Meet Jamie Lopez-Rivera - a 46-year-old Army veteran. After serving two tours of duty, Jamie acquired a traumatic brain injury that affected his long-term memory and ability to concentrate.

In April 2022, he contacted VCP Vocational Rehabilitation Counselor, Darah Gerou (San Diego, CA), with concerns about his current employment situation. He had recently begun a new position with Dish Network as a Business Operation Analyst under the SSA Ticket to Work program (www.choosework.ssa.gov). He had been advised not to disclose his disability to his new employer; and as a result, Jamie was concerned for his job security. He also wondered if he would pass his 90-day probation period.

While he loved his job, and got along well with his colleagues, Jamie felt that he needed additional supports to be successful. Jamie’s position requires him to navigate between several different computer operating systems on a daily basis, collaborate with field managers, and retain large amounts of information. Jamie and Darah talked about his job and some of the challenges that he was encountering. They discussed the purpose of job accommodations, reviewed the Job Accommodation Network website (www.askjan.org), and worked with him to find possible accommodations that would suit his needs. Finally, they spoke about the benefits of disability disclosure; and shortly thereafter, Jamie began a conversation with his employer.

To date, Jamie has been at his position for five months! He is a valued employee and is working with his supervisor to standardize training procedures.

Congratulations, Jamie!