

Career Coach Services

Dianne Crotta & Marlene Smith

Haldimand Norfolk Social Services



Introduction

- Finding work is only part of the solution.
- Improving retention and advancement rates through ongoing support will assist participants in exiting Ontario Works and gaining financial independence
- In 2007, Haldimand Norfolk Social Services offered the Career Coach Service to employed participants to support them in sustaining and advancing in their employment.

Common Retention Issues

- Lack of transportation
- Lack of childcare
- Medical reasons
- Lack of education
- Lack of skills
- Absenteeism
- Late/leaving early



Role of the Career Coach

- Career Coaches provide support to participants who have recently secured employment or have employment when they apply for Ontario Works.
- They do this essentially by Completing Retention Assessments and Retention Plans, and Career Advancement Plans. The amount of Career Coach involvement is determined by these assessments and negotiated with the Career Coach and client. The service is voluntary, not mandatory.

3 Ways to Refer to the Career Coaches

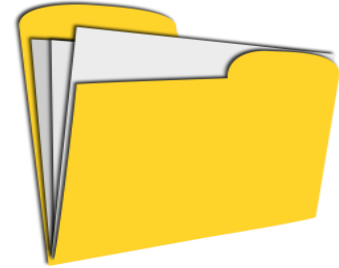
#1 New Jobs List Referral - Case Manager place the participant's name and information on a "New Job List"

December 2018										
	CLIENT NAME	CASE ID		EMPLOYED	CM	START DATE	RESIDE (TOWN)	PT FT	Consent to text signed	SAFETY ALERT
1										
2										

#2 Direct referral via email - when the Case Manager feels the client is at "high risk" of job security. ie: client consistently losing employment

#3 Participant self referral- when the participant directly contacts the Career Coach if they have an employment concern. (After receiving Congratulatory Package)

Congratulatory Package



- The Congratulatory Package contains vital information about starting a new job as well as forms that enhance employment supports, ie: Employment Related Request forms, Income Reporting Statement, Child Care Expense forms etc. These packages are either mailed to the participant along with an appointment letter or given to them when they attend their first appointment with the Career Coach.

Retention Assessment



- Career Coaches meet with participants once employment has been obtained to quickly identify any potential problems. The **Retention Assessment Plans** are developed with participants to be proactive in planning for the supports they will need while employed. The Plan is developed to assist the participant in maintaining their employment and build on the skills it takes to be successful.
- These Plans are not a one size fits all as retention issues vary depending on participant's individual situation. ie: marital status, if they have children, lack of transportation, mental health, physical disabilities, lack of training/skills, etc.

EMPLOYMENT SERVICES – RETENTION ASSESSMENT	
Client Name: _____	
Contact Number: Home: _____ Cell: _____	
Text Y N	
JOB DETAILS	
Employer:	
How did you find out about your job?	
Job Title / Description:	
What is your rate of pay? _____ Increase? _____	
Number of hours per week: _____	Shifts Y N
Full time Part time Seasonal Contract	
Do you work Independently or as a team?	
Who is your immediate supervisor?	
How secure do you feel about your position and the workplace/company?	
Did you receive any type of training and was it sufficient?	
Do you have experience in a similar position?	
How much time between your last job and this job?	
How did your last job end?	

POTENTIAL PROBLEM AREAS
Physical (heavy lifting, standing for long periods of time, weather elements)
Do you feel stress or anxiety on the job?
What supports do you have in place: (ie: Family, spouse friends)?
How well do you get along with your co-workers and supervisor(s)?
Do you have adequate child care?
Do you have reliable transportation?
Appearance (uniforms required)?
MOTIVATION
What is your attitude towards your current position?
Do you want to stay employed with this company, if so, what types of support would assist you to keep this job?
<input type="radio"/> Retention plan
If no, where would you like to work and do you have the qualifications:
<input type="radio"/> Advancement Plan
Next appointment date:

EMPLOYMENT SERVICES – RETENTION ASSESSMENT	
Client Name: <u>Amy</u>	
Contact Number: Home: _____ Cell: _____	
Text <input checked="" type="radio"/> Y <input type="radio"/> N	
JOB DETAILS	
Employer: <u>Sobeys.</u>	
How did you find out about your job? <u>Word of mouth.</u>	
Job Title / Description: <u>Deli Dept. - food prep, ordering, inventory, customer service</u>	
What is your rate of pay? <u>11.25</u> Increase? <input type="checkbox"/>	
Number of hours per week: <u>15 to 25</u>	Shifts <input checked="" type="radio"/> Y <input type="radio"/> N
Full time <input type="checkbox"/> Part time <input checked="" type="checkbox"/> Seasonal <input type="checkbox"/> Contract <input type="checkbox"/>	
Do you work Independently or as a team? <u>team 80% Independent 20%</u>	
Who is your immediate supervisor?	
How secure do you feel about your position and the workplace/company? <u>No concerns.</u>	
Did you receive any type of training and was it sufficient? <u>Yes co. paid for Food Handlers Workshop Cert.</u>	
Do you have experience in a similar position? <u>Restaurant - short-order cook - waitress</u>	
How much time between your last job and this job? <u>none</u>	
How did your last job end? <u>Quit to go to Sobeys - more hours + more per hour.</u>	

POTENTIAL PROBLEM AREAS
Physical (heavy lifting, standing for long periods of time, weather elements) <u>no concerns</u>
Do you feel stress or anxiety on the job? <u>no concerns</u>
What supports do you have in place: (ie: Family, spouse friends)? <u>Yes.</u> <u>Spouse (not working) + family live in town.</u>
How well do you get along with your co-workers and supervisor(s)? <u>Good no concerns.</u>
Do you have adequate child care? <u>No Concern - 3 dependents youngest is 12</u>
Do you have reliable transportation? <u>Have own vehicle</u>
Appearance (uniforms required)? <u>Received Start up for uniforms - OK.</u>
MOTIVATION
What is your attitude towards your current position? <u>Frustrated because hours keep getting cut</u>
Do you want to stay employed with this company, if so, what types of support would assist you to keep this job? <u>Looking for another, pllt job because of hours not consistent.</u> <input type="checkbox"/> Retention plan
If no, where would you like to work and do you have the qualifications: <u>Would like to get a job at _____ Lodge in kitchen dept. but need gr 12 <input checked="" type="checkbox"/> Advancement Plan + Safe Food Handlers Cert.</u>
Next appointment date: <u>Aug 4</u>

Employment Services - Retention Assessment

Name of Client: <u>Katie</u>	
Best Method of Contact Home <u>Cell</u>	
Text <input checked="" type="radio"/> Y <input type="radio"/> N (sign consent)	
Job Details	
Employer: <u>Retreat Home</u>	
How did you find out about your job: <u>Indeed</u>	
Job Title / Description: <u>housekeeper</u> <u>kitchen help - assist w/ food prep</u>	
What is your rate of pay: <u>\$11.50 plh</u>	
Number of hours per week: <u>15</u>	Shifts Y
Full time <input type="radio"/> <u>part time</u> <input checked="" type="radio"/> / seasonal <input type="radio"/> / contract <input type="radio"/>	<u>N</u> <input checked="" type="radio"/>
Do you work Independently / Team <u>- mostly independent</u>	
Who is your immediate supervisor:	
What type of training did you receive: <u>job shadowing - read procedure manual, use checklist</u>	
Do you feel it was efficient:	
Experience in a similar position: <u>- previous - fast food,</u>	
Do you meet the educational and/or skill level: <u>grade 12</u>	
How much time between your last job and this job: <u>1 1/2 years</u>	
How did your last job end: <u>- quit due to pregnancy</u>	
How much time between your last job and this job:	

Potential Problems Areas/Barriers	
Physical (heavy lifting, standing for long periods of time, weather elements) <u>- can be physically demanding</u> <u>- on feet all morning</u>	
Do you feel stress or anxiety on the job: <u>- some stress when rushed</u>	
Do you have adequate child care: <u>- daughter starting school</u>	
Do you have reliable transportation: <u>- father can drive her</u>	
Appearance (uniforms required, hygiene.) <u>- scrubs, non-slip shoes</u>	
Do you have:	
<ul style="list-style-type: none"> • Supportive Family: <u>father - drives her to work</u> • Supportive Spouse: <u>boyfriend, not the father of her child</u> • Supportive Friends: <u>- not many friends</u> • Supportive Co workers: <u>yes</u> • Supportive Supervisor / Boss: <u>yes</u> 	
Motivation	
Attitude towards your current job: <u>enjoys the environment, meeting the seniors</u>	
Do you want to stay employed with this company: <u>yes to gain experience and have time to pursue education</u>	
Retention plan/Advancement plan <u>- goal - work in the local hospital</u>	
If no, where would you like to work and do you have the qualifications:	
Advancement Plan - other	
Next appointment date:	

Career Advancement Plans

- Career Coaches assist employed participants in developing a Career Advancement Plan. This entails looking at a participant's individual employment goals.
- This plan takes on two different paths:
 - **The first path** - advancing in their current workplace.
 - **The second path** - involves advancing in a new career that the participant is interested in pursuing.



CAREER ADVANCEMENT PLAN

Participant: _____ **Date:** _____
Employer: _____
Job Title: _____
Start Date: _____ **F/T** **P/T**

What is your career goal? Where do you eventually want to be?
Must be specific, measurable, realistic and attainable

Personal benefit of this goal. Why do I really want to achieve this?
Must be specific.

Possible Obstacles to the Goal	Possible Solutions to the Goal	Target date
1	1	
2	2	
3	3	
4	4	

Follow up appointment date:

Amy

CAREER ADVANCEMENT PLAN		
Participant: <u>Amy</u>		Date: <u>Aug 4</u>
Employer: <u>Subways - Deli Dept</u>		
Job Title: <u>Food Prep / Server</u>		
Start Date: <u>Apr 15 - 2015</u>		F/T <input type="checkbox"/> P/T <input checked="" type="checkbox"/>
What is your career goal? Where do you eventually want to be? Must be specific, measurable, realistic and attainable Like to stay in food service Like to work at retirement home in town County can more pay + benefits		
Personal benefit of this goal. Why do I really want to achieve this? Must be specific. Not having grade 12 + having to go back to school want to influence my kids to 'stay in school'		
Possible Obstacles to the Goal	Possible Solutions to the Goal	Target date
1 Need grade 12.	1 Contact Adult Learning Ctr. for assessment	Sept 1
2 Need 'Safe Food Handlers (ie courses)	2 Contact Loyalist College re: start dates for distance education	Sept 1
3 not computer literate like correspondence.	3 and if able to do through correspondence	
4 Job at retirement home in the area	4 watch for postings	ongoing
Follow up appointment date: <u>Sept 5</u>		

Katie

CAREER ADVANCEMENT PLAN

Participant: Katie Date: _____
Employer: Retirement Home
Job Title: Housekeeper
Start Date: _____ F/T P/T

What is your career goal? Where do you eventually want to be?
Must be specific, measurable, realistic and attainable

To obtain a housekeeping position in the housekeeping department of the local hospital

Personal benefit of this goal. Why do I really want to achieve this?
Must be specific.

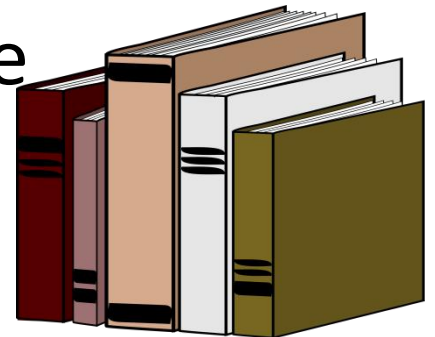
- closer to home, walk to work.
- closer to daughter's school
- better pay - more call ins - now that employment is closer.

Possible Obstacles to the Goal	Possible Solutions to the Goal	Target date
1 no positions posted	1 send cover letter and resume - cold call	
2 no experience in the hospital	2 volunteer in some aspect at the hospital - → networking	
3 training	3 research possible courses to improve knowledge and skill. - build resume	
4	4 → OHNA - basic housekeeping by Ontario healthcare housekeepers association	

Follow up appointment date:

Resources

- Job Well Done Guide to Success at Work
- Career Strategies for a Lifetime of Success
- Career Coward's Guide to Career Advancement
- GALE online programs
- Local colleges-Fanshawe, Conestoga, Mohawk
- Distance Education- Loyalist College



Supporting Case Managers with ongoing employed participants

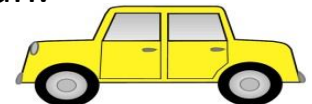
Career Coaches assist with the signing of updated Outcome Plans when participants are working full time or part time and are having difficulty meeting with their Case Manager in the office.

HOW...Case Managers contact the employed participant by phone to update the information on the Outcome Plan.

- The completed Outcome Plan is then placed in the Career Coaches mailbox.
- Career Coaches contact the participant to schedule an appointment by phone, mail or text. A Consent to Text is required in order for the Career Coach to text.

The goal is not having participants miss work for Outcome Plan signatures. They do this by meeting with them out of the office and/or at times that are more conducive to the participants work schedules.

Having this flexibility to accommodate ensures that along with the participant not taking time off work, it also allows the Career Coaches to complete either an ongoing Retention Assessment, Maintenance Check or Career Advancement Plan.



Post Secondary

- In 2015, Career Coaches offered to take students of Ontario Works parents on college tours to give them the opportunity to witness college and university life. We have attended open houses and private tours
- For the past 3 years we have taken students to Mohawk College, Niagara College, McMaster University, and Brock University.
- Our local Fanshawe College has offered “a day in the life of a Fanshawe College student”

Experience Campus Life!

You are invited to join in with our tour of two of the best educational facilities !



On Tuesday March 15, we will be visiting Brock University in St. Catharines in the morning and Niagara College in Welland in the afternoon. Lunch is on us.

We will be leaving the Dunnville office at 8:30 and returning by 4p.m.

Don't miss out! Limited availability. Please contact

Marlene Smith 519-426-6170 ext 3787

Dianne Crotta 905-318-6623 ext 3757

Other duties as assigned

- Mock interviews
- Assist CMs with Self Employment cases as needed
- Case Conference with CMs
- Issue CC ERE, ERE,ESUB, FTEB as needed

Stats and Follow up

Clients active with earnings

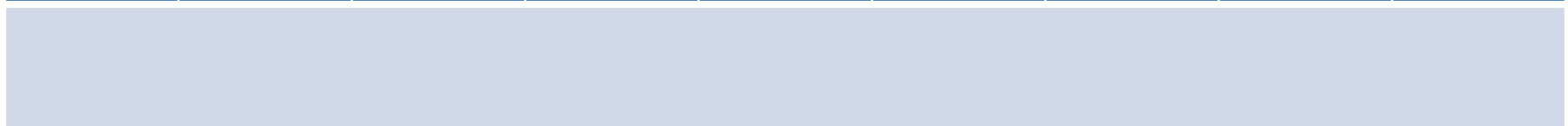
- Voluntary-follow up once a month during the probationary period and on an as needed basis afterwards.
- Involuntary- follow up as per the participation agreement update (every three months)

Clients who exit with earnings

- Monitoring is ever 3, 6 , 9 12 months via SAMS
- Follow up with clients up to a year after the exit OW
- Maintain personal contact as needed.

Stat Identifiers

Case ID	Employment start date	Place of employment	Reside	Exit OW	3 mth	6mth	9mth	12mth
---------	-----------------------	---------------------	--------	---------	-------	------	------	-------



2017 STATS		TOTALS
Secured employment		322
Terminated due to employment		99
Ongoing Employed		128
Quit/Fired/Didn't pass probation Medical (addictions/mental & physical health)		45
Laid off / Seasonal		43
Returned		7
2016		
Carried Over		92
		414

Other than the Congratulatory Package sent to the 322 clients who secured employment, Career Coaches directly dealt in person with 290 of the (approximately 70% of 414)

SAMS

The most important step when capturing Stats on SAMS is to ensure that the termination reasons are inputted correctly.

ie Voluntary Withdraw - Employed

Through the Adhoc Report

Sdmrpts-R:drive

RPT

CRS120M

Impact Analysis

- As a result of these services, participants are better able to maintain employment and advance on the job otherwise the following may occur:
- Job loss is common in the first 3 months with out support. Recidivism rate would increase in clients potentially losing jobs
- Participants may not be fully aware of the supports available to them (FTEB, EEHB, subsidy) to assist them in maintaining their employment.
- Higher absenteeism rate (lack of back up plans, less support, lower self esteem)
- No increase in skill levels (not aware of how to advance)
- Poor work habits resulting in job loss
- Higher stress levels from lack of support
- Lower self esteem with job loss-no longer a contributing member of society
- Employed clients may need to take time off of work to attend participation Agreement meetings every three months (if CC's did not meet off site) resulting in lost wages and time away from work

