



Case Management Strategies in Sixty Minutes

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Agenda: Overview Course

- **Participatory Activities for Orientation**
- **Goal Setting**
- **Assessment and Planning**
 - **What Is Job Ready and**
 - **How do I get them There?**
- **De-Motivating Customers**

Prime Opportunities to Build Engagement



Plenty of Challenges



A Tug of War with Misinformation That Impacts "Buy In."



Knowledge Gaps That Have Impacts

Two cartoon owls are perched on a brown branch. The owl on the left has a speech bubble above it containing the text 'If you get a job, you will lose your food stamps.' The owl on the right has a speech bubble above it containing the text 'Financially you are worse off working.' Both owls are brown with large blue eyes and orange beaks and feet. The background is a dark blue gradient.

If you get a job,
you will lose your
food stamps.

Financially you
are worse off
working.



MAKING WORK PAY

Remembering back...1988 (1981/1996/2000/2010)

Item	1988	2015	Difference
Dozen Eggs			
Gallon of Milk			
Gallon of Gas			
Loaf of Bread			
Postage Stamp			
Minimum Wage			

TANF/Cash Assistance (family of 3)	2015
_____ 1981 (Colorado)	_____
_____ 1988(Minnesota/Connecticut/Washington)	_____
_____ 1996 (North Carolina)	_____
_____ 2000 (West Virginia/Utah)	_____
_____ 2010 (Maryland)	_____

Cash Benefits by State and Year

State	Year	Amount	Today (2014)	Difference
Colorado	1981	379	462	\$83 in 34 yr.
Minnesota	1988	532	532	\$0 in 27 yr.
Washington	1988	492	478	-\$14 in 27 yr.
Connecticut	1988	623	698	\$76 in 27 yr.
North Carolina	1996	272	272	\$0 in 19 yr.
West Virginia	2000	328	340	\$12 in 15 yr.
Utah	2000	451	498	\$47 in 15 yr.
Maryland	2010	451	498	\$50 in 5 yr.

Difference Between Working and Cash Assistance

Monthly	TANF	Working Part Time	Working Full Time
Money earned per month		(Average wage at placement x 20 hours)	(Average wage at placement x 40 hours) 1440
Cash assistance	Enter the amount of your check: 704	(Earnings disregard formula applies here)	(State earning disregard formula applies here)
Food stamps	Enter the amount of your food stamps: 511	Enter estimate of food stamps.	Enter estimate of food stamps (See B) 275
Child support payments	Enter the amount you get: 0		0
Total monthly income:	1215		1715

The Real Difference In Earnings

	TANF	Full-Time Work
Annual total	$\frac{\text{_____ previous TANF total} \times 12}{\text{_____ annual TANF}}$ <p>8448</p>	$\frac{\text{_____ Earnings per month}}{\text{x 13}}$ <p>_____ Total 18720</p>
Value of state income disregards	0	(Monthly cash assistance received under disregard policy x number of months disregard applies) _____ Total
Food stamps	6132	(Monthly food stamps received even if working x number of months in state policy) 3300 Total
Child support	(Multiply monthly child support pass through x 12) _____ Total	(Multiply monthly child support x 12) _____ Total
Earned income tax credit	0	6143
Federal Child credit	0	2 Number eligible children x \$1,000 2000 Total
Program incentives for working/retaining	0	
Total annual income:	14580	30163
		Annual working income Total –Annual TANF income = 15,583 Difference in household income



**Goals are
set after
you dream.**

Set Life Goals: All Motivation Begins with a Goal

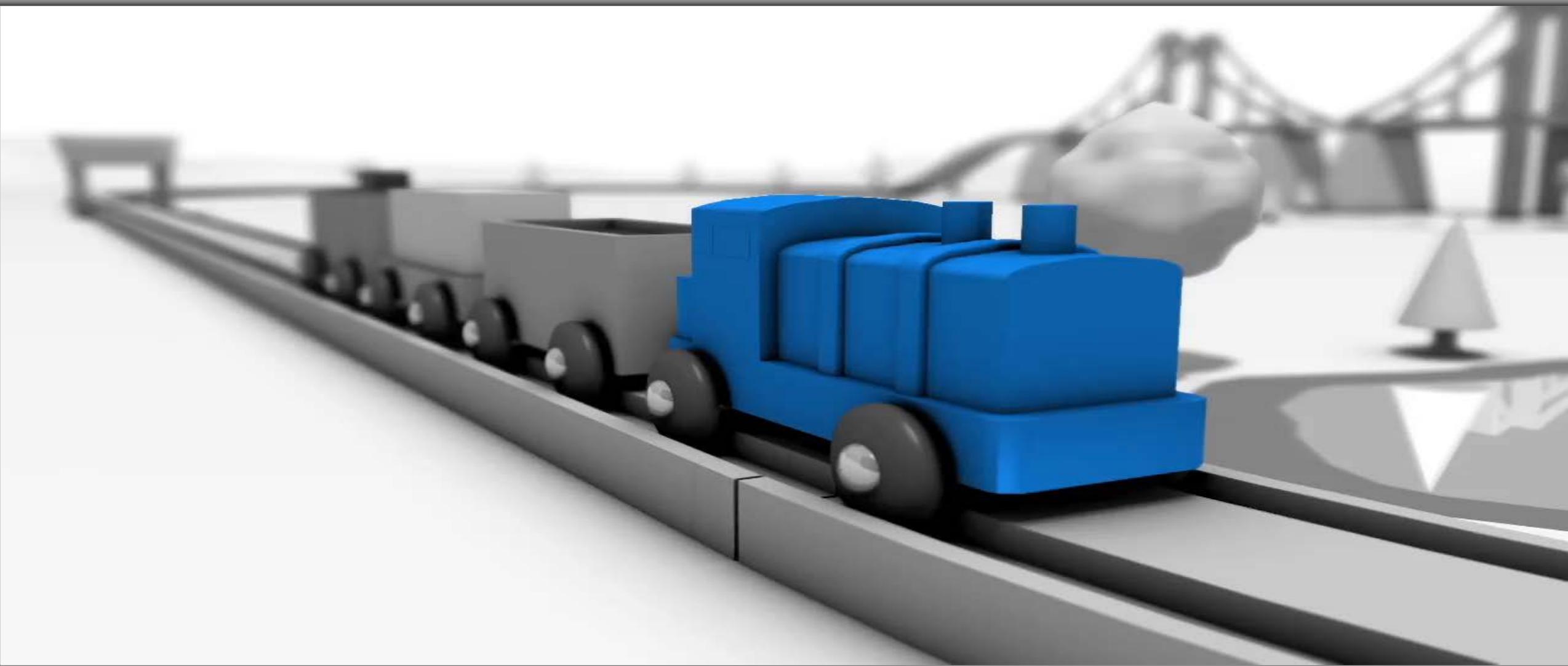
13

- **It is useful to identify your goals and how you want your life to be once you are working. It will help you to stay motivated. Think and list five ways your life would be better if you had the higher level income you just calculated.**

- _____
- _____
- _____
- _____
- _____



Staying on Track



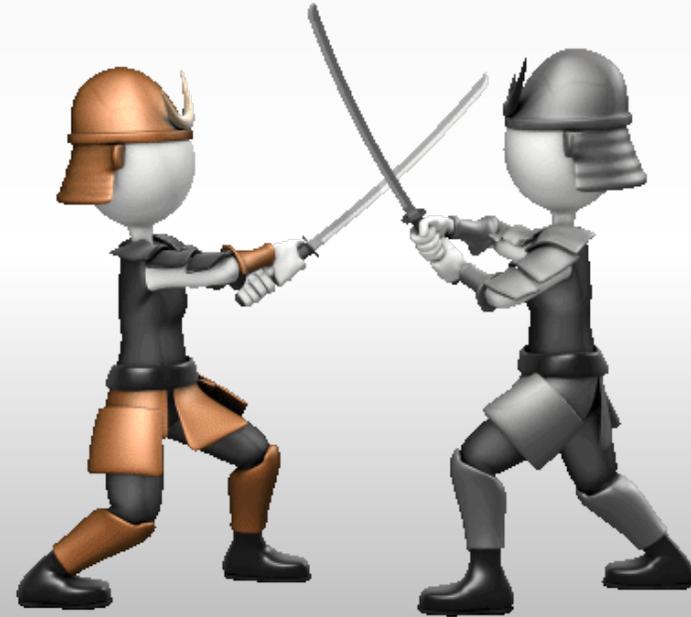
Inclusion of the dream is critical during on-going case management to continue motivation and change.

“You are taking some important steps toward making a better life for your children.”

- You are in school, you are making good progress and only have 4 weeks left.
- I would like to talk about any steps you have taken since our last conversation and then to talk about what is next.



Central Challenge



**Employer
Services**

**Case
Managers**

Attitudes of Too Many of Our Job Seekers.

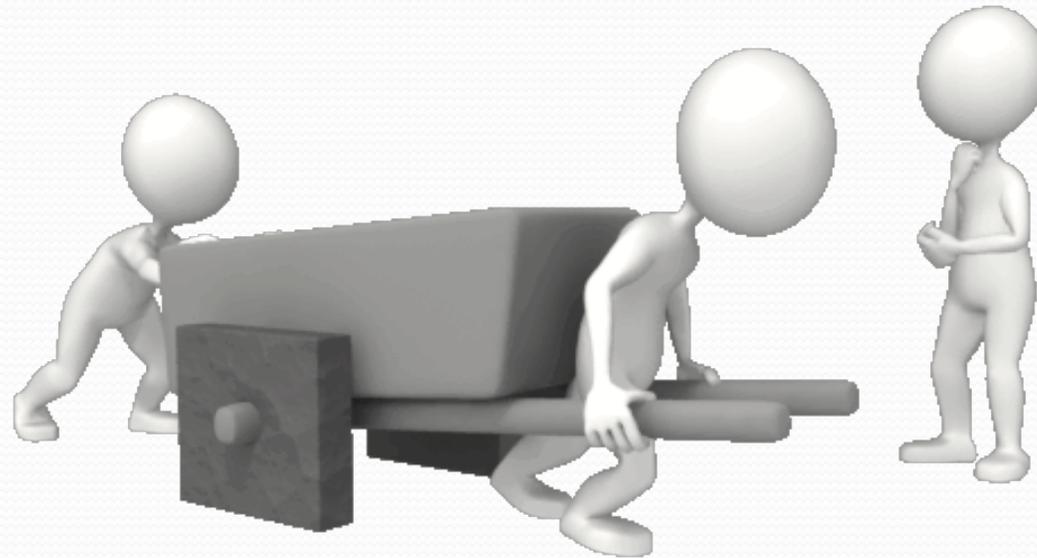
I want to go to school but I am not sure that I want to work.

I better be able to take time off when ever I want or I am out of there.

I would take this until I found something better.

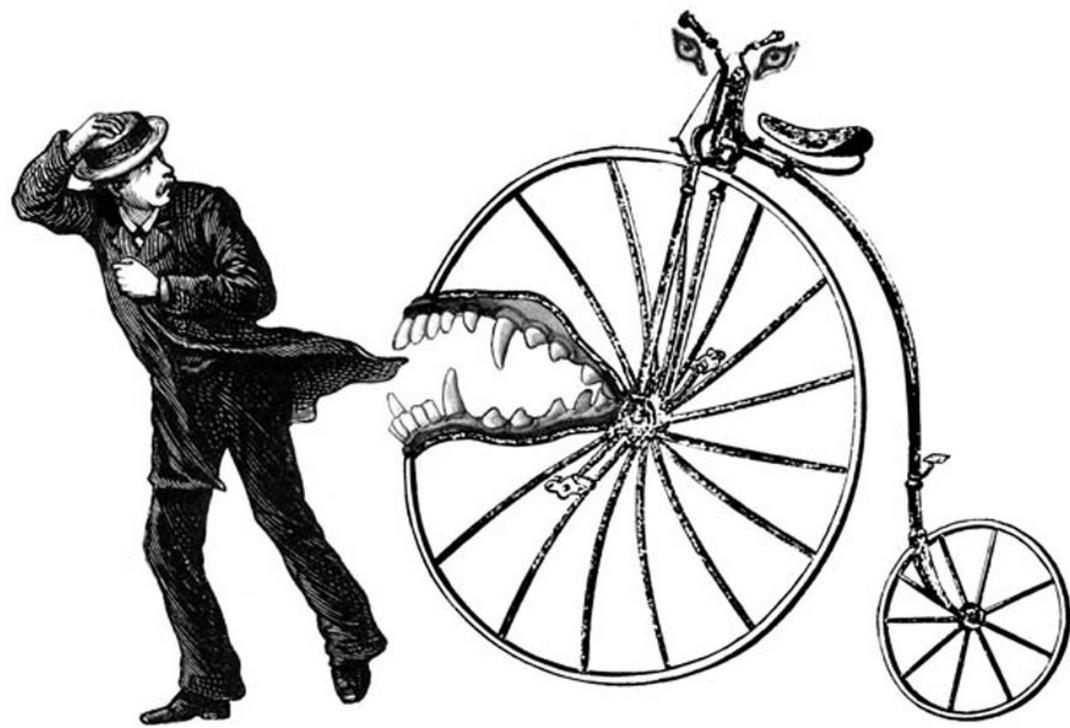


***It's a Heavy Lift to Sell Something
That Doesn't Work.***



Employer is Dissatisfied





A VICIOUS CYCLE

What does it look like when someone is competitive for a job?

What are Minimum Standards customers should meet before you give them a Career Source seal of approval?



What job search tools do they need?



What job retention skills/attitudes do they need to possess?

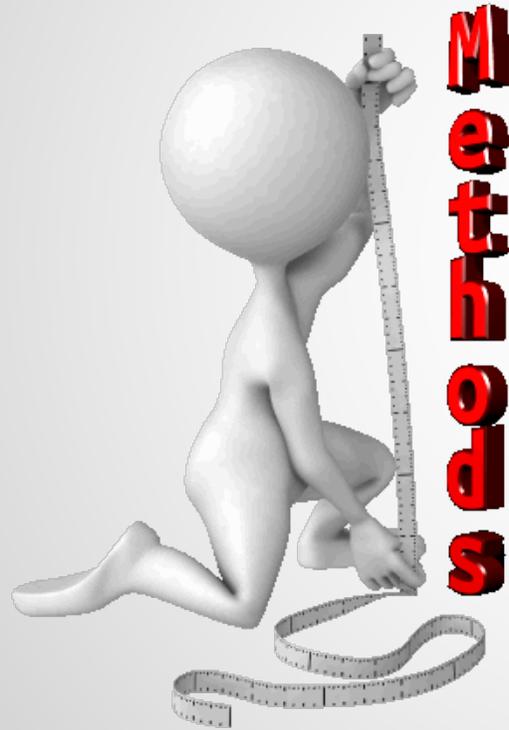


What occupational, academic skills/qualifications do they need?

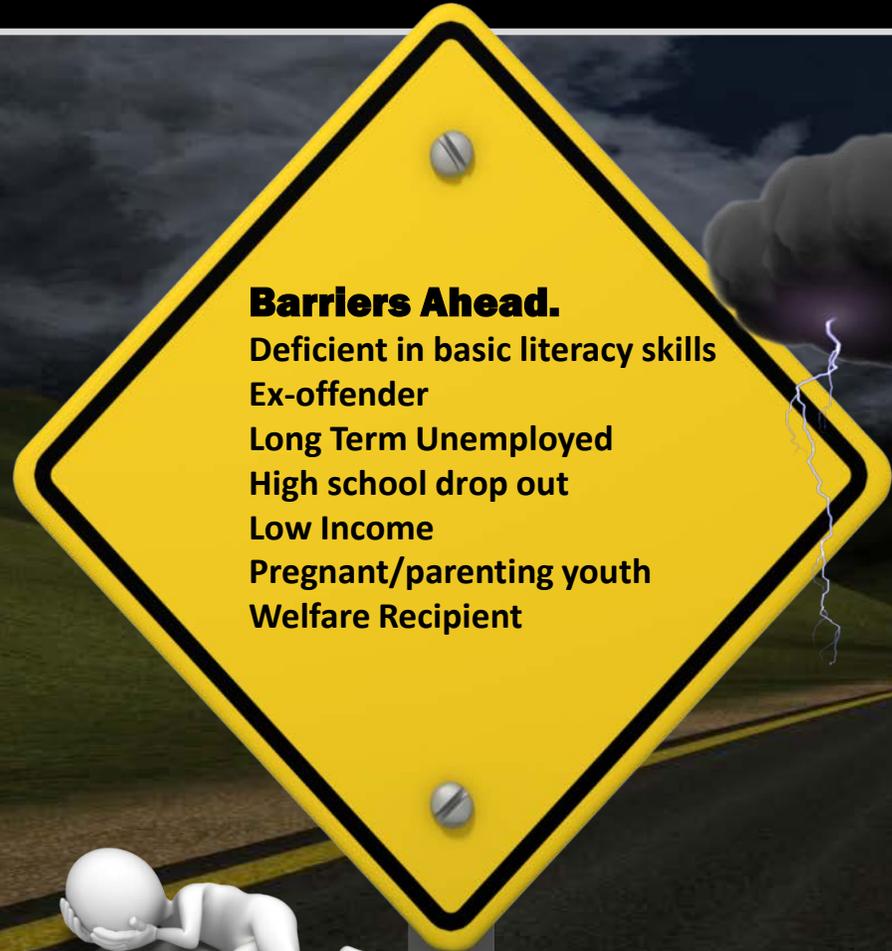


What life challenges do they need to have plans/strategies around?

4 Ways to Conduct Assessments or Gather What To Build Job/Retention Success



- Self-Assessment
- Observation
- Structured Interview
- Formal Assessments



Barriers Ahead.

Deficient in basic literacy skills
Ex-offender
Long Term Unemployed
High school drop out
Low Income
Pregnant/parenting youth
Welfare Recipient

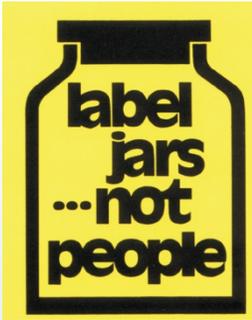
I have so many barriers
I won't make it.

**How well meaning workforce
programs reinforce low self esteem, raise the
psychological price and turn off potential clients.**



Robbing People of Their Motivation and Self-Esteem by Labeling Them and Using Words That Harm





We assign negative labels to people and call them “barriers”.

Deficient in basic literacy skills
Ex-offender
Documented disability
High school drop out
Homeless/runaway
Foster care
Pregnant/parenting youth
Needs additional assistance



You have some situations or challenges that need to be planned around.

- Need help in reading and math
- Need help to find an employer who isn't concerned about a criminal record
- Need to plan around a learning, physical or mental disability
- Left school prior to graduation and so needs GED or diploma.
- Doesn't have a place to call “home” and is living with a foster family or in a shelter.
- Need to consider his or her baby as part of the plan for school or work.
- Need to provide other assistance getting into school or into a job.

Identified Challenges:

Please select the challenges from the list below that would prevent the customer from going to work.

Reading/ Writing Skills Below 9th Grade	Advanced training (College, OJT, Etc.) U.S.	Lack of Skills in an Occupation
English as a Second Language	Citizenship/Legal Status	Valid Social Security Card/Driver's License
Childcare	Transportation	Need H.S. Diploma/GED
Criminal Record	Domestic Violence	Upcoming Court Appearances
Ability to work under supervision	Willingness to Change/Adapt/Learn	Clothing/Uniforms/Tools required for job

Assigned Activity	Responsible Party	Start
<input type="checkbox"/> Assessment-TABE Participant has completed the TABE Assessment. TABE has indicated that participant has achieved a total battery score of _____.	Participant	
<input type="checkbox"/> Assessment-CAREERSCOPE Participant has completed the CareerScope Assessment. CS has reviewed the results of the CareerScope with the participant and the results indicate that the participant has a strong interest in _____ career cluster.	Participant	
<input type="checkbox"/> Job Search Participant will participate in Intensive Job Search Activities, including resume assistance, interviewing techniques, networking events, in house recruitments and additional seminars. Participant understands the program goal of securing unsubsidized employment and if at any point secures employment (PT or FT), will notify the CS immediately.	Participant	
<input type="checkbox"/> Work Experience Orientation Participant has attended mandatory Work Experience Orientation at the CSCF Office.	Participant	
<input type="checkbox"/> Work Experience Enrollment Participant is determined to be in need of WIA training assistance. Participant has been determined eligible for the WIA Work Experience Program. The participant will begin the work experience assignment on ____/____/____ with the _____ agency in _____ position. Participant is responsible for arriving at the WE worksite on time each day, working assigned hours- maximum of 40 hours per week, following all safety rules and adhering to the rules and regulations of CSCF's WE Program and the Worksite Agency. The participant is responsible for successfully completing their worksite assignment for the full duration of the ____ week program. The participant will work directly with the WIA Placement Specialist and Worksite Supervisor during planned and unplanned monitoring visits to discuss any issues/concerns.	Shared	

Assigned Activity	Responsible Party	Start
<input type="checkbox"/> Training Research Participant has completed has reviewed the CSCF Approved Training Matrix and completed the Training Research Form.	Participant	
<input type="checkbox"/> Occupational Skills Training Participant is determined to be in need of WIA training assistance. Participant will enroll into _____ for the _____ program. Participant understands they are responsible for successfully completing training and expected to attend all classes and maintain an acceptable GPA.	Participant	
<input type="checkbox"/> Transportation: <input type="checkbox"/> Gas Card <input type="checkbox"/> Bus Pass <input type="checkbox"/> N/A Participant may be provided transportation on an on-going as needed basis. All support services are subject to funding availability.	Shared	
<input type="checkbox"/> Monthly Contact Participant understands monthly contact is required and Career Specialist will contact them every 30 days.	Shared	
<input type="checkbox"/> Post-Program Job Search At completion of training, participant understands if they have not secured employment they will be required to participate in Job Search Services. The participant understands the program goal of securing unsubsidized employment. If at any point you secure employment (PT or FT), the participant will notify the CS immediately.	Shared	
<input type="checkbox"/> Post Case Closure Follow-Up Participant understands they may be asked to participate in customer satisfaction surveys (local and statewide) to gauge their level of success with WIA. The WIA CS will contact the Participant for up to one year following the completion of the WIA Program for post closure follow-up.	Shared	
<input type="checkbox"/> Other: Participant work site information change <input type="checkbox"/> Start Date <input type="checkbox"/> End Date <input type="checkbox"/> Change in worksite _____ <input type="checkbox"/> Position _____		
<input type="checkbox"/> Other:		

SELF ASSESSMENT

Job Search Tools

Yes No	Do you have a resume?	Yes No	Do you know how to answer difficult questions at a job interview? (Gaps, Reasons for leaving, conviction as examples).
Yes No	Do you know how to submit an online application?	Yes No	Do you have three professional references for a job?
Yes No	Do you have a cover letter that goes with your resume to submit for jobs?	Yes No	Do you know how to answer the “personality questions” asked on an online application?
Yes No	Do you have an email address for employers to use to contact you? If yes, what is it? _____	Yes No	Do you know what type of job you want to apply for?
Yes No	Do you have clothing that is appropriate to wear to a job interview?	Yes No	Do you have a contact phone number for employers to use? (Would get the message within hours)
Yes No	If an employer looked at your Facebook or other social media page, is there anything on it that you wouldn't want a potential employer to see?	Yes No	Can you list 10 marketable skills to an employer during an interview?
Yes No	Do you know how to use job search websites such as Indeed.com and SimplyHired.com?		

SELF ASSESSMENT

Job Retention Tools

Job Retention Skills

Yes No When you have to attend an event, do you generally run a little late?

Yes No Have you ever walked off a job without giving notice?

Yes No If you asked to do something on a job that you do not perceive is your job, do you get upset?

Yes No Have you had more than one job that lasted less than a year?

Yes No Have you gotten angry enough at job to have a verbal fight with a co-worker or supervisor?

Yes No Can you use all of your past employers as references?

Yes No Do you need skills for how to handle conflict and other situations at work?

Yes No Did you ever leave a job because of a conflict with a supervisor?

Yes No Have you had an employee evaluation at work that was less than positive?

Yes No Have you ever worked at a job where your hours were continually cut until you almost had no hours?

Yes No Are there some jobs that you might not be able to do because of a conviction?

Yes No Have you had any problems with punctuality or attendance at a job.

Yes No When you get an employee handbook at work, do you read it right away?

Yes No Have you had problems retaining a job?

Vocational Skills, Occupational Skills, Academics and Training		Challenges you might face to working at a job or going to school.	
Yes No	Can you navigate the internet and use a computer?	Yes No	Are you pregnant?
Yes No	Are you currently in training, high school, vocational school or working on your GED?	Yes No	Do you have reliable transportation?
Yes No	Do you have a high school diploma or GED?	Yes No	Do you have a valid driver's license?
Yes No	Do you have ever earned any licenses, certificates or degrees?	Yes No	Do you have a social security card?
Yes No	Are you interested in going to school of any type?	Yes No	Do you have any mental or physical issues that might prevent you from going to school or going to work?
Yes No	If yes, which type of school would you like to attend? GED/HS diploma College, Certificate Program	Yes No	Have you ever been arrested or convicted of a crime other than a traffic violation? If so, explain.
Yes No	Do you know what kind of job you are interested in doing? If so, _____	Yes No	Where do you live? Own house Rent Live with someone Homeless Live in Shelter Other
Yes No	Do you have skills that you have developed through a hobby or volunteer job?	Yes No	Do you have reliable child care?

Career Plan to Move to “Competitive” Job Seeker and Job Retainer Status

Has Quality for Job Search Tools?



	Need	Assigned Activity/ Service	Responsible Party	Start Date	End Date
<input type="checkbox"/>	Clean Up Facebook	On Own	Client		
<input type="checkbox"/>	Create Professional Email Address	On Own	Client		
<input type="checkbox"/>	Develop Competitive Resume	One Stop Career Readiness Workshop	Client		
<input type="checkbox"/>	Answering message that is professional.	On Own/Career Readiness Workshop	Client CS Referral to Workshop		



Ask Permission before giving advice, providing information or expressing a concern.



- Would it be all right if
- I would like to share a concern with you if you are open to that.
- I am wondering if I could ask for a couple of minutes to provide you with some information that may be helpful to you.
- If you are okay with it, I would like to share some of the resources that have helped other clients I have worked with who have had similar dilemmas.
- I am really worried about something and I was hoping you would allow me to explain to you what I am worried about.
- I am going to need to spend a few minutes today on Would that be alright with you?



At first sign of resistance or disinterest, stop and engage the client in evaluating the information, advice or concern you shared.

“What part of that information, if any, applies to you? What is your immediate reaction?”