

Dirkse Counseling Quarterly

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Beaverton, Oregon

DEVOTED TO IMPROVING THE LIVES OF OUR CLIENTS

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Local Employer Emphasizes Diversity

CLIENT SATISFACTION ~ Willingness by both employer & employee provide the best success.

BEAVERTON— When it comes to customer satisfaction, employers know that a positive interaction with the employee is vital for return business, and D'Marcus Woods understands this concept just as well as any store director or supervisor.

As a courtesy clerk for Fred Meyer on Walker Road, Woods fits perfectly into their philosophy of community involvement and showing acceptance of all walks of life.

"This includes individuals with a disability", says Woods' supervisor, Lydia Rodriguez. Like any other

employee, she had reservations to D'Marcus' ability to perform the job to Fred Meyer standards. After ninety days of employment though, those concerns are long gone. "I actually use him as a model employee", states Rodriguez referring to Woods' positive attitude.

She concedes that attitude, friendliness, and being willing to be coached are three ingredients to success for all parties: Employer, Employee, and Customer. "He's a very coach-able employee and does it all with a smile," she reports.

"Customers have begun to request him by name" says Rodriguez, and this sends a great message on many levels. She adds that her store tries to represent the community they serve and hiring D'Marcus has



ANDREW LUNDGREN/DCC STAFF

D'Marcus' face shows his pride as he gets ready to corral another load of carts into the store. After working for Fred Meyer for less than 90 days, customers have begun to ask for him by name to personally assist them with their groceries.

only solidified this approach.

But for D'Marcus, he is just doing his job. When asked what the most important part of his job is, he replies matter-of-fact, "all of it." Pressed for more, he says he receives most satisfaction from "helping cus-

tomers to their cars".

Prior to working with Dirkse Counseling, he was employed as a janitor working a job he "wasn't happy with" he says. He has no reservations now. The best thing to happen to him he says "is getting this job... I just love it."

FAREWELL COLLEAGUE, FRIEND & SISTER

A tough decision made DCC would like to say farewell to Holly Beckman as testing evaluator after 8 years of employment. It was not long after graduating from George Fox University with her Masters of Arts this past April, that Holly started a private practice in Tigard. She specializes in marriage and family therapy. It must run in her blood... she is the sister to owner of DCC, Heidi Dirkse-Graw, and has filled roles as job developer, coach, evaluator and many others. We will all miss you! She can be contacted at 503-620-3320

Dirkse moves forward, welcomes new

A new staff member adds to goals & direction of DCC.

It was not long after Holly Beckman left Dirkse Counseling that Heidi Dirkse-Graw knew she had to be replaced by someone with the right skills set. She is determined she has found that individual in Darla Samuelson.

What impressed Dirkse most is that she has a certain ability to put people at ease. "Darla has the experience and the track record that tells me," says Dirkse, "she has the skills for making an accurate assessment and observation; something vital for an evaluator."

These skills come primar-

ily from her work as an R.N and an human resources



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associate. Samuelson obtained her B.A. in nursing from Bethel College and

worked as a registered nurse in southern California. She was also employed as an HR associate with Campus Crusade for 13 years. There she evaluated new applicants for hire and senior personnel for international placement. Currently she is pursuing her M.A. in Spiritual Formation from George Fox University.

"I love the thought of helping people discover their strengths and growth areas," says Samuelson of her new role as an evaluator, "I provide input that could change their satisfaction in daily living."

THE DCC STAFF

Heidi Dirkse-Graw, M.S., CRC
President / Counselor

Glenn Bishop, M.S., CRC
Vocational Rehabilitation Manager

Darla Samuelson, B.S.
Testing Evaluator

Andrew Lundgren, M.A., MFT
Job Developer / Counselor

Nancy White
Job Developer / Consultant

Terry McAllister
Job Developer / Consultant

Kayla Beckman
Administrative Assistant

Address:

10700 SW Beaverton-Hillsdale
Beaverton, OR 97005

Phone/Fax/Internet:

503-672-9858
503-672-7668
dirksecc.com

OREGON STATISTICS

2004 Population.....3,594,586
People with Disabilities PWD.....593,301
of unemployed PWD.....123,900

2003 2004

Reported % of disabilities by working people
13.2% 14.3%

Employment Rate of people with disabilities
39.5% 40.6%

% of people with disabilities receiving SSI
17.6% 12.6%

SOURCE: Cornell University Rehabilitation Research and Training Center on Disability Demographics and Statistics (StatsRRTC), www.disabilitystatistics.org.

DCC listens to feedback, leases space in Vancouver

Business ~ Comments From Community Indicate Need For Expansion

VANCOUVER— Over the past business quarter, DCC have committed themselves to understanding the needs of both their community partners and the clients they serve.

"We needed to find out what the perception of DCC was in the community," says Heidi Dirkse-Graw. One way of accomplishing this has been to send out surveys to past and current clients and

referral resources. "The message was clear," says Dirkse-Graw, "we needed to show our commitment to the community." One easy way for DCC to start showing this commitment was to show more presence.

"It's not a hard business decision to do this," she says, "Vancouver is accessible and affordable... it just makes good sense." DCC now has three locations: Beaverton, Vancouver, & Pendleton.

VANCOUVER OPEN HOUSE

Come meet the DCC staff, ask questions, greet, meet and EAT some "Krispy Kremes" for free! See sidebar for details.



WHAT:

Open House

WHERE:

5305 East 18th St. Suite 206
Vancouver, Washington

WHEN:

November 30th, 2005 1-5pm

WHY:

To get reacquainted and show DCC's commitment to the community.

PHONE:

(360) 213-9183

Staff training equals success & satisfaction

Education is one way DCC stays committed to keeping their employees smart, happy... and effective.

As any job developer knows, getting the job is not for the faint of heart or those who don't do their follow through. It means staying persistent and knowing how to communicate effectively, with all types of people... but this is only the first step.

This is why Dirkse Counseling & Consulting is dedicated to improving the performance of its employees. Through effective training programs Dirkse is able to equip its staff to be knowledgeable in the outcome strategies being implemented on behalf of their clients.

Scheduled for this winter, two Dirkse staff members, Terry McAllister and Nancy White, will be sent for two days of training to receive their Certificate in Employment Services.

Training is provided by The Center for Continuing Education in Rehabilitation. The CES will allow both Terry and Nancy to pursue a

National Certificate of Achievement in Employment Services from the Association of Community Rehabilitation Educators.

In order to achieve this national certification, both will be required to complete 40 hours of training and professional development by CCER. In addition, to receive the CES they will need to complete two written field assignments, and make two in-service presentations. Plans are being developed to allow community partners to attend one of these in-house presentations.

McAllister, who has worked for DCC since this past May said, "This is a great way for me not only to challenge myself, but also show our customers how effective we can be." Areas to be focused on over the six day training include: Job Analysis/Matching; Coaching; Career Planning/Choice; Funding Streams and Social Security; Budgeting Time and Efforts; and Cultural and Family Issues.

Social Constructionism ~

As people grow and develop, their experiences become a complex web of communication. Life becomes a continual process of interacting with and reacting to each other. Through interaction with and reaction to people, communication simply exists.

Communication becomes an energy that creates a reality. It makes way for meaning in a person's life, which hopefully results in a level of fulfillment. This fulfillment allows for a particular capacity to understand the ability of other within a different yet automatically defined world view.

It is important in the therapeutic process to understand that reality is variable and that most

THEORY*



individuals come to therapy because their "reality" does not match the external on some level.

Social Constructionism is a vehicle that allows different views to be heard and voiced. This voice becomes the individual experience. But it is separate from relativism, which allows an "anything goes" approach.

A social constructionist questions whether anything can go. It is this joining of two different experiences that propel the therapist and client into a collaborative relationship. Therapy no longer becomes a matter of changing the family, but rather getting the family to experience solutions to the defined problem that had otherwise previously not been voiced through their reality.

— Andrew Lundgren

NOTE: As DCC continues to provide therapy (e.g. couples, family, play, etc.) a part of this newsletter will be devoted to theoretical thoughts and approaches in the field, but do not necessarily represent the views of the counseling staff.

DCC adds value for clients & referral sources

Tailored Evaluation ~ Meaningful information about a persons aptitudes is key to success.

At times, a disability or other issues can impact a persons functioning in life. Often, problems first surface on the job or in family life.

Piecing together an evaluation means individuals needs can be met while bypassing certain constraints: time and money.

Comprehensive evaluations are useful, but only certain information is needed to best serve an individual. DCC can help assess someone's full potential through a customized evaluation/assessment. This adds value by saving time, money and eliminates trial and error.

Vocational Evaluations:

- Fine/Gross Motor Skills
- Functional Cognitive Assessment
- Academic Assessment
- Hands on Learning
- Personality
- Emotional-Behavioral/Employability
- Adaptive Living Skills Assessment

Counseling Assessments:

- I6PF: Couples, Individual & Career
- Marriage Satisfaction Inventory
- Prepare & Enrich Inventories
- Emotional Judgment Inventory
- Comprehensive Ability Battery
- Culture Fair Intelligence Test

For info on customizing evaluations contact Heidi Dirkse-Graw (503) 672-9858 ext. 1

QUESTIONS / COMMENTS?

Email your comments, questions, stories to:
QUESTIONDCC@HOTMAIL.COM