

# CREATING A COMMUNITY OF PRACTICE FOR SUPPORTING TRANSITION-AGE YOUTH WITH SERIOUS MENTAL HEALTH CONDITIONS

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**Transitions RTC**

Maryann Davis, PhD, Director

# Acknowledgements

The Transitions RTC aims to improve the supports for youth and young adults, ages 14-30, with serious mental health conditions who are trying to successfully complete their schooling and training and move into rewarding work lives. We are located at the University of Massachusetts Medical School, Worcester, MA, Department of Psychiatry, Center for Mental Health Services Research.

Visit us at:

<http://labs.umassmed.edu/transitionsRTC/index.htm>

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# What is a Community of Practice?

- **Definition**
- **Examples and outcomes**
- **Establishing a CoP**



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# What is a Community of Practice?

- CoPs are “groups of people who share a concern, a set of problems, a passion about a topic, and who deepen their knowledge and expertise in this area by interacting on an ongoing basis.”

(Wenger, McDermott, & Snyder, 2002, p. 4)



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# What is a Community of Practice?

- Three important characteristics help distinguish a CoP from other groups:
  1. The *domain*
  2. The *community*
  3. The *practice*

(Wenger, 1998)



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# What is a Community of Practice?

- A CoP is more informal than a *work group* or *task force*.
- *Learning communities* focus on learning, CoPs focus on practice.

(Wenger, 1998)



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# What is a Community of Practice?

- The purpose of a **work group, task force, or project team** is to develop and deliver a product or task. Members may volunteer or be assigned, and the group disbands when the project is completed.
- An **informal network** serves to collect and share information among interested parties who may come and go as their needs are met through their participation.

(Wenger & Snyder, 2000, p. 142)



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# What is a Community of Practice?

- The purpose of a CoP is to develop the practice, through exchanging knowledge, skills, and experiences of the members.
- Members generally volunteer due to their interest in the topic/practice.
- Identification with the community and the practice keeps the group together.
- The community lasts as long as the members are interested in participating.

(Wenger & Snyder, 2000)



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# Benefits of a Community of Practice

- Provides a new connection for members.
- Encourages interaction and communication among members.
- Encourages people to collaborate in a common venue of shared learning.
- Provides new knowledge for members to apply in other contexts.

(Cambridge & Suter, 2005)



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# Benefits of a Community of Practice

- CoPs enable practitioners to take collective responsibility for managing the knowledge they need.
- Communities can create a direct link between learning and performance.
- Practitioners can address the tacit aspects as well as the more explicit and dynamic aspects of knowledge creation and sharing.
- CoPs are not limited by formal structures.

(Wenger, 1998)



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# Examples of CoPs

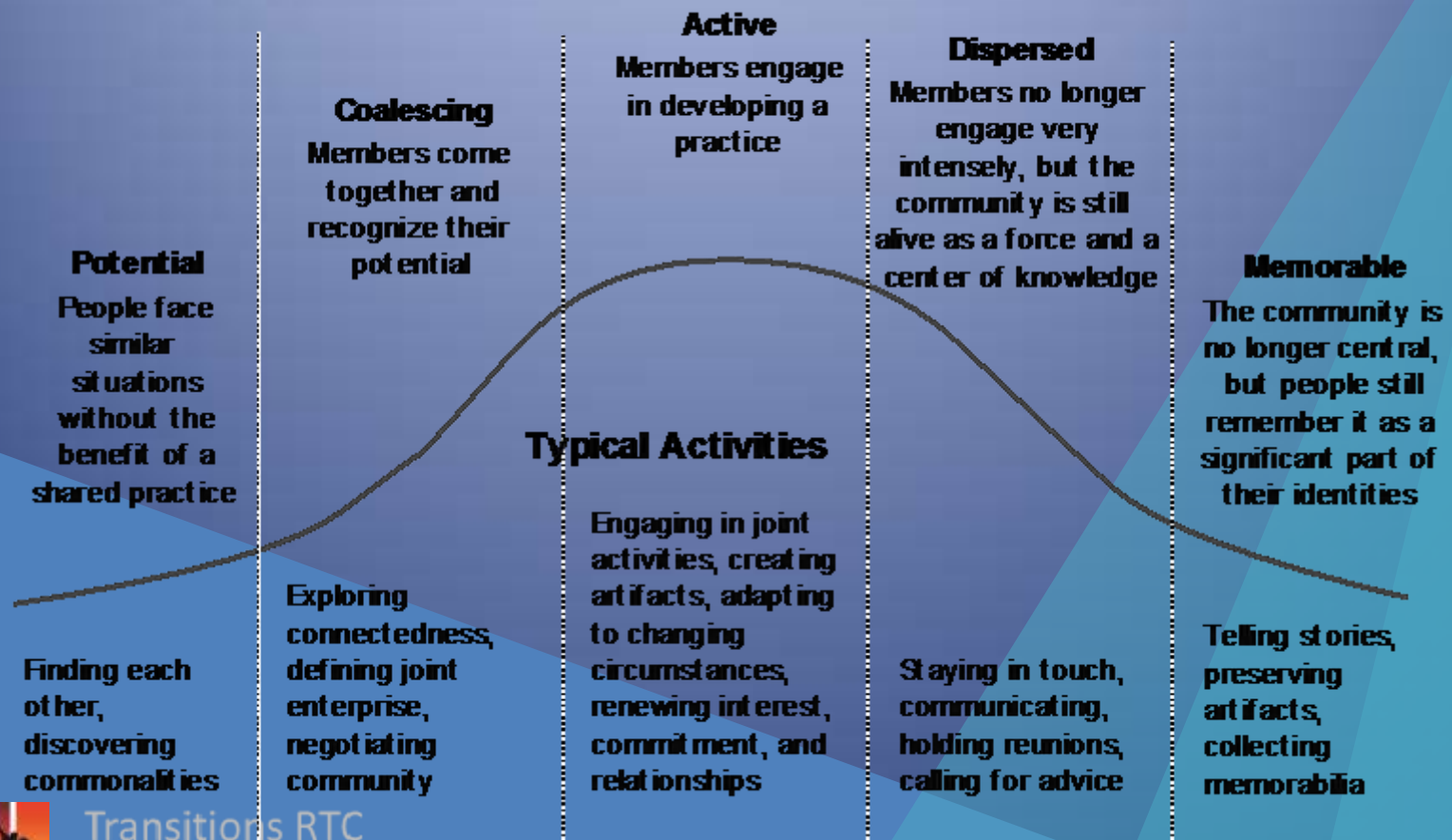
- Business
  - Xerox
- Military
  - CompanyCommand.com (U.S. Army)
  - PlatoonLeader.org (U.S. Army)
- Education
  - TAcommunities.org (OSEP)
  - IDEA Partnership: sharedwork.org (NASDSE)
- Government/services
  - Rumble Strips (Federal Highway Admin.)
  - First Responders (Dept. Homeland Security)



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# Stages of Development of a CoP



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(Wenger, 1998)

# Communicating within a CoP

- electronic discussion lists
- forums/bulletin boards
- Web-based meetings
- teleconferences
- face-to-face meetings
- chat rooms
- portals
- wikis
- special software (such as Tomoye, Fusion, e-tipi, SharePoint)



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# How is a CoP established?

- Identify the potential domain and how members can work together to grow the practice.
- Leadership and a champion give credibility and attract participation.
- An infrastructure and support are needed to help the community grow (e.g. sponsors, time to participate, communication channels).

(Wenger & Snyder, 2000)



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# How to start the CoP

- Clarify the vision, purpose, goals
- Establish the infrastructure and support for communication, such as e-mail, discussion groups, other tools for building the resources of the community.
- Identify a launch event and invite potential members. At the launch, try to identify and agree on initial goals.

(Allen, 2004)



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# Next Steps

- Ongoing activities – meetings, small group activities, with reports communicating to the CoP as a whole
- Members share information, questions, resources, drafts.
- Leaders and sponsors provide needed resources to support CoP activities.
- Evaluate activities and products, identify new or modified goals.
- Identification with the community and the practice keeps the group together.

(Allen, 2004; Wenger & Snyder, 2000)



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# THE NORTHEAST MASSACHUSETTS COMMUNITY OF PRACTICE

(MACOPTAYYA)



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# Beginnings:

## The RTC mission and the Department of Mental Health champion:

- Inviting members
- Breaking down the silos
- Bridging the age divide



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# BREAKING DOWN THE SILOS FOR TRANSITION AGE YOUTH

- Department Mental Health Transition Case Managers
- Medicaid Carve-Out Insurance Regional Managers
- Parents and Youth
- Foster Care and Child Welfare
- Vocational rehabilitation
- Child and Youth Service Provider Agencies
- Special Education
- Juvenile Justice



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# BRIDGING THE AGE DIVIDE FOR TRANSITION AGE YOUTH

- Adult vocational rehabilitation
- Adult mental health service Providers
- Children and Youth service Providers
- Special Education
- Foster Care and Aging Out services
- Vocational Rehabilitation



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# THE MACOPTAYYA STRUCTURE

- In-person Meetings, refreshments
- Selection of Leader
- Involvement of Young Adult
- On-line Meetings
- Electronic Meeting Space – E-mails
- Note keeping, reminders, agenda
- Formation of Sub-Committees
- Free discussion and consensus with leadership
- Donation of personal time



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# MACOPTAYYA PROCESS

- Goal Selection -- Tip Sheets
- Brainstorming – Topics and Content
- Sub-Committees
- Iterative Tip Sheet Development  
-- Content and Design



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# MACOPTAYYA PROCESS

## Young Adult Feedback

- Young Adult Councils in Massachusetts
- Positive and constructive feedback
- Young adult friendly language
- By and for Young Adults



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# MACOPTAYYA PROCESS

- Tip Sheet Celebration
- Tip Sheet Dissemination
- Evaluation
- Attrition and New Members
- New Goal formulation



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# TTYL: Keeping in Contact



## TTYL: Keeping in Contact With Your Professional

Community of Practice, Northeast Massachusetts 2011

Keeping in communication with professionals (doctors/counselors/psychiatrists/etc.) is very important. It will help keep you updated on appointments, insurance issues, medications, etc. Here are some tips on simple ways to stay in contact! No matter what form of communication you are using, you should always give 24 hours notice if you are cancelling an appointment, unless if it's an emergency. Find out your offices policy about no shows (i.e., some offices will charge you or stop working with you for missed appointments).

### Keeping in Contact by Phone and Text

#### Cell Phones

- Let all professionals know right away if you have to change your phone number.
- You can use your cell phone's calendar to put reminders in your phone for appointments with your providers.
- Use the address book in your phone to put in all your professionals numbers and an emergency contact number so they are easy to locate.
- Write down all professionals numbers so you have a backup if a phone breaks or is lost. (Some cell phone providers will keep a backup for you online for free).
- Make sure to set up your voicemail so professionals can leave you messages about appointments/insurance issues/etc.
- Keep your cell phone charged at all times so you are easy to reach, & keep it on you whenever possible.
- Ask your professional if they are allowed to use text messaging.

#### SafeLink Cell Phones

- SafeLink is a government supported program that provides a free cell phone and minutes to those who qualify for State or Federal Assistance Programs.<sup>1</sup> For example, Medicaid, SSI, Federal Public Housing Assistance, Food Stamps and low income Home Energy Assistant Programs, etc.
- To find out if you are eligible for a SafeLink cell phone go to: [www.safelinkwireless.com](http://www.safelinkwireless.com), put in your zip code and you will receive information on benefits, qualifying and applying for SafeLink that are specific to your State.
- You can also text on a SafeLink phone. Check your plan to see how many minutes are taken up by sending or receiving each text.
- To purchase additional minutes for your SafeLink phone you can either go online (24/7) to [www.tracfone.com](http://www.tracfone.com), by phone (24/7) 1-800-378-1684, or at local retailers (Wal-Mart, CVS, Kmart or Target etc.).

### Keeping in Contact by Internet

#### Access to computers

- If you do not have a computer and need to use one to check e-mails, etc, you can go to your town's library, or use one in your school's computer room.
- If you own a computer or wireless device but don't have internet, most libraries offer free wireless internet. A lot of restaurants or coffee shops (such as McDonalds) have free wireless for customers.

#### E-mail accounts and Social Media

- Ask your professionals if you can contact them through e-mail.
- You can get a free e-mail account from websites like Google.com, Yahoo.com, etc.
- Make sure to check your email every other day if possible so you don't miss important messages.
- Some professionals will allow you to contact them through Facebook or Twitter, but make sure you ask if it's okay before contacting them.

<sup>1</sup>PCLS E-Government Services: <http://pcls.gov/blogspot.com/2009/06/free-cell-phones-safelink-wireless.html>

### Helpful Tips on Internet Communication

- Keep your passwords private & store them somewhere safe in case you forget them.
- Make sure your social media & e-mail addresses are appropriate. If you wouldn't be okay with someone like your parents seeing the picture, it shouldn't be posted. E-mail addresses should be rated PG.

### Mail

- A lot of professionals send out notices & forms only through the mail. If your address changes, you need to let all of your professionals know as soon as it happens.

### For Professionals

#### TTYL\*: Keeping in Contact with a Young Adult (YA)

##### Keeping in Contact by Phone and Text

Many YA's change cell phone numbers and carriers due to bills, better service, etc.

- Ideally it is good to get an alternate number (family member, long-term friend, etc.)
- Young adults often rely on texting before calling. It is important to check your agency policy if texting is possible. Discuss with the YA in advance what is possible and preferable.
- Many YA's don't like to leave messages. Let them know if your voice mail is confidential and if they can call anytime day or night.
- YA's often rely on caller ID rather than a message so be sure to check your missed calls.
- If you use your personal cell phone be aware if your number will be displayed.
- Many youth have very limited minutes on their cell phone. Check if this is a concern when communicating.

##### Keeping in Contact by Internet

- YA's have access to the internet many places however, be aware that email is not always used on a regular basis.
- Check with YA's about how/when they use email and if it is a good way of communication.
- Most agencies do not allow professionals to be friends with YA's on Facebook/Twitter and other social media websites. Check your agency policy.
- Be aware of your own Facebook/Twitter and all social media privacy settings.
- Have a plan if a YA request social media contact in alignment with your agency policy.
- Be mindful that email can be a great way to communicate however HIPPA still applies and email is not fully secure.

##### When you cannot get in touch

- Call the emergency, friend, or back up number
- Try email
- Send a letter
- Depending on your relationship drop by the home if possible
- Be clear when you need contact by i.e., date, time of day, etc.
- Remember that YA's are learning how to communicate and manage appointments. Discuss ahead of time expectations on what the plan will be if an appointment or call is missed
- Be as flexible as your agency will allow and that will help YA's reach their goals

\* text talk for "talk to you later"

Download at <http://labs.umassmed.edu/transitionsRTC/Resources/Publications.html>



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# My "Must Have" Papers



There are some papers that everybody must have. Here are some tips about keeping and protecting your important personal records and information.

Get a Binder or Folder to Keep Important Documents – an “accordion folder” works really well

## What to Keep in Your Wallet or Purse

- State ID or Driver's License
- SNAP Card
- Health Insurance Card
- Important numbers
- Appointment Book / Calendar
- ATM Card (only if needed)
- Who to call in case of emergency
- List of medications & what doctor prescribes them.

## What to keep in your Binder

- Education documents
- Medical information
- Housing / Utilities information
- Work information
- Financial information
- Learn more about these on the other side of this paper

## Essential Documents to Have

These documents can help you get the other information you may need. You only need 2 of these to get a job and fill out the necessary paperwork.

- Birth Certificate
- Social Security Card
- State ID or Drivers License
- Passport: This document can replace all of the essential documents listed above

**If you need to get your birth certificate:** Go to the Town Clerk or City Hall in the town/city you were born in and request it. If you were born further away you can contact the Town Clerk/City Hall (via internet or phone) and ask how to get it. Most often there is a fee (up to about \$25). You may also ask a DCF/DMH/DYS worker if they either have a copy or can assist you.

**If you need to get a License/ID/Permit:** Go to the Registry of Motor Vehicles (RMV). You will need the required ID. Sometimes if you don't have enough forms of ID (such as a birth certificate and social security card) a letter from DMH or DCF may be helpful explaining your situation. MASS.gov/RMV has more info about this.

**To get a social security card:** You, or your representative payee, will need to present your ID to the Social Security office and request a new card. (there is a limit to the number of cards you can request in your lifetime so it is important you keep it safe). Don't keep your social security card in your wallet unless you are using it that day to apply for a job- store it somewhere safe. Try to memorize the number.

**To get a passport:** Go to your local post office or check with your state's Passport Agency for details.

**If you keep information such as a social security number or bank information in your phone be sure to password protect it in case you get a new phone, or your phone is lost or stolen.**

## What to Keep in your Binder

### Education Documents (these are important for school, college, vocational programs, etc.)

- A copy of transcript from all schools attended or GED Certificate
- Most recent IEP or 504 Plan
- Any other certifications (CPR/First Aide), Vocational, CNA, Etc.
- College information: Financial aid information (including passwords), & transcript
- Print copies of any email confirmations

### Medical Information

- Copy of most recent physical & immunizations (important for school & jobs)
- List of doctors names & numbers (keep a copy in your binder & your wallet)
- List of medications, times, dosages, & who prescribes them (keep a copy in your binder & your wallet)

### Work Information

- List of references – first & last names, their position, the company name, phone number, & dates worked
- Copy of letters of recommendations if you have them (don't give your last one away)
- Dates of places you have worked or volunteered & what your responsibilities were
- Work Permit – if you need it (you must get this through your school or city hall)

### Housing / Utilities Information

- Phone billing contracts & the most recent 2 bills
- Copy of your Lease
- A copy of your current landlord's name, phone number and address
- Keep a list with your previous & current landlord's name, contact info, & the dates you lived there (a written reference from a landlord is even better)
- Most recent 2 gas, electric, cable bills & contracts
- Any housing list / subsidy information, copies of places you have applied

### Financial Information

- A bank book or most recent statement
- Most recent Social Security award letter
- Keep all pay stubs
- Anything Social Security sends you
- All credit/debit card information
- Tax documents: Yearly W-2's, tax documents

You can also make folder on your computer or email and keep a lot of this information there – like important emails or confirmations.

### What information You Should NOT Give Out

- Do not give out passwords (computer, PIN for Bank, Financial Aide, etc.)
- Keep passwords and logins in a safe place for your own personal use
- Social Security numbers (but sometimes it's OK, like on a job or housing application or for a bank application)
- Bank account information (unless for direct deposit of paychecks requested by employer)

Download at <http://labs.umassmed.edu/transitionsRTC/Resources/Publications.html>



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# Applying for a Job



## Applying for a Job: The Young Adult's Guide

Community of Practice, Northeast Massachusetts 2011

### Things to Keep in Mind When Looking for a Job



- Type of work you would like: restaurant, childcare, store, outdoors, office, etc.
- Schedule: what days and number of hours can you work? Try to be as open as possible.
- Transportation: how can you travel to get to a job? Will you get paid enough to cover transportation?
- What you're good at: your skills and abilities.

### How Do I Find A Job?

**Online** - Some examples of job search websites are [monster.com](http://monster.com), [snagajob.com](http://snagajob.com), and [craigslist.com](http://craigslist.com). To find a list of these sites, go to a search engine (ex: Google) and type in keywords such as "online job search sites" and you should find a list of popular sites. Also, check out company websites directly (e.g., Target.com, Homedepot.com). **Helpful Hints:** Sometimes job postings are listed under "Careers" or "Human Resources."

**Visiting Businesses in Person** - You can also visit a business in person to ask the hiring manager if they are accepting applications. Make sure you have your mock application with you in case you decide to fill out an application while you are there.

#### Do Wear:

- Button up shirts
- Blouses
- Dress pants or khakis
- Shoes

#### Don't Wear:

- Short skirts, jeans or shorts
- Low cut shirts or anything too revealing
- Stained or wrinkled clothes
- Flip-flops

**Career Centers/Clubhouses/Employment Supports** - Job support programs will help you with all the steps involved in getting and applying for jobs. The Massachusetts Rehabilitation Commission is one vocational support in Massachusetts. Talk to your helpers (case managers, guidance counselors) for places to go.

**Networking** - Ask around! Family members, friends and neighbors may know of places that are hiring.



### Filling Out Job Applications

There are a few ways to apply to a job and separate businesses ask you to apply in different ways. If you know where you want to apply, call or go online and find out how that specific place wants you to fill out an application.

**\*\*Make sure to have your mock application with you to fill out any job applications\*\***

**On Paper** - Applications on paper tend to be the shortest, and you are usually allowed to take them home to fill out, and bring back when you're done. Take 2 copies of the application if possible, in case you make any mistakes.

**Online** - Some companies require filling out your application online. Here are some **Helpful hints:**

- \* In order to fill out an application online, you will most likely need an e-mail address. You can get one free on websites such as yahoo, hotmail, etc. You will need to be able to check your e-mail by computer or cell phone. Make sure your e-mail address and voicemail message are PG and your cell phone has no background music.
- \* Have all of your information ready before you start to fill in the application. Go through the application first to see what you need.
- \* If you are filling out an application on a job search website (ex: monster.com), you may need to create an account. Make sure to keep your user name and password somewhere safe so you can go back and track your applications, and apply to other places later on.
- \* Most online job applications give you the option to save the application and come back to it later.

**In Store** - A lot of businesses are using what are called "kiosks," which are computers that are located in the store that you must use to apply for the job. **Helpful Hint:** Bring someone along who can help you. Allow a good amount of time to fill kiosk applications out since they can be very long.

### After Applying

**Checking In:** Don't get upset if you don't hear back from the place you applied to right away. Wait for about a week, and then call them and make sure they have your application, and ask if they have started interviews yet.

### Top Ten Interview Tips That Will Get You Hired!

1. **Learn About The Job** - Show that you've done your homework, and looked at the company ahead of time.
2. **Flexibility** - Keep your availability as open as possible. However, keep school in mind, as well as doctor/therapist/psychiatrist appointments.
3. **Be Prepared** - Bring important documents with you (license, Social Security Card, resume), as well as a pen and paper in case you need to take notes.
4. **Positive Attitude** - Don't bring up negative experiences from your past jobs or volunteer positions. Be the kind of person you would want to work with, i.e., friendly, engaging, enthusiastic.
5. **Be on Time** - Give yourself extra time to get to your interview in case you get lost or have transportation issues, etc. Give yourself at least 20 minutes extra.
6. **Clean and Neat Appearance** - Wear appropriate business clothes, be clean and look neat (hair brushed and shaved). Follow the "Gap Rule" - you should have no skin showing because of gaps in the top and bottom! Find more tips and tricks on what to wear by visiting this website: <http://www.career.vt.edu/Interviewing/InterviewAppearance.html>.
7. **Ask Questions** - Prepare 3-5 questions to ask your employer. For example: "What would my day-to-day responsibilities be?"
8. **Follow Up** - Write the person who interviewed you a thank you letter, making sure to: 1) thank them for taking the time to interview you, 2) let them know you are still interested in the job, 3) Let them know you look forward to hearing from them, and supply your contact information again, i.e., e-mail and phone number.
9. **Practice Makes Perfect** - Practice mock interviews with family and friends so you aren't as nervous when the actual interview takes place. You can find examples of interview questions at <http://www.jobinterviewquestions.org>.
10. **Know Your Strengths and Weaknesses** - Why should they hire you, and what are you still working on?

Download at <http://labs.umassmed.edu/transitionsRTC/Resources/Publications.html>



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### Example of a Job Application

Please fill this out and keep it handy because most job applications ask for this information!  
 Instructions: Print clearly in black or blue pen. Answer all questions, sign and date the form.

#### PERSONAL INFORMATION:

Name (First, Middle, Last): \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: | | | Zip Code: | | | | | | | |  
 Phone: ( | | | | ) - | | | | | | | | Cell: ( | | | | ) - | | | | | | | |  
 Email Address: \*(Tip: Clearly show the difference between an L and a 1. Make sure your e-mail address is appropriate.) \_\_\_\_\_

Social Security Number: | X | X | X | X | - | X | X | X | - | | | | | | | | (\*Tip- Bring full Social Security number with you)  
 Have you been convicted of a crime within the last five years? \*(Tip: If yes, leave blank and if you have to, explain in person instead.) Yes \_\_\_\_\_ No \_\_\_\_\_

#### POSITION/AVAILABILITY:

Position Applied For: \_\_\_\_\_ Full Time \_\_\_\_\_ Part Time \_\_\_\_\_ Seasonal \_\_\_\_\_  
 When can you start: \_\_\_\_\_  
 Desired Wage: \$ | | | | | | | | / Hour \*(Tip: Check <http://www.dol.gov/whd/minwage/america.htm> for what the hourly minimum wage is in your state; it will help you to decide what to ask for.)

Days/Hours Available: \*(Tip: Make sure to keep school in mind. Also, leave a day open so you can use it to schedule appointments and keep your availability as open as possible.) Please check below the days and times you can work.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Mornings							
Afternoons							
Evenings							

#### EDUCATION HISTORY:

School Name & Type (Vocational, High School, GED or College)	City & State	Years Attended	Completed (Yes or No)

**EMPLOYMENT HISTORY:** \*(Tip: Put your most recent job first- if you've never had a formal job, you should include any paid experience for example, babysitting, yard work or volunteering.)

1. Employer: : \_\_\_\_\_ Job Title: \_\_\_\_\_  
 City: \_\_\_\_\_ State: | | | | Dates Worked: | | / | | | | to | | - | | / | | | |  
 Supervisor: : \_\_\_\_\_  
 Phone: | | | | | | - | | | | | | - | | | | | | | | Email: \_\_\_\_\_  
 Responsibilities: \_\_\_\_\_  
 Wage: | | | | | | /hour Hours Worked Per Week | | | | |  
 Reason for Leaving: \*(Tip: Try to keep it positive!) \_\_\_\_\_  
 May We Contact Your Employer? Yes \_\_\_\_\_ No \_\_\_\_\_

**EMPLOYMENT HISTORY:** \*(Tip: Put your most recent job first- if you've never had a formal job, you should include any paid experience for example, babysitting, yard work or volunteering.)

2. Employer: : \_\_\_\_\_ Job Title: \_\_\_\_\_  
 City: \_\_\_\_\_ State: | | | | Dates Worked: | | / | | | | to | | - | | / | | | |  
 Supervisor: : \_\_\_\_\_  
 Phone: | | | | | | - | | | | | | - | | | | | | | | Email: \_\_\_\_\_  
 Responsibilities: \_\_\_\_\_  
 Wage: | | | | | | /hour Hours Worked Per Week | | | | |  
 Reason for Leaving: \*(Tip: Try to keep it positive!) \_\_\_\_\_  
 May We Contact Your Employer? Yes \_\_\_\_\_ No \_\_\_\_\_

**PERSONAL REFERENCES:** \*(Tip: Should not be: a family member. Could be: clergy, volunteer supervisors, coaches, previous employers, teachers, etc... If you can, provide information for 3 different references.)

Name	Title/Relationship	Phone Number	E-mail

# The Young Adult Perspective



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# Experience With Technology

- Used Go To Meeting
- Having the opportunity to learn and train others on new software



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# Experience with Technology

- Keeping members informed through Wikispaces
- Maintaining website, sharing information



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**MA CoP TAY-YA**

home

**Northeast Massachusetts Community of Practice on Transition Aged Youth and Young Adults with Serious Mental Health Conditions**

**Next Meeting: Monday June 11th, 2012 from 3:30-5:00pm**  
"This is a GoToMeeting, if you want to meet in Lynn please see the address below"

**Location: and Lynn, MA**  
Children's Friends and Family Services:  
**Address:** 112 Market St, 2nd floor, Lynn, MA 01901\*  
**Contact at office:** Joy Richmond-Smith- jrsmithson@childrensfriends.org

**GoToMeeting Call-in Information: June 11th:**  
1. Please join my meeting.  
<https://join3.gotomeeting.com/join/480981222>  
2. Use your microphone and speakers (VoIP) - a headset is recommended. Or, call in using your telephone.

Dial +1 (213) 493-0602  
Access Code: 480-981-222  
Audio PIN: Shown after joining the meeting  
Meeting ID: 480-981-222  
GoToMeeting@:

**Summer Resources to Check Out Provided by CoP Members:**  
Cop Resources provided by members.doc  
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[Our Mission Statement](#)

Internet | Protected Mode: Off



# Personal Experiences

- Working with passionate change makers
  - YA view of the “system”
- Exposure to new organizations and resources
  - Programs eager to spread the wealth
- Learning “ins and outs” of mental health world



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# Importance of Youth Involvement

- Including the ultimate expert
- Bring youth voice to the table (technology/language)
- Ask don't assume



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# Where Can You Find our Slides?

Slides will be posted on RTC website:

<http://labs.umassmed.edu/transitionsRTC/>

Any Questions?

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- (NOTE: You may need to try different browsers e.g. Safari).



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