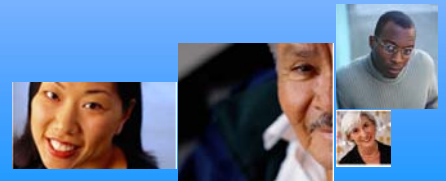


WORKING WITH ERS FACTORS

Workshop for Managers

Dr. Dorothy Riddle
June 20, 2012



Employment Readiness Scale
Escala de empleabilidad



English

Client
Agency
Sponsor

Español

Cliente
Agencia
Patrocinador

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Want to know more?

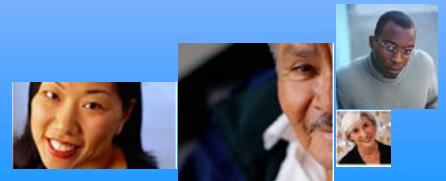


www.EmploymentReadiness.com

What Is the ERS?

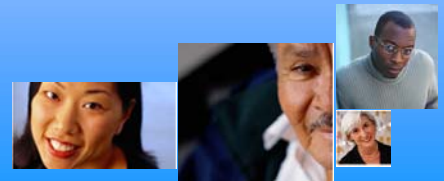
A web-based tool that:

- » measures clients' readiness against an internationally-validated Employment Readiness Model
- » supports practitioners in client work
- » assesses intervention effectiveness
- » provides input for program planning and accountability reporting



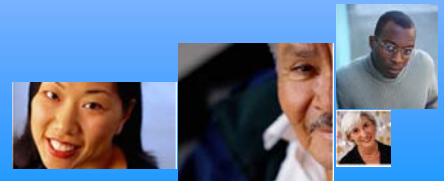
How was the Employment Readiness Model developed?

- ✓ Commissioned by the Canadian government
- ✓ Review of research from U.S., Australia, Canada, Sweden, & U.K.
- ✓ Validated through focus groups & interviews with subject matter experts and key informants
- ✓ Supervised & approved by a federal Steering Committee
- ✓ Copyright owned by Valerie G .Ward Consulting Ltd.



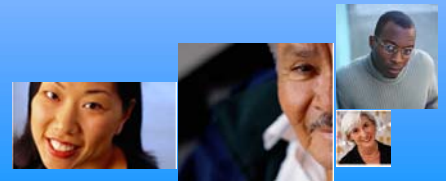
How was the Employment Readiness Scale™ developed?

- ✓ Validated by 3 years of field testing with Unemployment Insurance & Income Assistance clients
- ✓ Reliable for repeat administration, up to 12 times
- ✓ Accurately predicts ability to get a job in 12 weeks 80% of time
- ✓ High scores on Job Maintenance & Social Supports more than double clients' chances of becoming employed

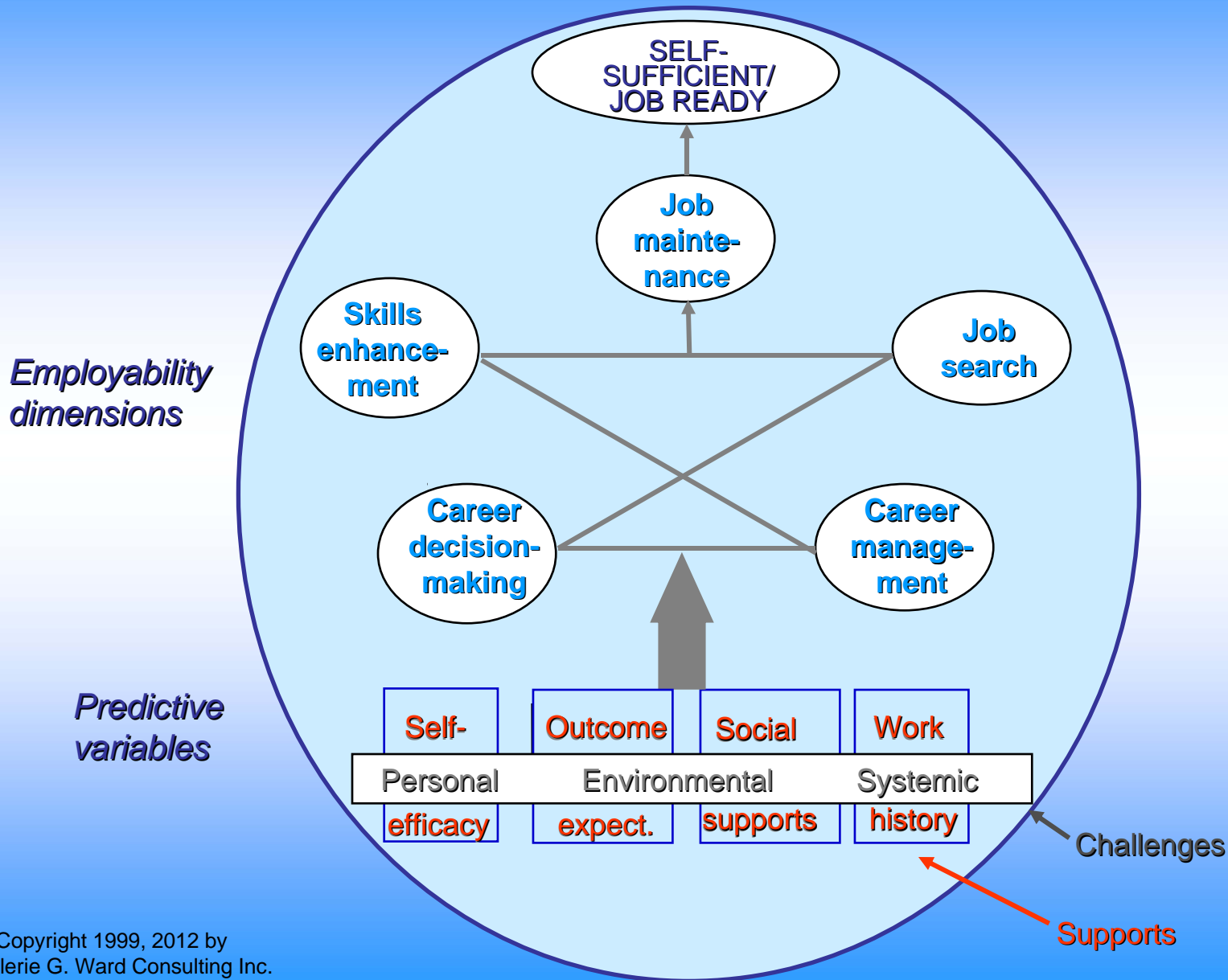


How is employment readiness defined?

Being able, with little or no outside help, to **find** and **keep** an appropriate job as well as to be able to manage transitions to new jobs as needed.



ERS Model for Maximizing Employment Success



What are the levels of readiness?

If they have no further help on readiness:

✓ Not Ready

» 40% chance of finding a job* and over 75% chance of losing it if they do find one

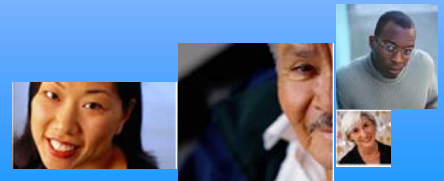
✓ Minimally Ready

» 60% chance of finding a job* and over 65% chance of losing it if they do find one

✓ Fully Ready

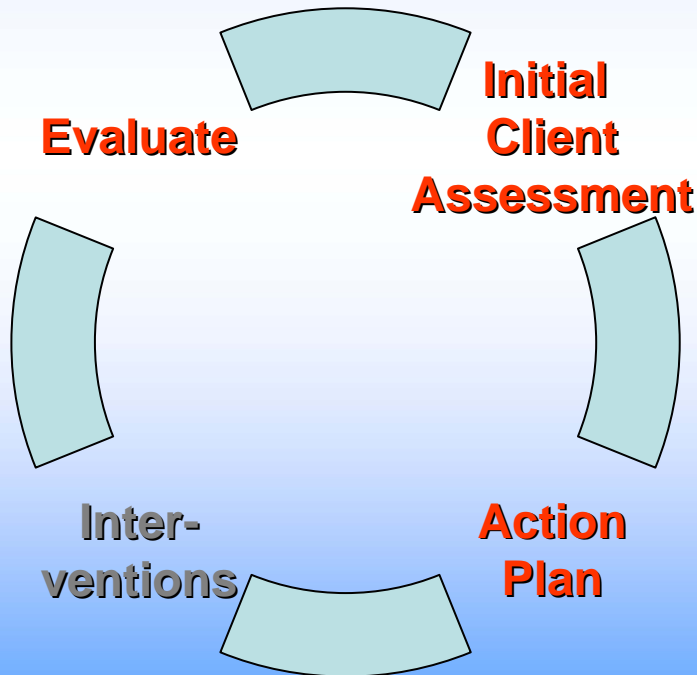
» 80% chance of finding and keeping a job*

*Within 12 weeks of starting job search

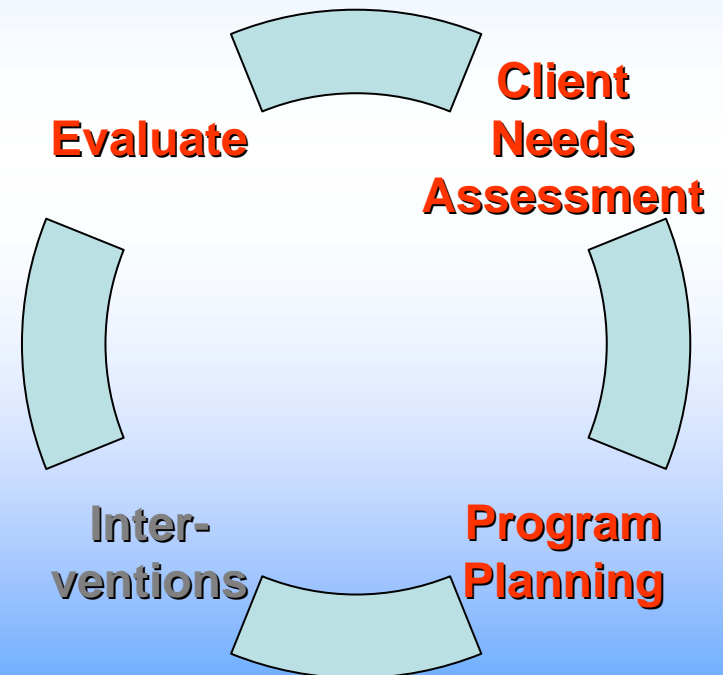


Summary of 4-Step Evaluation Process Underlying the ERS

Clients

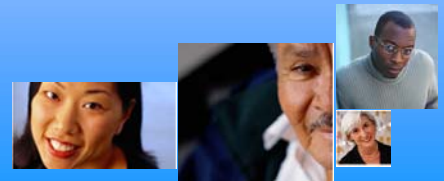


Organizations



Real-time aggregate reports, by demographics & customized variables:

- ✓ Initial client needs, by ERS factor
- ✓ Most common client challenges
- ✓ With client re-takes:
 - » Client improvement, by ERS factor
 - » Client improvement, by intervention
 - » Identification of best practices



Real-time reports provide data on needs assessment and intervention effectiveness

Career exploration

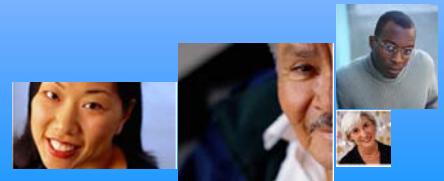
	Pre	Post
Clients who are self-sufficient already		
Career decision-making	37%	64%
Skills enhancement	38%	53%
Job search	27%	38%
Job maintenance	54%	63%
Ongoing career management	27%	52%
Clients who score "high" on supports already		
Self-efficacy	45%	61%
Outcome expectancy	60%	71%
Social supports	46%	64%
Work history	39%	52%

Sequencing of Factors

What do you feel is the optimal order in which to address the ERS factors (1=first):

- ___ Career decision-making
- ___ Job maintenance
- ___ Job search
- ___ Ongoing career management
- ___ Outcome expectancy
- ___ Self-efficacy
- ___ Skills enhancement
- ___ Social supports
- ___ Work history

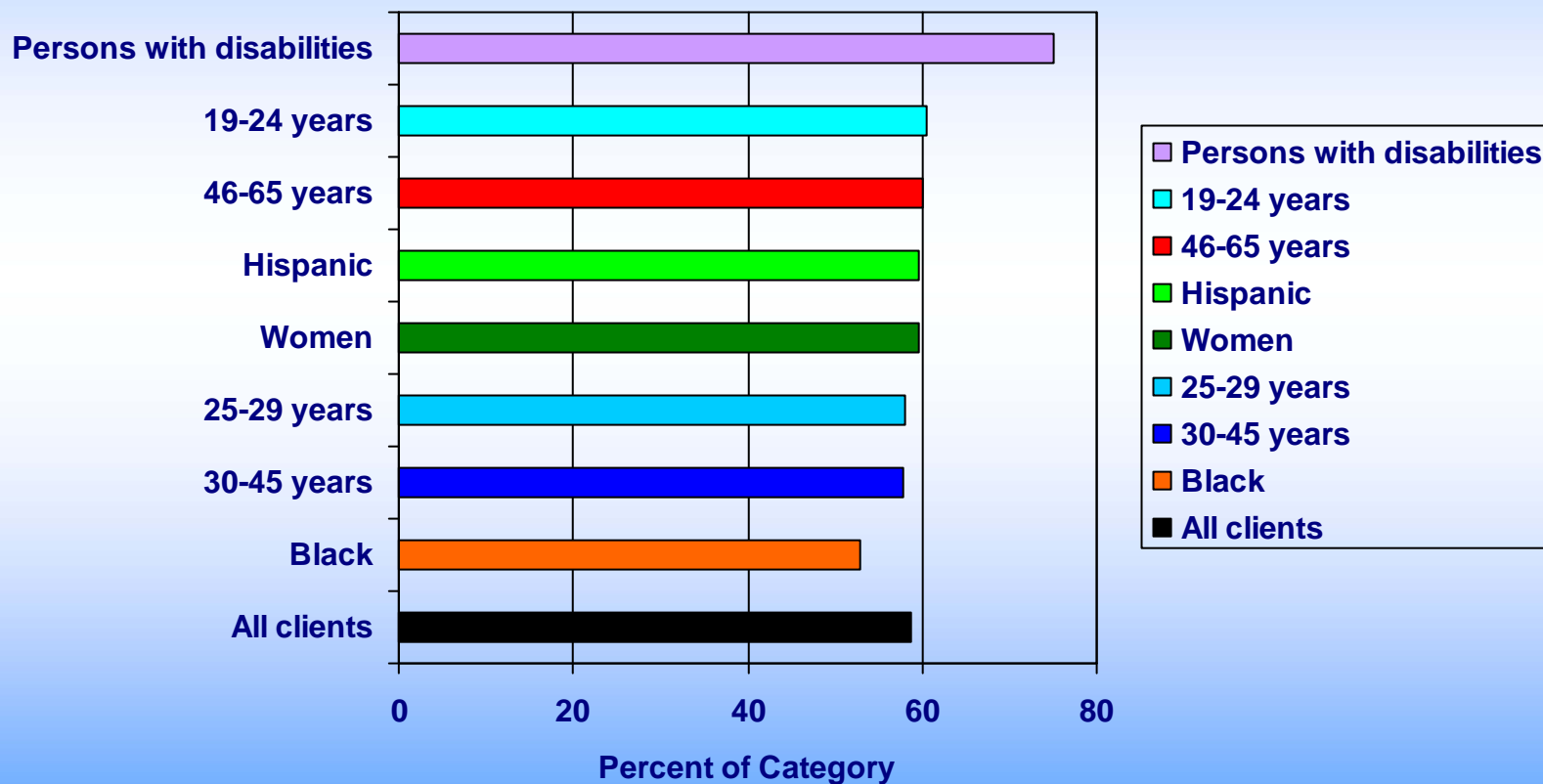
What if the sequence is not optimal?



Percent of U.S. clients needing help

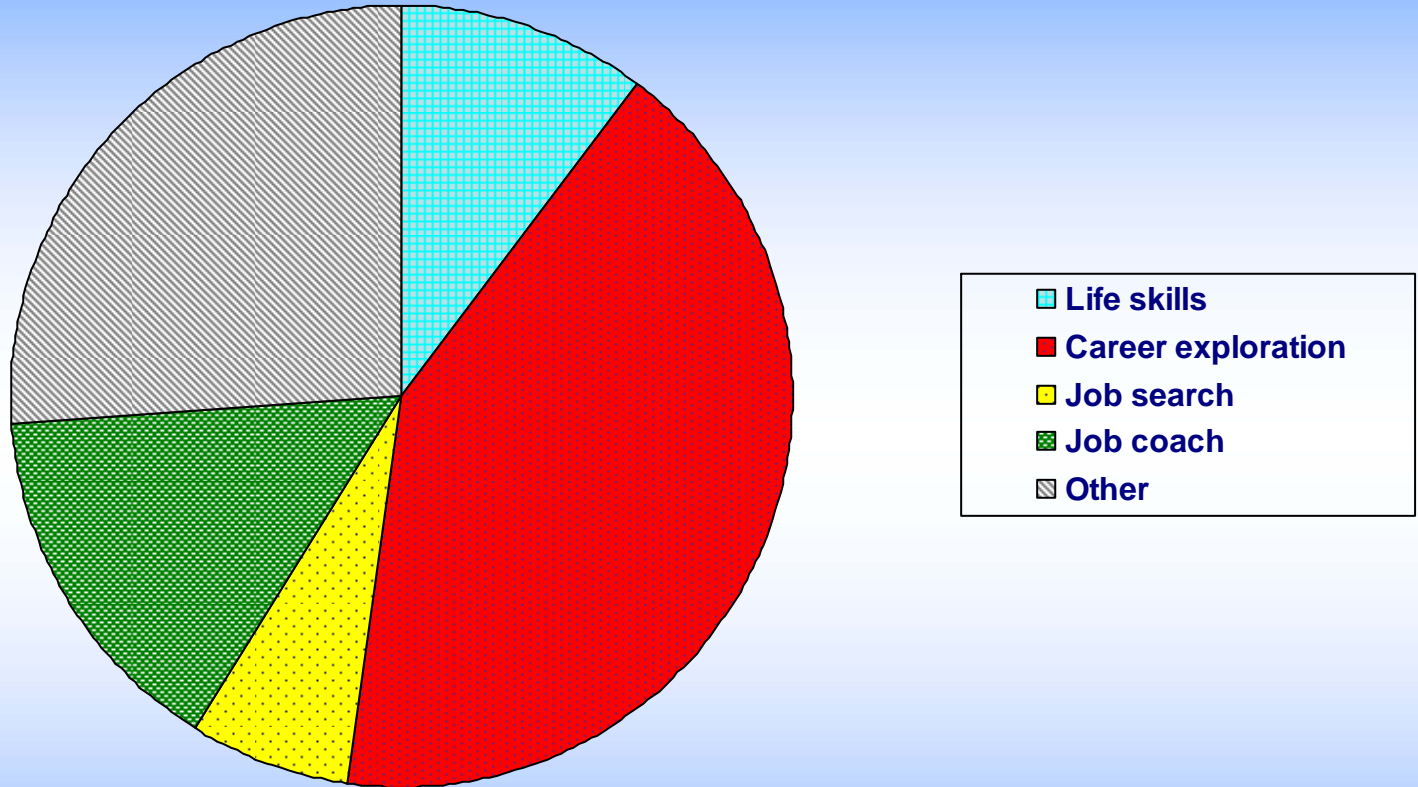
	All Clients	“Not Ready”
Job search	69%	91%
Ongoing career mgmt.	67%	87%
Work history	56%	73%
Career decision-making	53%	70%
Skills enhancement	49%	65%
Self-efficacy	47%	62%
Social supports	43%	62%
Job maintenance	36%	45%
Outcome expectancy	32%	39%

U.S. data on the percent of clients who scored “Not Ready”



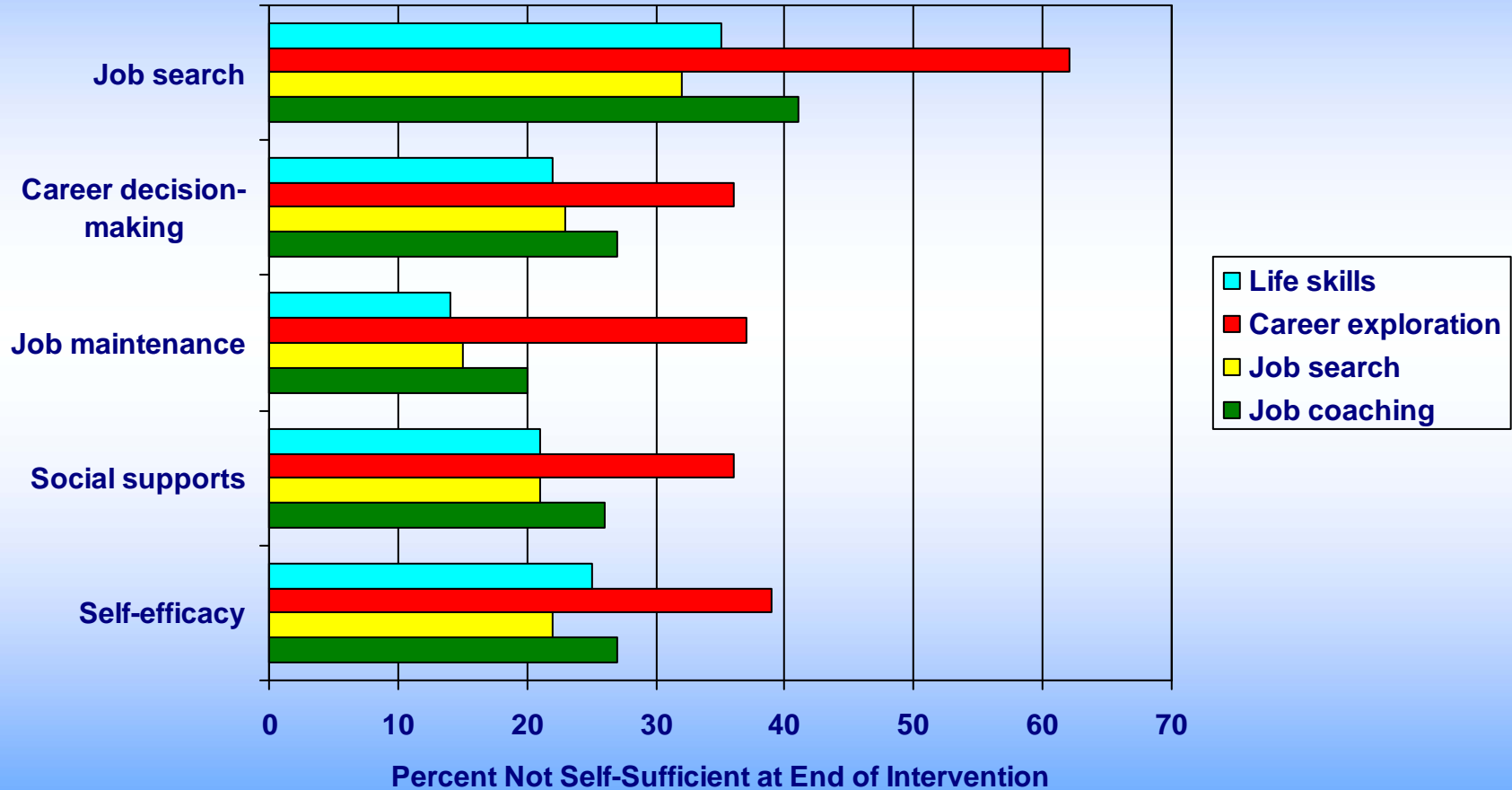
Total clients included = 25,096

U.S. initial intervention referral



But of those referred to Career Exploration, 55% needed help with Self-Efficacy and 46% with Job Maintenance

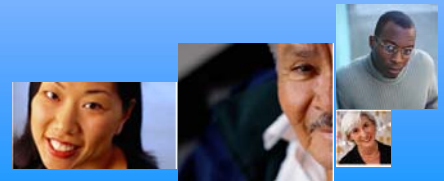
Percent of U.S. clients “left behind”



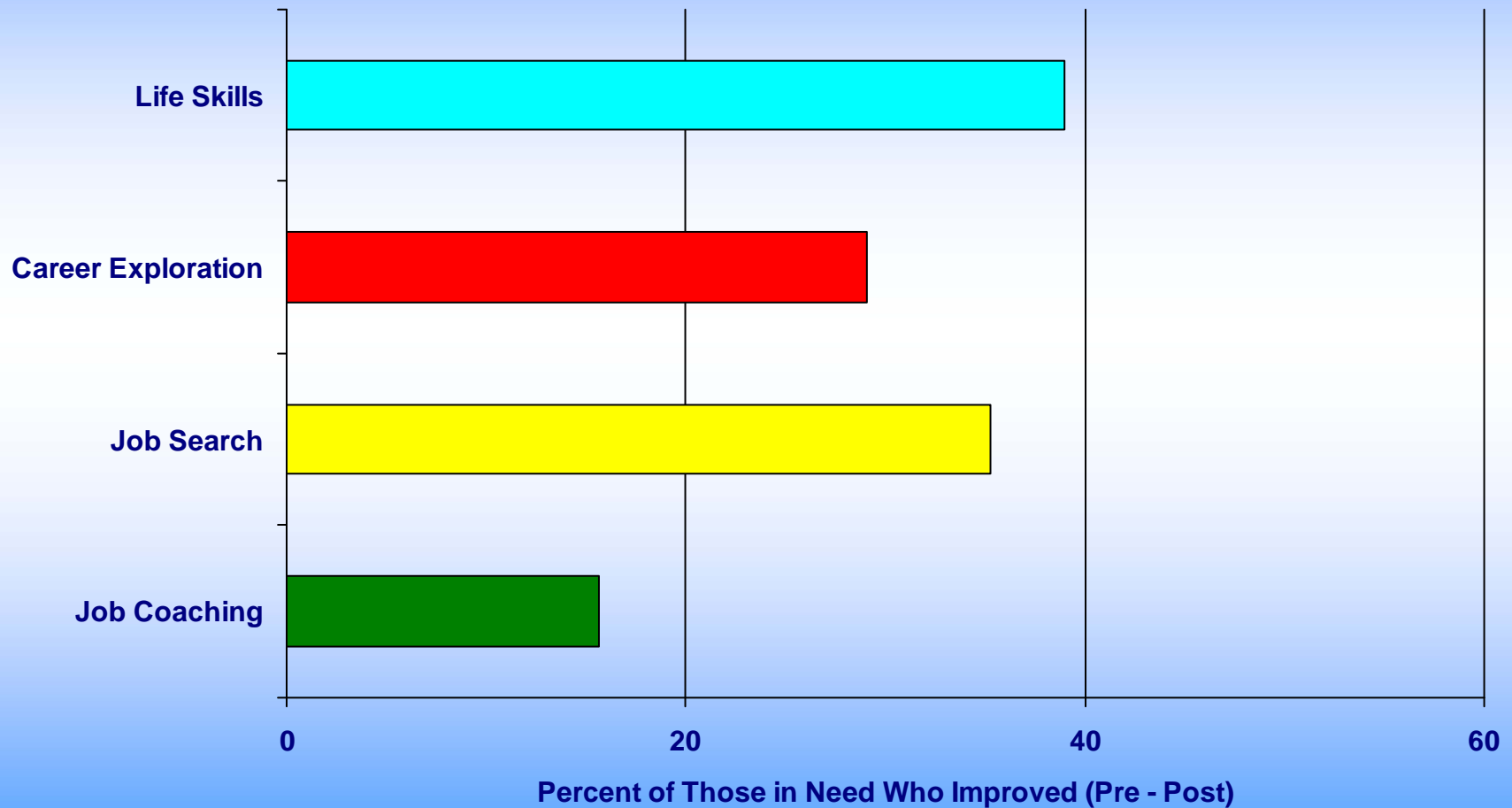
Total clients in interventions = 4,711

Self-Efficacy

- ✓ **A sense of competence or belief in your ability to perform & manage your life**
- ✓ **Ability to build on previous successes**
- ✓ **Positive sense of self-esteem**
- ✓ **Intervention focus:**
 - » Eliminate negative self-talk
 - » Strengthen awareness of their own successes and the transferability of their strengths
 - » Enhance willingness to experiment

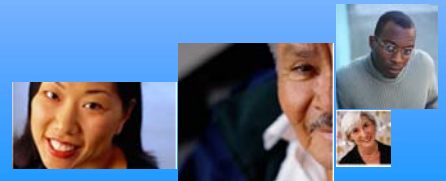


Which interventions help overall with **Self-Efficacy? Life Skills & Job Search**

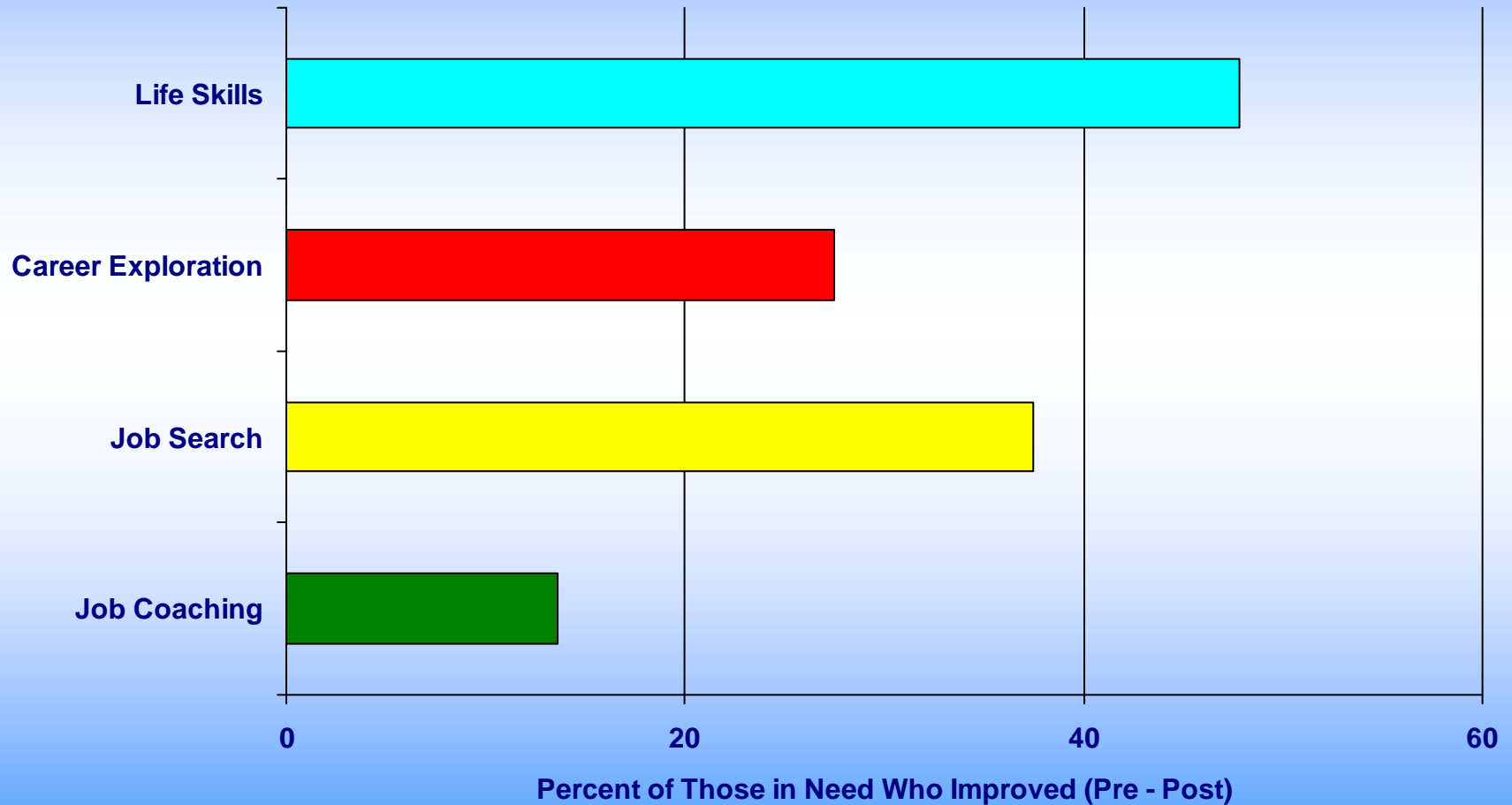


Outcome Expectancy

- ✓ **Belief that your efforts will result in a successful outcome**
- ✓ **Optimism about your work life future**
- ✓ **Willingness to take responsibility for creating work life success**
- ✓ **Intervention focus:**
 - » Strengthen sense of responsibility
 - » Strengthen awareness of own role & options

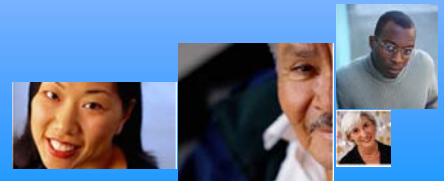


Which interventions help overall with Outcome Expectancy? Life Skills

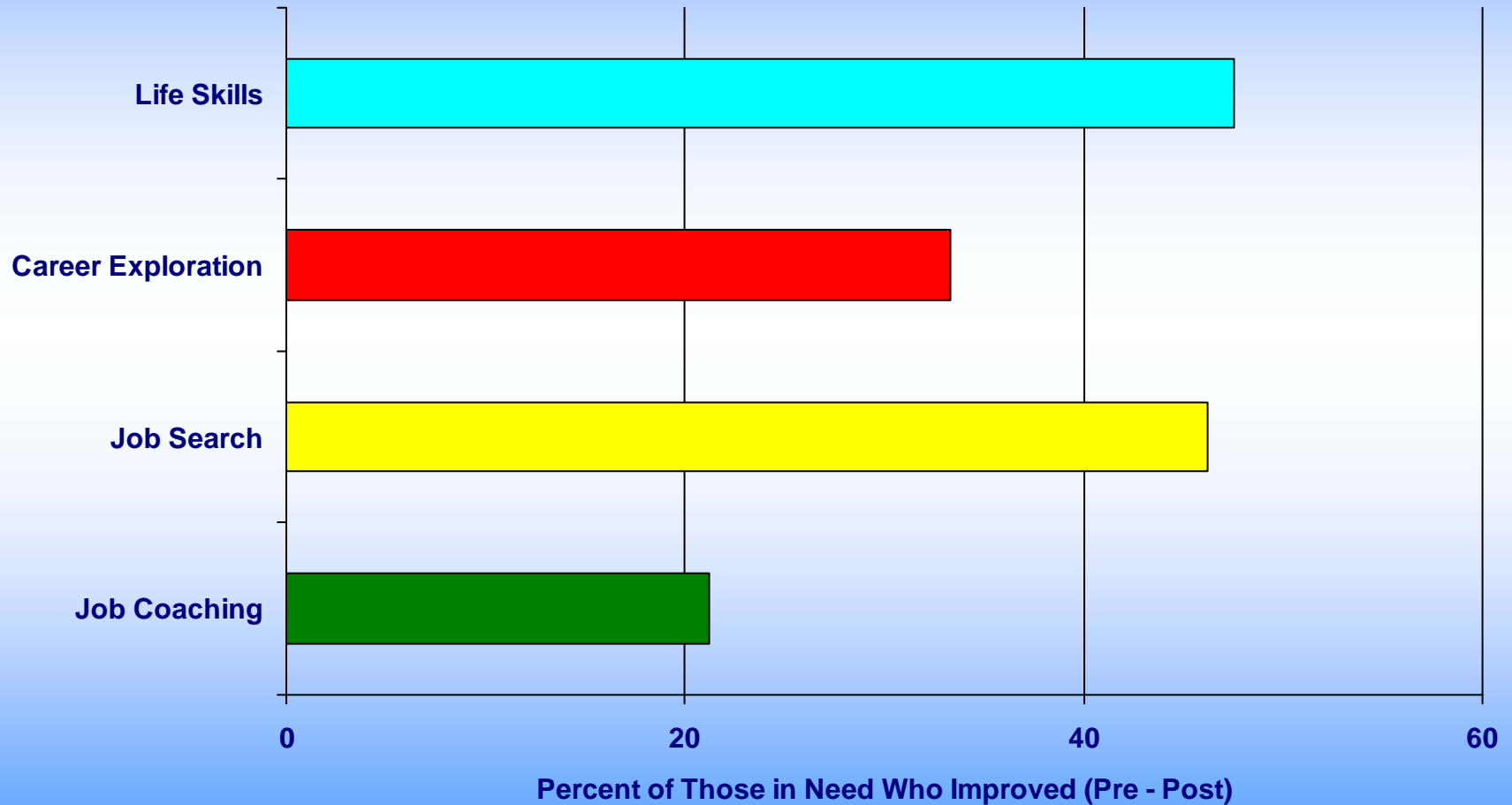


Social Supports

- ✓ **Having someone to turn to when you feel discouraged**
- ✓ **Having a network of contacts through which you can learn about opportunities**
- ✓ **Having back-up help**
- ✓ **Knowing about available resources**
- ✓ **Intervention focus:**
 - » Importance of networks
 - » Awareness of own existing networks
 - » Strategies to develop & nourish networks

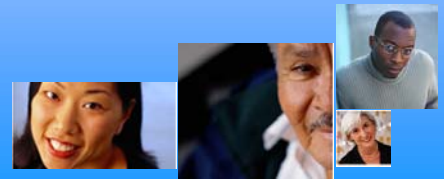


Which interventions help overall with **Social Supports?** **Life Skills & Job Search**

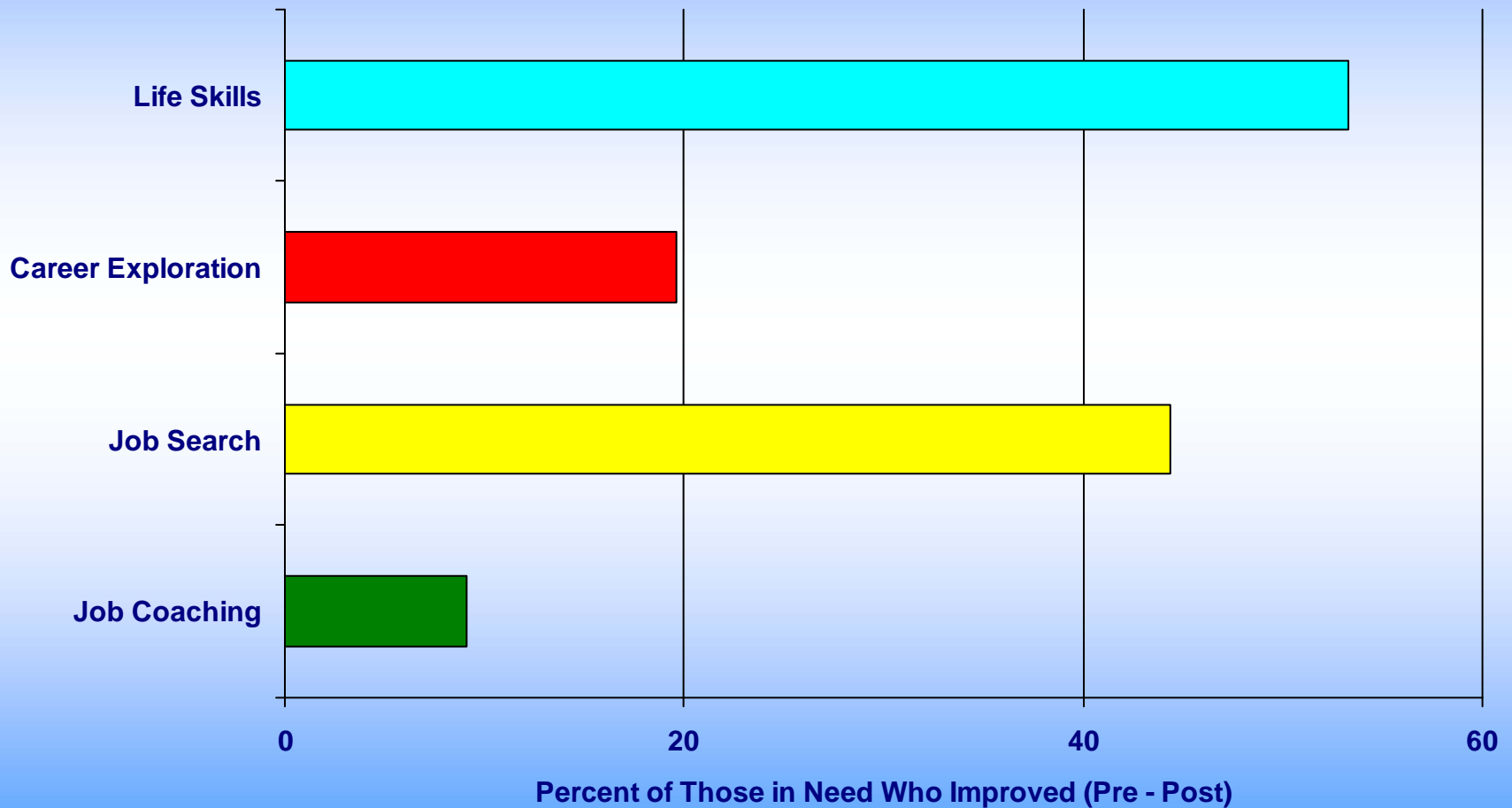


Job Maintenance

- ✓ Understanding what's expected of you
- ✓ Working well with others
- ✓ Being able to multi-task
- ✓ Being willing to accept supervision
- ✓ Being able to put aside personal problems to do your job
- ✓ **Intervention focus:**
 - » Strengthen interpersonal & self-management skills
 - » Strategies for initial job entry
 - » Strategies for keeping “on task”

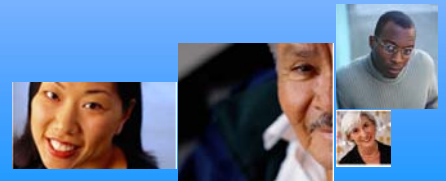


Which interventions help overall with **Job Maintenance?** **Life Skills & Job Search**

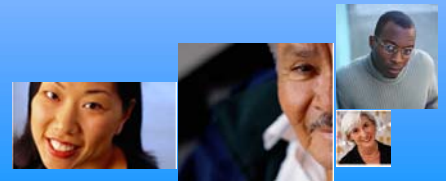


Discussion Questions

1. Why are these soft skills important in ensuring employment readiness?
2. What Life Skills interventions are available in Snohomish County?

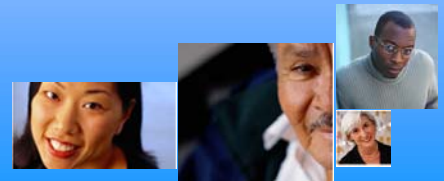


Refreshment Break

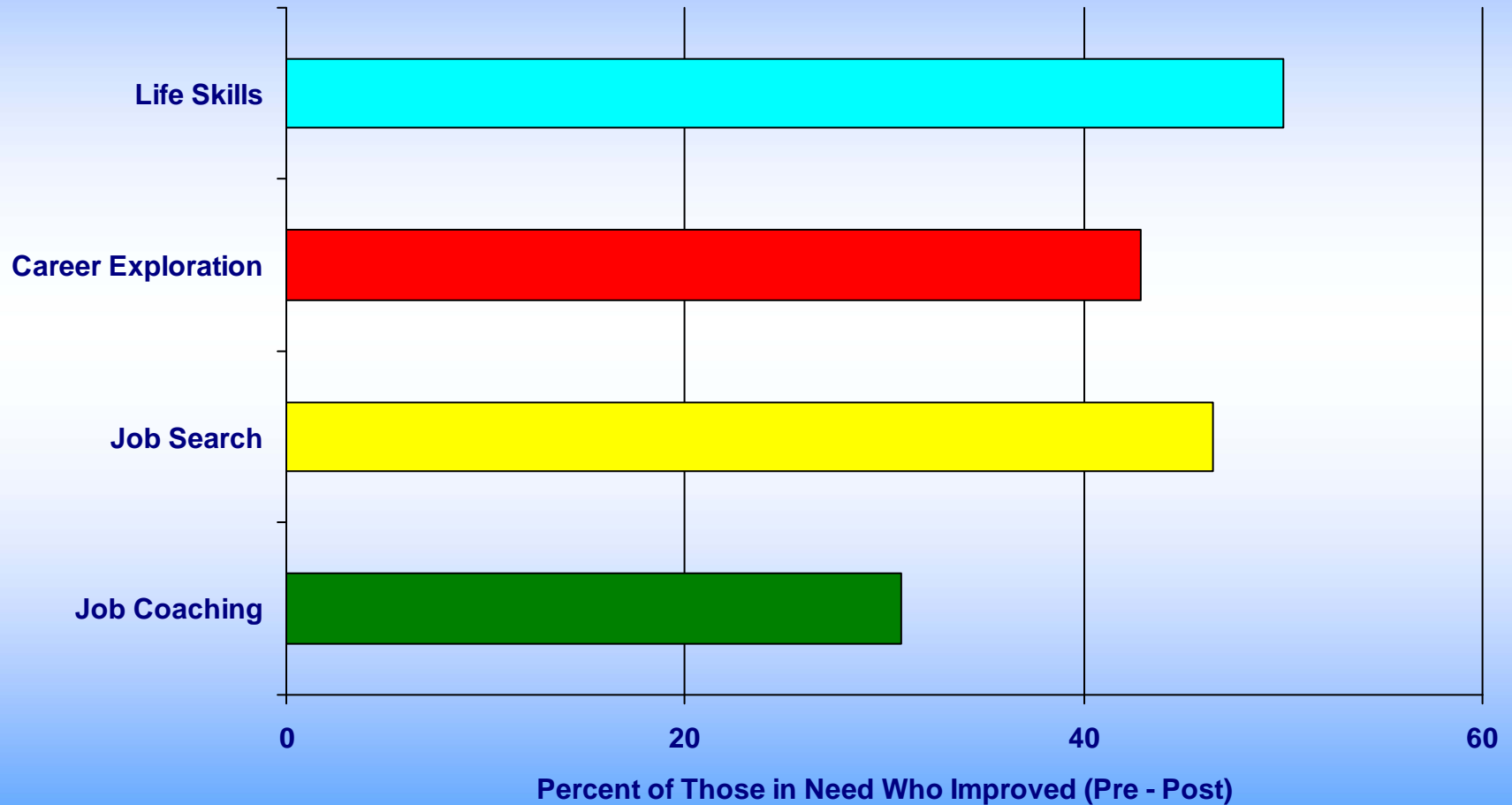


Career Decision-Making

- ✓ **Choosing a kind of work that:**
 - » Suits you well ~ a good fit with your strengths & what's important to you
 - » Is in demand so you can find work
- ✓ **Having a goal & an action plan for making it happen**
- ✓ **Intervention focus:**
 - » Clarify strengths, talents, interests, values
 - » Identify career options that are best fit
 - » Discuss mobility & telework options

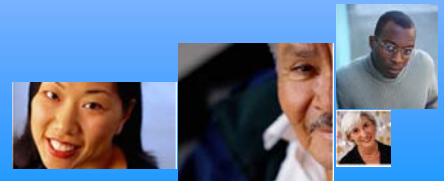


Which interventions help overall with **Career Decision-Making? Life Skills & Job Search, plus Career Exploration**

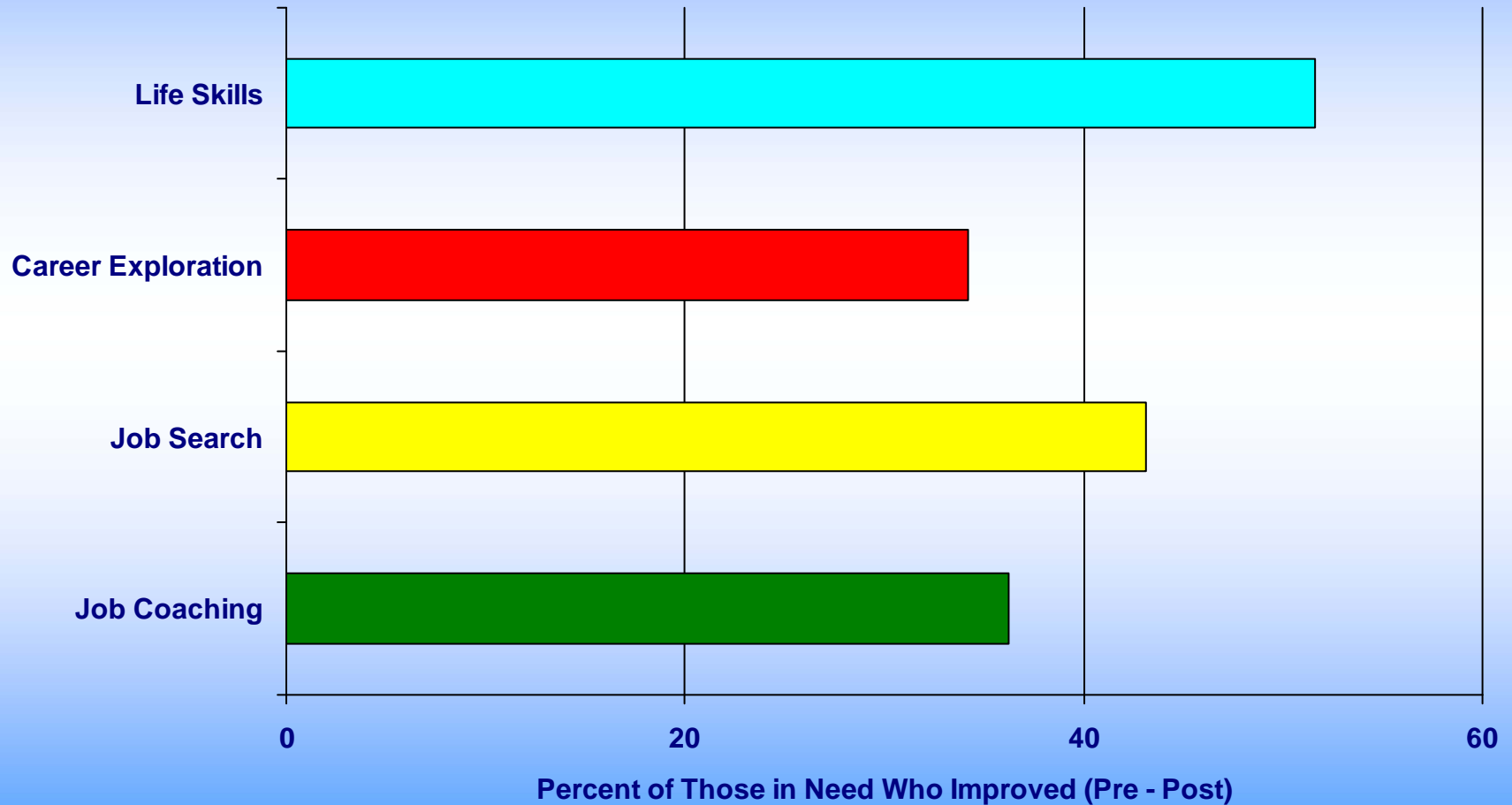


Ongoing Career Management

- ✓ **Being able to plan ahead to manage career changes**
- ✓ **Using network of contacts to find new positions**
- ✓ **Finding new ways to use your skills**
- ✓ **Lifelong learning**
- ✓ **Intervention focus:**
 - » Clarify the nature of the world of work & career paths
 - » Engage the ability to plan ahead for change
 - » Practice bundling skills in new ways

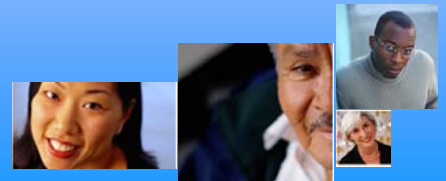


Which interventions help overall with Ongoing Career Management? **Life Skills**



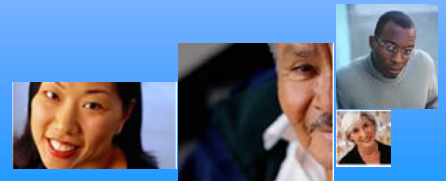
Discussion Questions

1. How can Career Exploration interventions be strengthened (so that 36% are not left behind) and used appropriately?
2. What Career Exploration interventions are available in Snohomish County?

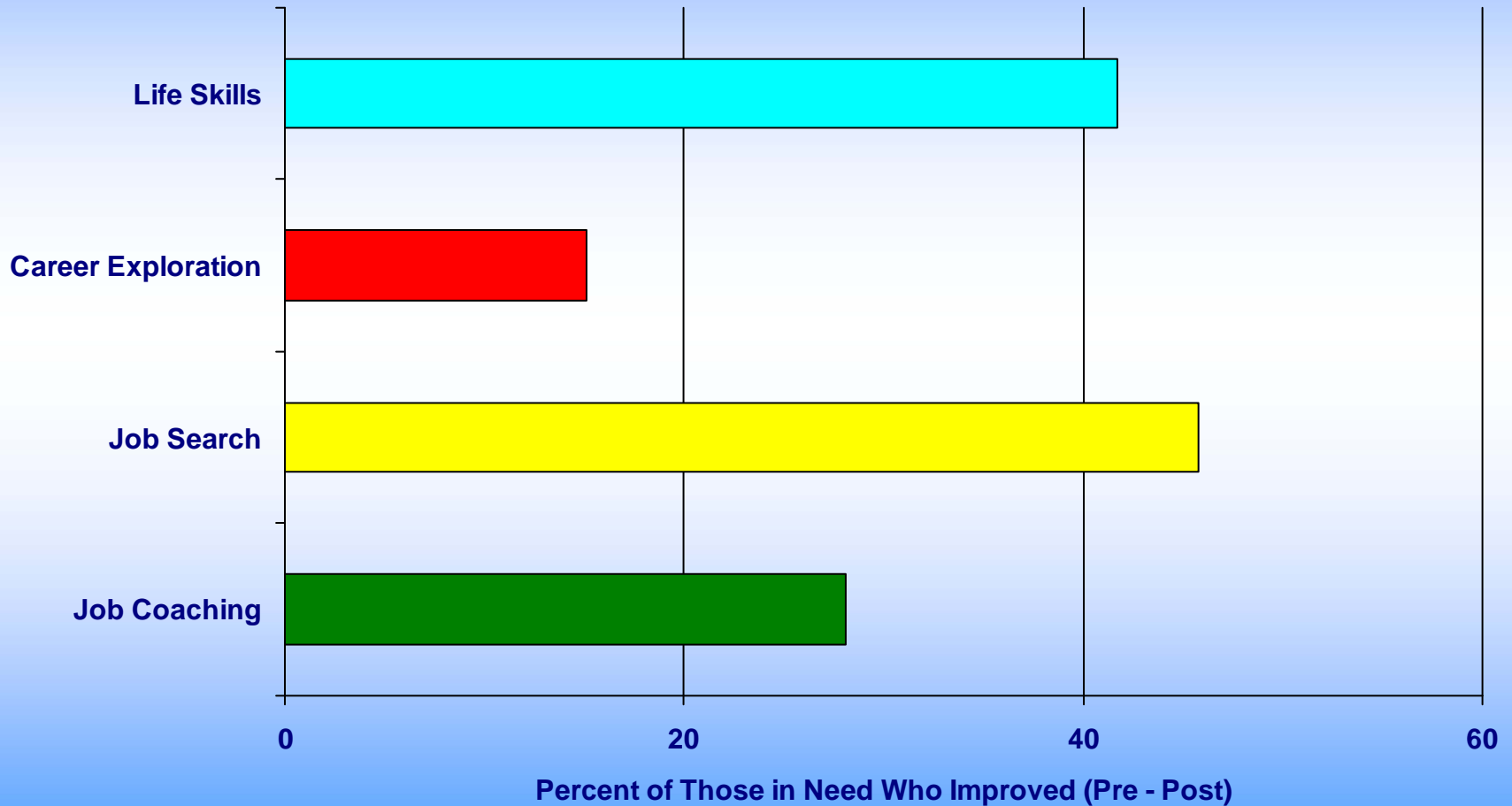


Job Search

- ✓ Having a strong, relevant resume
- ✓ Knowing how to contact suitable employers
- ✓ Being able to speak confidently about your skills & achievements
- ✓ Performing well in job interviews
- ✓ Being able to tell if a job is right for you
- ✓ Intervention focus:
 - » Ensure excellent resume & interviewing skills
 - » Review strategies for identifying opportunities
 - » Support during the job search process

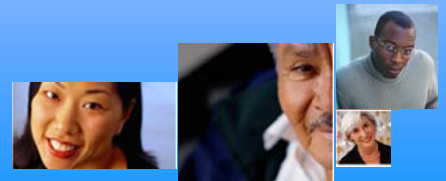


Which interventions help overall with **Job Search?** **Job Search & Life Skills**



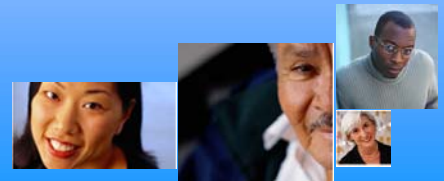
Discussion Questions

1. How can Job Search interventions be strengthened (so that 32% are not left behind)?
2. How can we ensure that clients aren't referred to Job Search prematurely?
3. What Job Search interventions are available in Snohomish County?

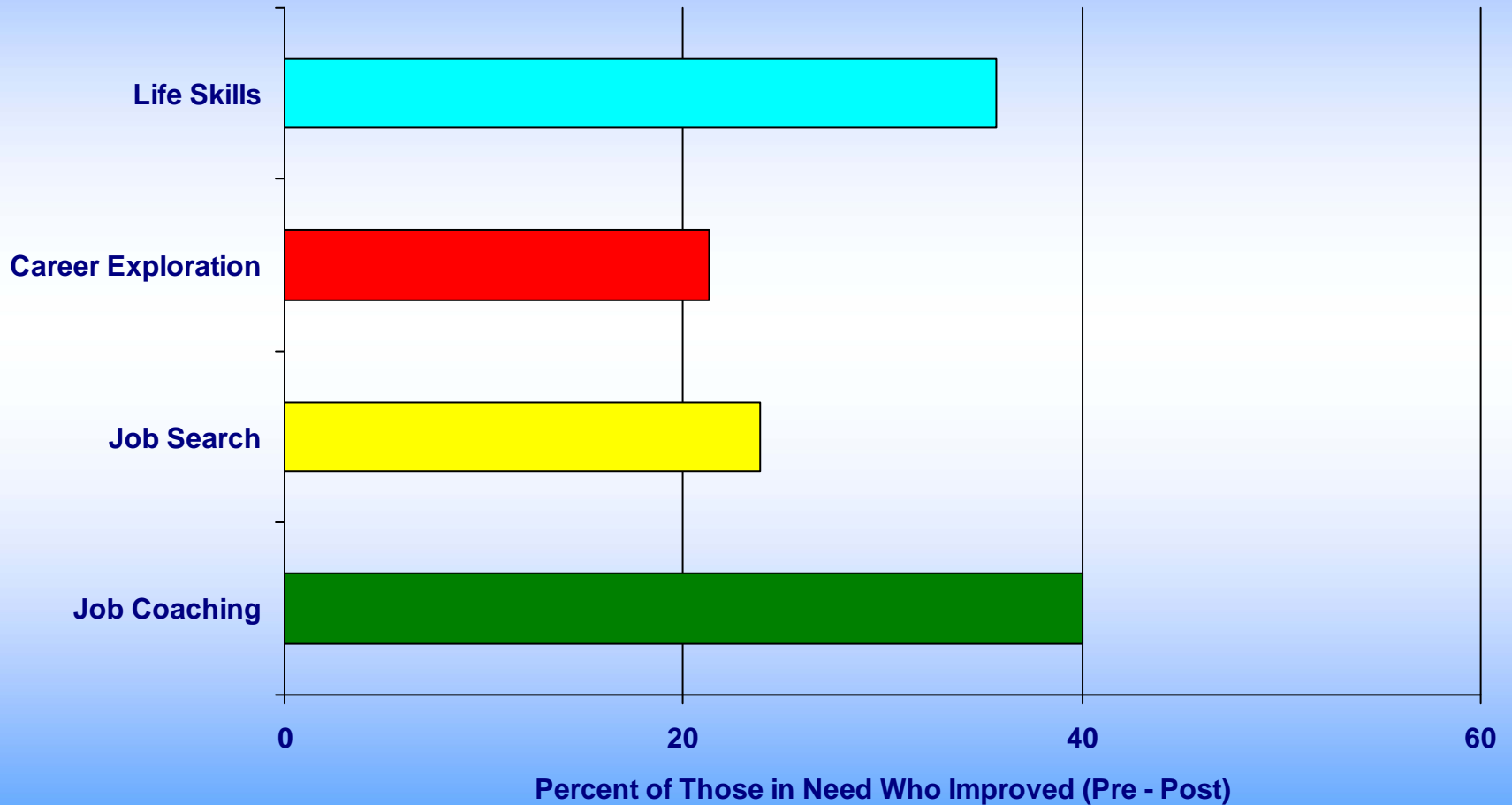


Work History

- ✓ Previous success at paid work, as a child or an adult
- ✓ Previous success in volunteer positions
- ✓ Previous success in family responsibilities
- ✓ Recognition by others of one's success
- ✓ Intervention focus:
 - » Identify successes & transferable skills
 - » Identify types of employer supports needed to succeed
 - » Select job options that would maximize success

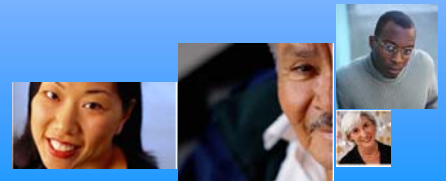


Which interventions help overall with **Work History?** **Job Coaching & Life Skills**



Discussion Questions

1. How can Job Coaching interventions be strengthened (so that 30% are not left behind)?
2. What Job Coaching interventions are available in Snohomish County?



Skills Enhancement

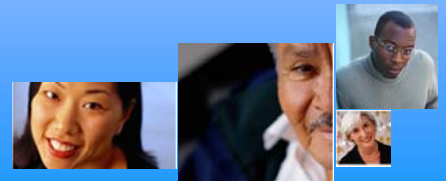
✓ Having the:

- » Knowledge (education, training)
- » General skills (e.g., computer)
- » Technical skills
- » Qualifications

to perform the kind of work you want to do.

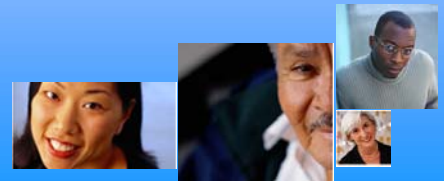
✓ Intervention focus:

- » Distinguish skills & credentials needed to qualify for a job from those learned on the job
- » Differentiate between specific job experience and knowledge & skills



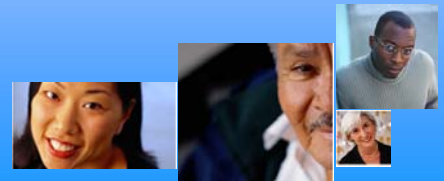
Examples of Personal Challenges

- ✓ Limited education
- ✓ Language / literacy
- ✓ Financial issues
- ✓ Substance abuse issues
- ✓ Criminal record / legal matters



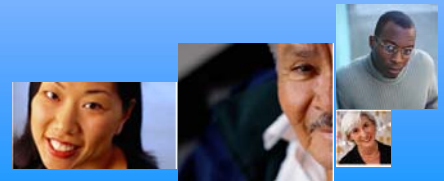
Examples of Environmental Challenges

- ✓ Responsibility for young children
- ✓ Caretaker for an aging parent
- ✓ Lack of the proper clothing, tools or equipment for the job



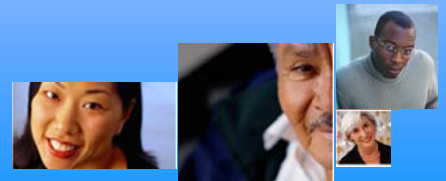
Examples of Systemic Challenges

- ✓ Education or training not recognized in your state
- ✓ Work sites not accessible to persons with disabilities
- ✓ No public transportation, or housing nearby to education or work
- ✓ Discrimination on the basis of age, gender, race, sexual orientation, etc.



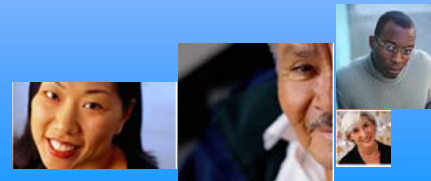
**We all need ways to manage
Challenges because we all face them
from time to time**

***If you are strong on Supports,
you can manage any
Challenge.***



Effective Use of the ERS

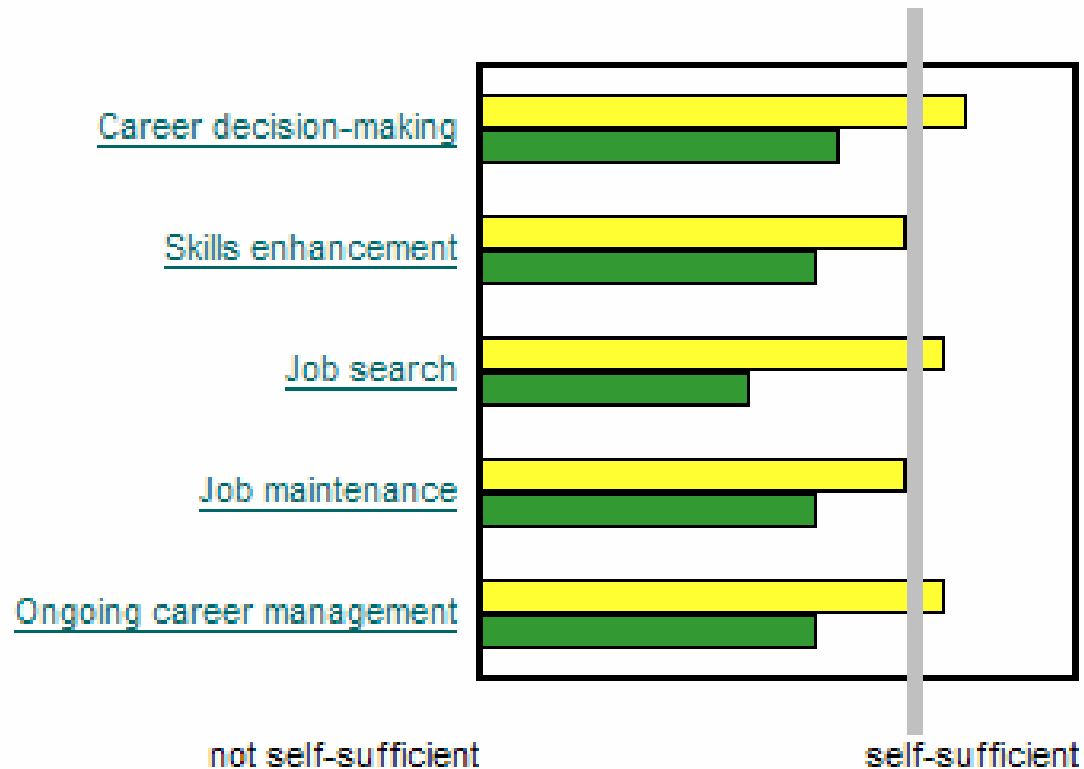
- ✓ Give at “front end” for a baseline measurement
- ✓ Give the ERS to all clients in a particular category to ensure valid “change” data
- ✓ Have clients repeat the ERS at appropriate intervals



Sample Client Feedback Report Graph

Goal #1 for Success: Self-sufficiency on employability dimensions

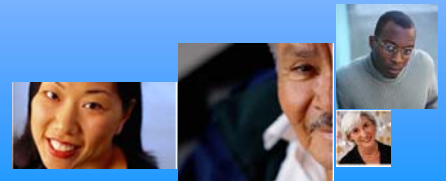
Self-sufficiency on employability dimensions



* Top bar is ERS #3

Supporting Staff

- ✓ Ensure staff using the ERS get training
- ✓ Ensure staff have practice with one-on-one
- ✓ Ensure staff refer clients appropriately
- ✓ Use “Which Clients?” report to plan short interventions
- ✓ Use the Action Plan as a common tool for consistency & shared information



ERS: Which Clients Are Not Yet Self-Sufficient?

Date range: Mon, January 1, 2001 - Fri, June 15, 2012

Client Coding:

Accepted?: All

Counselor: All

Funder: All

Region: All

Client groups: All

Age range: All

Factors: Job maintenance

Job maintenance

Harvey Acton

Mary Cantel

Arturo Gonzales

Gloria Perez

Anita Ruiz

Gina Thomas

**This report is from the Employment Readiness Scale™,
www.employmentreadiness.com.**

ERS Action Plan

Job maintenance section

Action Planned	Target Completion Date	Done?		
Volunteer work	Jul 4, 2012	No	Edit	Delete
Communication skills	Jun 7, 2012	No	Edit	Delete
Get an alarm clock	May 10, 2012	Yes	Edit	Delete

Add new item to Job maintenance section

Action Planned

(max 70 characters)

or enter your own option

Target Completion Date

 / /

Done?

- Yes
 No

add

Factor	Action Planned	Target Completion Date	Done?
Job maintenance	Communication skills	Jun 7, 2012	No
Total challenges	Personal counseling	Jun 24, 2012	No
Self-efficacy	Review successes with Jack	Jun 28, 2012	No
Job maintenance	Volunteer work	Jul 4, 2012	No
Job maintenance	Get an alarm clock	May 10, 2012	Yes
Total challenges	Get a mentor	May 20, 2012	Yes
Self-efficacy	Feedback on strengths	May 30, 2012	Yes

Next Steps

