

Bridges

News from Business Interface LLC
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Ms. Patricia Neal

Ms. Sharon Wright

Mr. Jacob Helms

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Thankful for All!

At this time of year our thoughts turn to the many things in our lives that we have been blessings. At times, when things are not going quite right in our lives, we tend to become jaded and forget that even our challenges are blessings. Here at Business Interface LLC (BI) we have so many things to be thankful for.

The economy has been a challenge for many individuals for several years now. When the economy slowed, many jobs, of course, disappeared. Regardless of skill level, those truly interested in working were suddenly challenged with finding appropriate work. Jobs became scarce while the number of people seeking employment grew. The companies with available jobs are inundated with résumés and applications with the preferred method of contact being the internet. Companies are receiving hundreds of applications for the limited number of job openings. These circumstances create situations where employers are overwhelmed with applicants, and applicants are unable to secure one-on-one interviews. Resumes and applications are scanned for keywords, and accepted or rejected because of the presence or absence of these keywords. Missing or irrelevant words can mean the difference between a

face-to-face interview or no interview at all. These are critical circumstances in securing and retaining meaningful employment. We are extremely thankful at BI because of our unique opportunity and ability to bridge the gap between willing workers and employers in need of these willing workers.

We are thankful for the individuals that have come to us for training. Willingness, devotion, flexibility, dependability, and a desire to work hard may not be words that are scanned by the computers. However, we see these qualities everyday in you, our participants, and are committed to developing and reinforcing them on your journey to gainful employment. We are thankful when our classroom is filled with people who sincerely want to work. You possess skills that will be uniquely valuable to all different types of employers. We are thankful when we identify these qualities and skills in you and effectively match your abilities to jobs available with businesses throughout the Baltimore area.

We are grateful for you, the business person who can see the potential in our participants when they apply and interview for positions with your companies. You see on a regular basis people who can present themselves

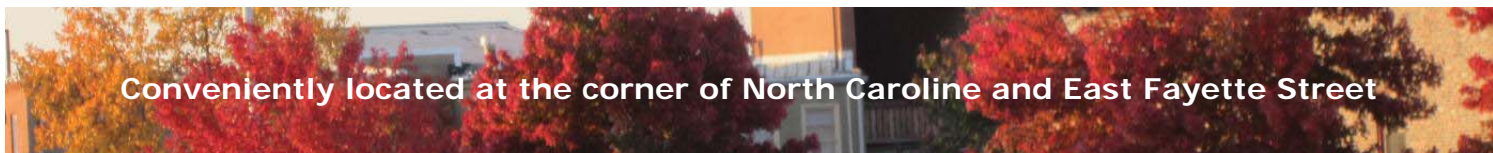
in an interview and are dressed appropriately for that interview. You see on a daily basis the value our graduates add to your business efforts. We thank you for your trust in us to be a source of quality employees and for working with us on a regular basis to provide meaningful jobs for our participants.

We are always thankful for those whose funding supports our efforts to provide opportunities for employment to citizens of Baltimore City who are willing and ready to work. Your vision and support has provided hope and the realization of secure work and a better future for so many.

At this time of year, we at Business Interface LLC, are thankful for every success, and for everyone who made that success possible!



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Conveniently located at the corner of North Caroline and East Fayette Street

BI Focus...Mr. Daniel Kemp Communications Specialist

My job as communications specialist at Business Interface LLC (BI) affords me the pleasure of writing the success stories of those who have attended the Customer Service Associate (CSA) program, gained employment, and who have endured on the job for 90 days or more. It is a good job. I write the graduate's stories and perform graphics work to publish them, and other articles, in the BI newsletter and on the web site. Recording video of reflections of graduates on their experience here and at work is very interesting. I interact with business partners to understand their needs and how graduates of the BI CSA program can benefit their efforts. My job includes responsibility for maintaining contact with graduates after leaving the program and involved in work. After gaining work we must retain a job, thus retention.

Born in Takoma Park, Maryland, I migrated with my family to Germantown at 13, and resided there until leaving for college after graduating from Damascus High School. I attended Virginia Commonwealth University in Richmond, Virginia; Western Maryland (McDaniel) College in Westminster, Maryland; and Hood College in Frederick, Maryland. The majority of my studies were in fine arts, painting and print-making. Making a living led to 30 years of work as a graphic designer and illustrator and some success. 30 years of addiction led to loss and recovery programs.



Mr. Daniel Kemp

I graduated from a year-long residential addiction recovery program at the Frederick Rescue Mission, residing there in transition for an additional six months. Some work, no work, difficulty finding work, and relapse to addiction. My addiction and travels then brought me here to Baltimore, thanks to Pastor Gary Byers, and the Helping-Up Mission. Again, I have spent 11 months participating in the Spiritual Recovery Program there, and thankfully accomplishing, a road to recovery. It has been a blessing to have been working full-time for the past five months at BI. My employer and my coworkers have been a great help in my recovery. I now have the chance to work with people in a positive way to assist them in finding employment. I am thankful for the Frederick Rescue Mission and the Helping-Up Mission for their support, providing a safe and comfortable place to live, and providing tools to use on this journey called recovery. I will graduate from the Spiritual Recovery Program at the Helping-Up Mission in December.

Along the way I became the father to two wonderful daughters; Matie, an elementary school teacher; and Rachel, a registered nurse. My oldest daughter, Matie, is the mother of my

two beautiful grandsons, Dakota and Spencer.

Entering a new phase of my life, I am looking forward to getting back with my daughters and spending time with my grandsons, to fine art and painting, and continuing to read good books, a passion.

Recovery is and will always be, for me, a continuous journey.



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We want to hear from you and tell your story. To contribute to, or for more information about, the Business Interface LLC newsletter please contact by e-mail:

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Ms. Samantha Vaughn—Graduate—July 2011

Ms. Samantha Vaughn lost her father in her first year of life. Her four older brothers have helped fill some of that very large void his death created. From a large family, Samantha has three sisters and a brother who are younger than she.

Growing up in Baltimore, Ms. Vaughn moved a few times during her childhood, switching schools each time. This situation was not conducive to developing a healthy self-confidence. With the encouragement of her brothers she kept moving forward to completing her education and seeking employment. Her brothers always told her "I can do anything that I set my mind to do."

Ms. Vaughn completed her high school education and received her diploma from Overlea High School in 2008. She has pursued higher education at the Community College of Baltimore County (CCBC) at Essex from 2008 to 2010, and is currently enrolled in the Baltimore City Community College.

Samantha has a spirit and energy directed towards self-improvement. She has worked for McDonald's, and with Sear's photo department through holiday seasons. Her work at Liberty Recreation during summers afforded



Ms. Samantha Vaughn

her the opportunity to work with young people, something she enjoys and is truly interested in.

In July of 2011, Samantha enrolled in the Customer Service Associate (CSA) training program at BI. Besides her brothers, Samantha had never encountered anyone taking a personal interest in helping her accomplish her goals in life. After attending the CSA classes for a time, she began to feel a connection with herself and felt her self-confidence begin to grow. She expressed that the staff at BI, and

their concern for her personal interests and goals, had helped her in a way that she had not anticipated.

Ms. Vaughn's smile displays self-confidence that I am sure is felt by her customers. She has worked at her job at a Baltimore grocery chain for 90 days now. The 90 day goal is extremely important for new employees and their employers alike. This period of time is crucial for the employee to show their new employer how well they can benefit the efforts and bottom-line of their business. Employers have a chance to view the work ethics and the work skills of the employee. These are critical factors in the retention of the job on the employee's part and retention of valuable employees on the employer's part.

Samantha, after achieving her 90 day goal, can be confident that she has been successful in showing her employer her best capabilities, and proud that she has retained the job she worked so hard to gain.



Our Mission...

Business Interface LLC is a demand-side workforce intermediary that helps businesses fill critical workforce gaps by employing the economically disabled. The organization serves as the interface between socially conscious employers in need of a productive, committed workforce and an untapped pool of labor who are qualified and prepared for employment.

One person, one job, and one career at a time the Business Interface model raises the poor out of poverty and enables business clients to experience measurable financial success.



BI Success—2011



Working to Recover...Paths to Success

We recover from little things daily: disagreements with friends and loved ones, miscommunication with bosses and coworkers, a misunderstanding with a clerk over an order at the coffee shop, small things we need to resolve by the moment each day. Many of us have even greater challenges we deal with in our lives. A multitude of challenges face us throughout our daily and extended living experience: physical illness and injury, financial loss, the death of a loved one, the loss of a job, addiction, inability to secure meaningful employment, a myriad of situations demanding a recovery process. All of us must deal with these challenges and overcome them in order to maintain the ability to achieve whatever greater goal or circumstance we are seeking.

The participation in the Customer Service Associate training program (CSA) at Business Interface (BI) is diverse. Male and female, experienced workers and inexperienced workers, different races, varied ethnic backgrounds, younger and older persons, victims of crime or abuse... innocent yields from imperfect economies and societies. BI is working with these persons to answer challenges to finding and retaining meaningful work to sustain a lifestyle that is comfortable and rewarding, an essential part of recovery. As I have often mentioned, everyone has the right to live in a safe environment, with enough food to eat, with basic needs met, and a sense of security and happiness. All of this, however basic, requires work on our part. We must be willing to put in the hard

work to achieve the result of a basic-needs-met life. We must be willing to take the first step to having the ability to work hard and achieve the things we need and want from life. That first step often involves overcoming or recovering from conditions, consequences, or situations that are either self-imposed or the result of some things that are totally beyond our control.

By applying and interviewing for, enrolling in, and presenting themselves on time daily, the

organized and controlled recovery process is needed. Organizations such as the Helping-Up Mission, Powell Recovery Center, Mattie B. Uzzle Outreach Center, St. Vincent de Paul's Beans and Bread program, Valley Bridge House, and others provide comprehensive short and long-term programs to facilitate recovery from many different types of addictions. After a time of learning about themselves and their addictions, a final step in recovery can be obtaining steady, meaningful employment.

These fine organizations often refer their clients to BI and the CSA program as a part of their recovery process. Participants regain the discipline necessary to show up for work each day on time, respond correctly to situations in the workplace, and act in a professional manner during job interviews. These skills are vital to retaining a good job. Our members may have the skills and knowledge already, or they may need to learn those essentials while they are here in class. Whatever the case may be, BI professionals are ready to teach or reinforce these skills to willing individuals.

Those who recover, and are able to overcome the obstacles of life to move forward, are stronger individuals. No longer held back, these people know how to respond and perform to a level that is valuable to employers everywhere. Talented people who were unable to utilize

these talents before overcoming whatever obstacle stood in the way of forward progress, after completing the CSA program, have the ability to be successful and rise to greater levels of accomplishment.



members of the BI CSA program are fundamentally taking that first step to recovery and a meaningful, basic-needs-met job. They are also expressing their desire and willingness to work hard towards a better future. Sometimes we can overcome our challenges ourselves, but often we must seek help from individuals or organizations to help us through these experiences. Our family, our pastor, our friends, can often help us and encourage us to rise through these trials of life. These important people in our lives often refer us or counsel us to seek organizations such as BI to help us get back on the track towards viable employment. Often a more



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