICT OFFICE**

408/277-1355

FAX: 408/277-1402

FAX: 408/277-1270

100 Paseo de San Antonio, Rm. 324

San Jose, CA 95113-1479

ZIP codes: *Campbell:* 95008

*Cupertino:* 95014

*Los Altos:* 94022

*Los Gatos:* 95030, 95032

*Moffett:* 94035

*Mtn. View:* 94040, 94041 & 94043

*Palo Alto:* 94301, 94303, 94304, 94305 & 94306

*Saratoga:* 95070

*Santa Clara:* 95050, 95051 & 95053

*San Jose:* 95110, 95111, 95112, 95113, 95117, 95118, 95119, 95120, 95123, 95124, 95125, 95126, 95128, 95129, 95130, 95136, 95139, 95142, 95158 & 95193.

*Sunnyvale:* 94086 & 94087

#### **GILROY BRANCH**

408/848-1345

7872 Egleberry Street

Gilroy, CA 95020-4733

ZIP Codes: *Gilroy:* 95020

*Morgan Hill:* 95037

*San Martin:* 95046

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### **BERRYESSA BRANCH**

408/254-5750

FAX: 408/254-5765

1333 Piedmont Road, #106

San Jose, CA 95132-2478

ZIP codes: *Alviso:* 95002

*Milpitas:* 95035

*San Jose:* 95054, 95116, 95121, 95122, 95127, 95131, 95132, 95133, 95134, 95135, 95137, 95138, & 95148

### **Salinas Branch**

831/769-8066

FAX: 831/424-4152

1000 So. Main St., #205

Salinas, CA 93901-2353

### **Monterey Branch**

831/649-2969

FAX: 831/647-6224

288 Pearl Street

Monterey, CA 93940

### **Capitola Branch**

831/465-7100

TTY: 831/465-7125

1350 41st Ave., Ste. 101

Capitola, CA 95010-3906

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### CALIFORNIA DEPARTMENT OF REHABILITATION OFFICES

On the following pages are the addresses and phone numbers of the DR District offices outside the San Jose area. They are arranged by region and then alphabetically by city.

#### **Northern Region**

##### **Chico District**

Dept. of Rehabilitation  
470 Rio Lindo Ave, #4  
Chico, CA 95926-1899  
530/895-5507

##### **Concord District**

Dept. of Rehabilitation  
1485 Enea Court, Suite 100  
Concord, CA 94520  
925/602-3953

##### **Oakland District**

Dept. of Rehabilitation  
1515 Clay St., Ste. 119  
Oakland, CA 94612-1413  
510/622-2764

##### **Sacramento District**

Dept. of Rehabilitation  
2225 - 19th Street  
Sacramento, CA 95818-1690  
916/322-8500

##### **San Francisco District**

Dept. of Rehabilitation  
301 Howard Street, 7th floor  
San Francisco, CA 94105  
415/904-7100

##### **Santa Rosa District**

Dept. of Rehabilitation  
50 "D" Street, #425  
Santa Rosa, CA 95404-4764  
707/576-2233

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### Los Angeles/Orange Counties Region

#### Greater Los Angeles District

Dept. of Rehabilitation  
3251 W. 6th St., #300  
Los Angeles, CA 90020-5017  
213/736-3904

#### Orange/San Gabriel District

Dept. of Rehabilitation  
222 S. Harbor, Ste. 300  
Anaheim, CA 92805  
714/991-0800

#### Southern Coastal District

Dept. of Rehabilitation  
4300 Long Beach Bl., #200  
Long Beach, CA 90807-2008  
562/422-8325

#### Van Nuys/Foothill District

Dept. of Rehabilitation  
5900 Sepulveda, #240  
Van Nuys, CA 91411  
818/901-5024

### Southern Region

#### Fresno District

Dept. of Rehabilitation  
2550 Mariposa Mall, #2000  
Fresno, CA 93721  
559/445-6011

#### Riverside District

Dept. of Rehabilitation  
3130 Chicago Ave.  
Riverside, CA 92507  
951/782-6650

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### **San Bernadino District**

Dept. of Rehabilitation

464 W. 4th St., Ste. 152

San Bernadino, CA 92401

909/383-4401

### **San Diego District**

Dept. of Rehabilitation

7575 Metropolitan Drive, Suite 107

San Diego, CA 92108

619/767-2100