

Improving Employment Outcomes



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Presented for: OFA Peer TA Webinar: Tribal TANF

Get Ahead of the Pack!

Agenda

Improving Employment Outcomes

- Overview and Challenges
- Improving education improves employment
 - High Demand Jobs
 - Short Term training
- Employment
 - Reducing risk for employers
 - Building job readiness
 - Micro Enterprise as an employment strategy



Overview and Challenges

- About 1 in 4 American Indians and Alaska Natives live in poverty.
- The Native American unemployment rate is considerably higher than the other groups.
- A greater percentage of American Indians have not completed high school compared with other groups.
- The better educated a population is, the higher its employment rate.
- Without work, it is difficult to rise out of poverty.

Dr. Algernon Austin, 2013, Native Americans and Jobs: The Challenge and the Promise




Tools and Options that TANF Has to Work With

	<input type="checkbox"/> Work Activities	
<input type="checkbox"/> Unsubsidized Employment	<input type="checkbox"/> Basic Education	<input type="checkbox"/> Substance Abuse Treatment
<input type="checkbox"/> Job Search Assessment	<input type="checkbox"/> Vocational Education	<input type="checkbox"/> Life Skills Training
<input type="checkbox"/> Job Readiness Activities	<input type="checkbox"/> Education	<input type="checkbox"/> Subsidized Employment
<input type="checkbox"/> Job Skills Training	<input type="checkbox"/> Cultural Activities leading to Self-Sufficiency	<input type="checkbox"/> Provide Child Care Services to TANF Participants
<input type="checkbox"/> On the Job Training	<input type="checkbox"/> Traditional Subsistence Activities (farming, hunting, crabbing)	<input type="checkbox"/> Sheltered/Supported work
<input type="checkbox"/> Internships	<input type="checkbox"/> Traditional Work Activities (beading, basket making, weaving)	<input type="checkbox"/> Work Experience
<input type="checkbox"/> Job Sampling	<input type="checkbox"/> Community Service Work	<input type="checkbox"/> Other Activities Developed by the Tribe

All Tribal TANF Work Activities

Fiscal Year 2015



Activity	Percent
Unsubsidized Employment	22.0
Subsidized Private Employment	1.7
Subsidized Public Employment	.6
Work Experience	7.6
On the Job Training	1.0
Job Search/Job Readiness	18.10
Community Service	14.9
Vocational Education	7.2
Job Skills Training	8.4
Education	3.7
School Attendance	5.9
Child Care Provider	1.0
Other (Tribal Allowable Work Activities)	61.4



**Education is a Long But
Important Road**

Improve Native American Education Outcomes



1

Obtain your High School Diploma/GED



2

Earn a Vocational license or certificate



3

Attend Vocational Training



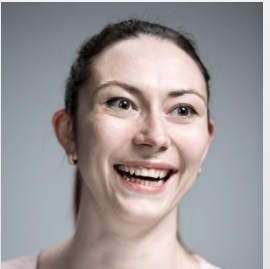
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Cultural Activities



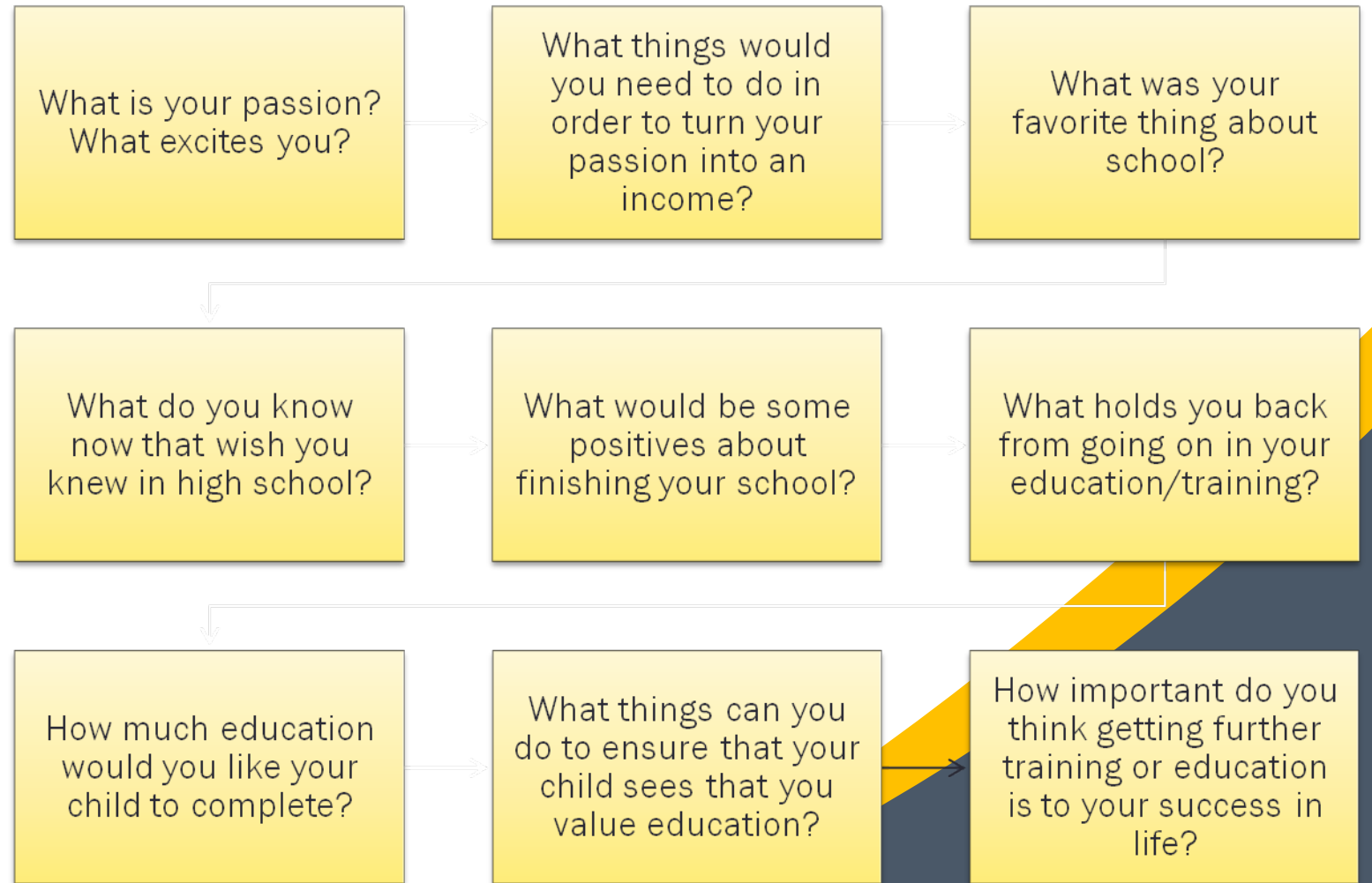
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College or Technical Training



Which option will take you where you want to go?

Motivational Interviewing Question to Plant the Seeds to Education.





What does **High School** Graduation Mean?

\$320,000 in a life time



When you do this.....



She'll do this.



The expert in anything was once a beginner.



Business & Career Solutions Centers
250 Holt St.
Bastrop, La 71220

Fall, 2014

Scholarship Enrollment

Applications Due

May 30, 2014

For courses beginning July-December, 2014

Pick up an application packet at your local BCSC now



Louisiana Average Earnings

RN-AD: \$43,176- \$88,832

RN-BS: \$41,379- \$106,449



These are high school dropouts.



They Earned Their Diplomas and So Can You!

- Learn at your own pace.
- Get personal attention.
- Online and/or regular classes
- When you feel ready, you take the test.
- It's Free!

This could be you....and sooner than you think!!



Short-term certificate trainings that give you skills to get a job or start a business!!

- Certified Nursing Assistant
- Home Health Aide
- Child Development Associate Credential
- Serve Safe (food handling)
- CPR/First Aide
- OSHA Construction 10 and 30 hour Certification
- Computer Skills
- EMT
- Forklift Operator

Invest in Your Future!





Ready to start working in
the Medical Field!!
Turtle Mountain HPOG
Training Class

Pay ranges between \$35,000 and \$51,000

High-Paying Trade Jobs Sit Empty

- Automotive Mechanic
- Welder
- Marine Mechanic
- Brick Mason
- Auto Body Repair
- Tractor Trailer Driver
- Carpenter
- Construction Equipment Operator
- LPN
- Diesel Technician/Mechanic
- HVAC Technician
- Heavy Equipment Mechanic
- Industrial Machinery Mechanic
- Legal Assistant
- Wind Energy Technician
- Commercial Diver
- Plumber
- Architectural Drafter
- Electrician
- CNC Manufacturer
- Home Inspector
- Aviation Maintenance Technician
- Boilermaker
- Solar Energy Technician
- General Contractor
- Dental Hygienist
- Medical Laboratory Technician
- Pharmacy Tech
- Medical Assistant
- Medical Billing and coding

Pay ranges between \$35,000 and \$51,000

Which of these jobs could you see yourself doing?

On Line Options

Alison (no cost)

- <https://alison.com>

USA Learns-ESOL (no cost)

- [_https://www.usalearns.org](https://www.usalearns.org)

FREE GED

- <https://study.com>

Matrix Learning (Skill Training Classes)

- <https://www.metrixlearning.com>



METRIX LEARNING FEATURES

Metrix Learning is an online, e-learning system with over 5,000 courses that can help clients add skills to their resumes, improve their marketability, and increase their chances of landing a job. A Metrix license will provide clients with free, unlimited access to vocational courses.



Skill Assessments



5000+ Courses



WIOA/TANF Career
Services/ Career
Pathways



100+ Industry-
Recognized
Certifications



Digital Badges for
300+ Skill Tracks



Job Search Tools
(Indeed.com)



Virtual Registration



FREE Certificate of
Completion

SAMPLE CASE MANAGER REPORT

[Home](#)[My Plan](#)[Catalog ▾](#)[My Career ▾](#)[My Account](#)[Help ▾](#)[Administration ▾](#)

Administration - User Activity Report

Group: User Search: Detail: From: To: 

Username	Email	Name	Group	Time Spent
DianaRestrepo8610	diana88restrepo@gmail.com	Restrepo, Diana	Welfare Transition	
TaniaRiveraCruz7287	riveracruz85@gmail.com	Rivera Cruz, Tania	Welfare Transition	
shanayeshidler8232	2018nayenaye@gmail.com	shidler, shanaye	Welfare Transition	11:10:00
RobertoTamayo9748	robertotamayorivero1962@gmail.com	Tamayo, Roberto	Welfare Transition	
colinthompson9474	colinthmpson29@gmail.com	thompson, colin	Welfare Transition	
JoseTorres6952	joseatorres85@gmail.com	Torres , Jose	Welfare Transition	4:06:00
yuyuanzhang9854	kristen_chenchen@163.com	zhang, yuyuan	Welfare Transition	
TOTAL TIME				15:16:00

What do
Employers
Want?



Employers

Employers
are Risk
Adverse



Reducing Risk for Employers:

Job Readiness Standards

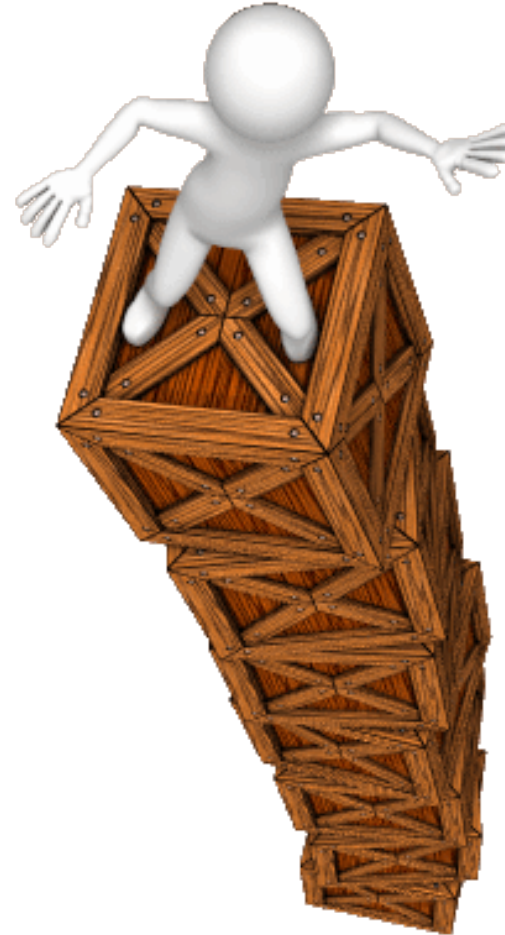
Federal Bonding

**Work Opportunity Tax
Credits**

OJT

**Subsidized Work
Experience**

**Follow-Up and
Continued Support of
the Employee Post-
Placement**



Job Search as a Precious Commodity.

Rethink using "job search" as a default first activity when the person is not "job ready."

Upfront job search classes 😊

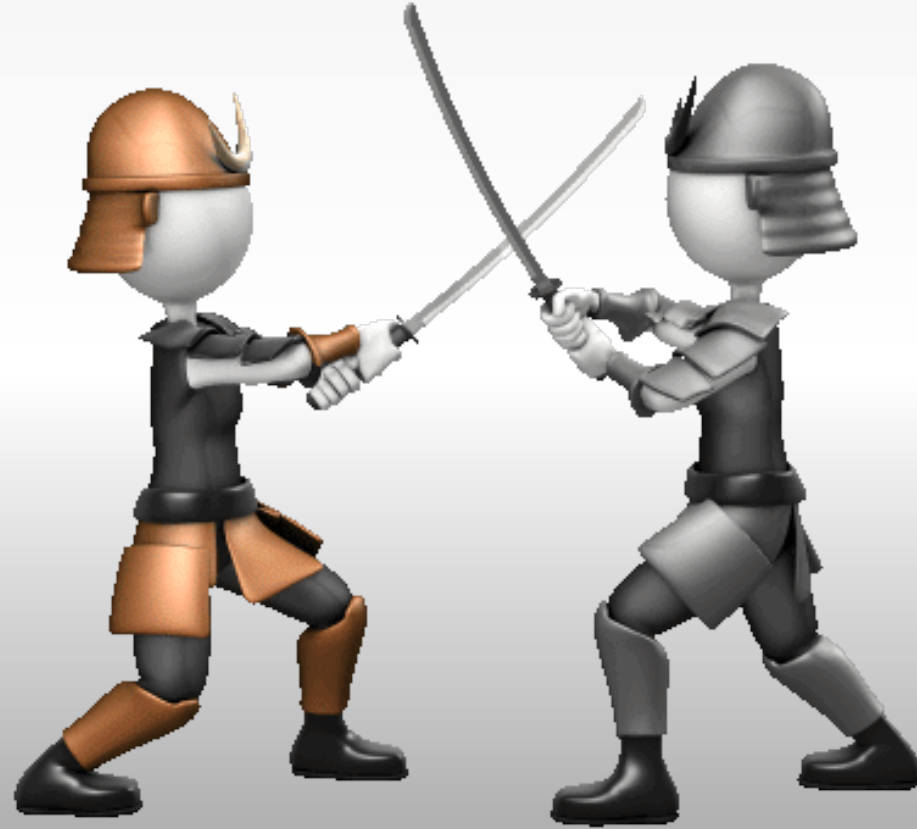
Actual job search ☹️

Issues:

- Aren't enough jobs to search for 20-30 hrs. a week
- If people aren't ready, then they aren't likely to be successful so the job search time is being wasted.
- Leaves employers with bad taste when unprepared applicants apply.




What is Job Ready?




Job Developers

Case Managers



He is desperate for a job and needs something now.

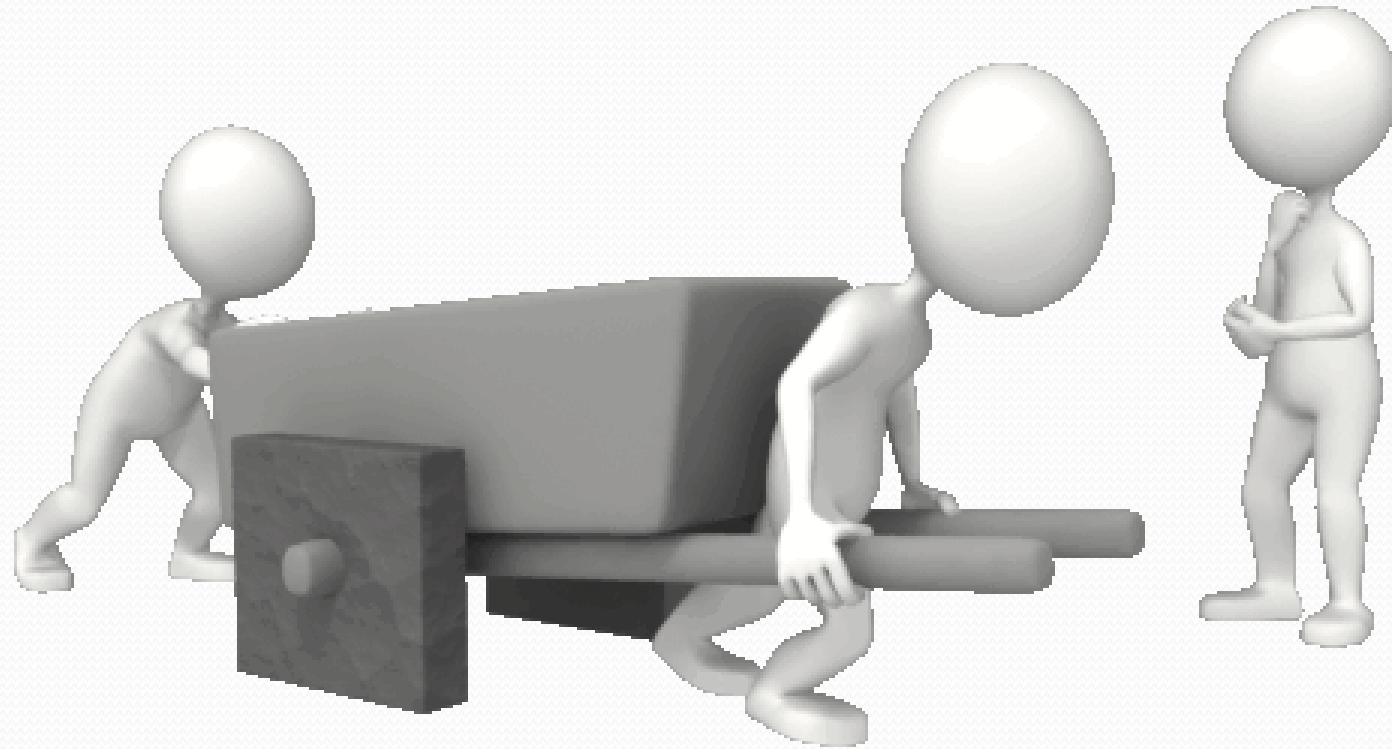
Case Manager's View of Job Ready



This person isn't job ready. She will burn the employer. I am not putting my name on that.

Employer Services Reps/Job Developers View of Job Ready

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



Common Issues On the Job That Blow Up Quickly

**Using Cell
Phone and
Text
Messages
on the Job.**

**Showing
Up Late or
Not At All.
Leaving
Early.**

**Making Up
Own Rules
for Work.**

**Personal Life
Interference.**



Employer is Dissatisfied



Minimum Qualifications for Job Readiness



Has Plan for Challenges

Has Job Search Tools that Meet Minimum Standards

Has Demonstrated Work Habits and Attitudes

Has the Skills, Credentials, Prerequisites that Employer Seeks



Job Seekers



Employer Decision-Makers



Employers Look at 3 Things When Hiring:

1. Do you have the skills and qualifications for the job
2. Will you fit in here and be a member of the team?
3. Will you stay if I hire you?

**Fall below the line and you
won't be hired.**



50 Frequently Asked Questions on Job Interviews



1. Tell me about yourself.
2. Why do you want to work here?
3. What are your strengths?
4. What are your weaknesses?
5. What do you know about us?
6. Why should I hire you?
7. Why did you (or why do you want to) leave your current employer?
8. If you could turn back time and live your life over, what would you do differently?
9. Describe the ideal work environment for you.
10. Tell me about the worst boss you ever had.
11. If you could change one thing about your last (current) job, what would it be?
12. How do you think your coworkers would describe you, both good and bad?
13. How do you think your bosses would describe you, both good and bad?
14. In prior performance reviews, what were your opportunities for improvement?
15. What are your greatest accomplishments so far?
16. Describe yourself in three words.
17. Are you interested in managing or leading others? Why or why not?
18. How do you define success?
19. Besides money, what do you value or need most if you are to have job satisfaction?
20. Have you ever been fired (laid off, outplaced, etc.)? Explain the circumstances.
21. If you gave your last boss a performance review, what would he or she need to change?
22. Do you prefer to work alone or with others? Why?
23. Describe a difficult situation or task that you had to deal with, and how you did so.
24. How do you feel about travel or relocation?
25. Is there anything that would physically or mentally prevent you from performing this job?
26. What other organizations are you pursuing, or are pursuing you?
27. Do you consider yourself to be creative? If so, give some examples.
28. How would you describe your personality?
29. How much are you expecting to earn in this job?
30. How do you feel about incentives, which are heavily tied to performance?
31. How do you feel about psychological tests?
32. How do you feel about drug tests?
33. What are your goals for five years and ten years out?
34. Do you prefer a job with clearly defined tasks, or one that is more self-directed?
35. Do you prefer to work for a man or a woman? Why?
36. How do you feel about working in a diverse workplace (with minorities, for example)?
37. If you could change three things about yourself, what would they be?
38. Do you consider yourself to be a traditionalist? Why or why not?
39. What motivates you?
40. Do you think that people are basically lazy and need to be pushed to perform?
41. Have you ever had to fire someone? Explain why and how you did it.
42. If you could be in your own business, what business would it be?
43. Do you consider yourself to be more of a people person or a taskmaster?
44. What qualities do you think are necessary to be a leader?
45. How long do you anticipate being in this job, or with our organization?
46. Do you believe that success depends more on what you know than on whom you know?
47. How do you perform under stress?
48. Do you keep current in your field? How?
49. Do you have any role models? If so, who are they, and why are they role models?
50. What more would you like to know about the job, or about this organization?

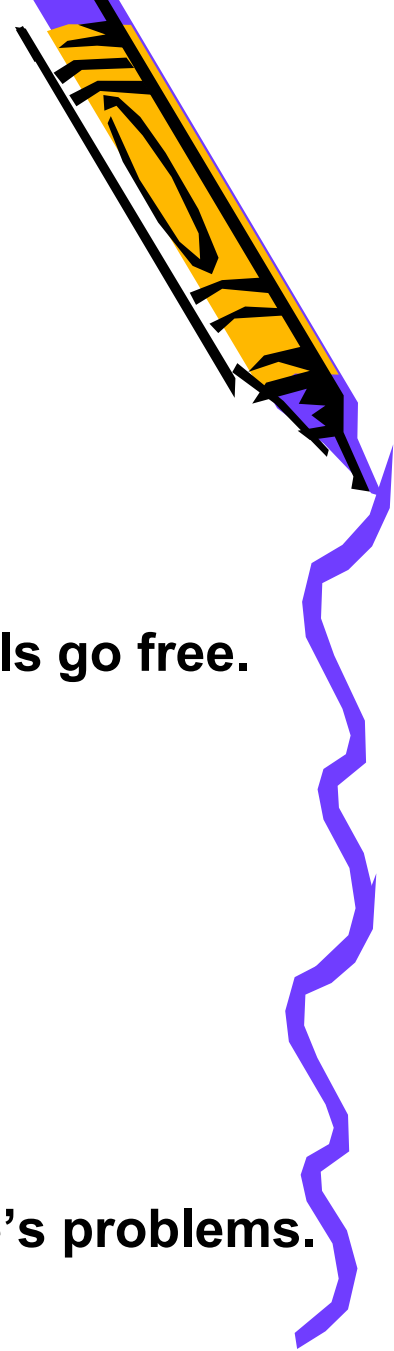
Do you have the skills/qualifications?	Will you fit in as a member of the team?	Will you stay on the job?
Talk about your past work history and what skills you had to use.	How do you think your coworkers would describe you?	Why did you leave your last job?
What training have you taken to increase your knowledge, skills or abilities?	Do you prefer to work alone or with others? Why.	Besides money what do you value or need most if you are to have job satisfaction?
In your prior performance reviews, what were your opportunities for improvement?	Describe a difficult situation or task that you had to deal with and how you did so.	What are your goals for five years and ten years out?
What are your strengths and what are your weaknesses?	If you gave your last boss a performance review, what would he or she need to change?	How long do you anticipate being in this job or with our organization?
Talk to me about your education starting with high school through now.	What motivates you?	Are you looking for a permanent or temporary job?
What are your special abilities and skills?	Have you ever gotten angry at work? What happened?	Why was there a gap in your employment from (date) to (date)?
What experience have you had in this field?	Give me an example of a time that your worked as a team.	How much are you expecting to earn on this job?

Who Are You?





Who Are You?



1. SA A D SD It is maddening when the court lets guilty criminals go free.
2. SA A D SD You love to listen people talk about themselves.
3. SA A D SD You are a fairly private person.
4. SA A D SD You have no big regrets about your past.
5. SA A D SD You like to talk a lot.
6. SA A D SD You are somewhat of a thrill seeker.
7. SA A D SD You like to be in the middle of large crowds.
8. SA A D SD Other people's feelings are their own business.
9. SA A D SD You have to give up on some things you start.
10. SA A D SD You would rather not get involved in other people's problems.

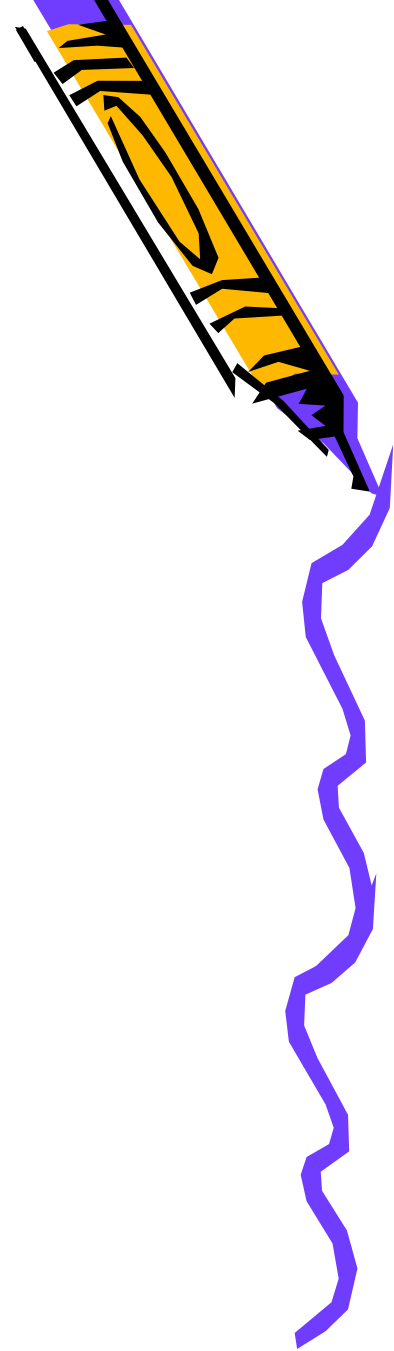




1. Use extremes: strongly agree/disagree
2. Change any word that you can to "customer" or "patient" or "client" – whatever is appropriate in that industry.
3. Look for a "key word" or "key phrase."

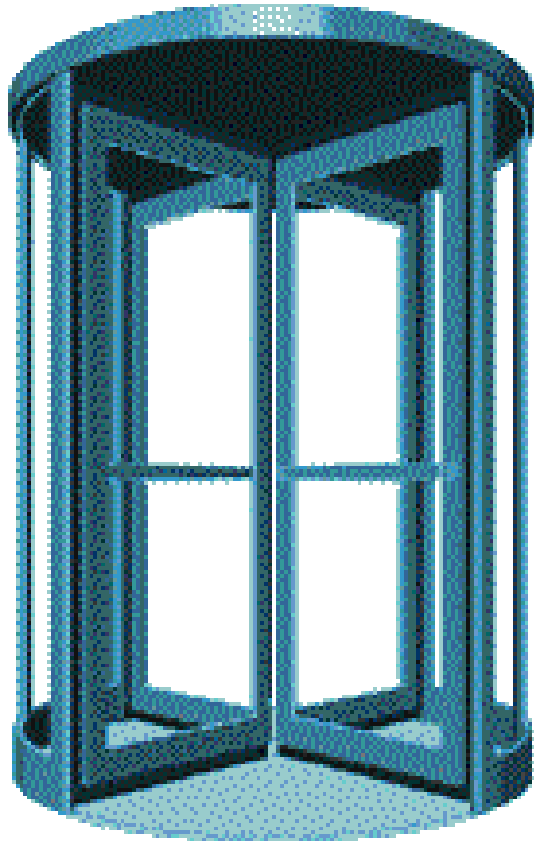


- SA A D SD You know when people are in a bad mood, even if they don't show it.
- SA A D SD You can wait patiently for a long time.
- SA A D SD You are unsure of what to say when you meet someone.
- SA A D SD You like to take frequent breaks when working on something difficult.
- SA A D SD There are some people you really can't stand.



Revolving Door

Has No Plan for Challenges



Doesn't Have Job Search Tools that Meet Minimum Standards

Has Not Demonstrated Work Habits and Attitudes

Doesn't Have the Skills, Credentials, Prerequisites that Employer Seeks



Once The Client is “Job Ready” Be Realistic

8-10 hours of actual job search per week in most communities is a thoughtful approach.

In general, based on data from the US labor department and several other top sources, a job seeker can expect to take 3 to 6 months to get a job.

Combine that with another core activity.



New Opportunities to Partner with WIOA Youth Program

25 percent of adult recipients of TANF are under age 25.

75 percent of WIOA youth funds must be spent on out-of-school youth (16 to 24)

20 percent of funds must be spent on paid and unpaid work experiences (summer and year round jobs, pre-apprenticeships, internships, job shadowing and on the job training).

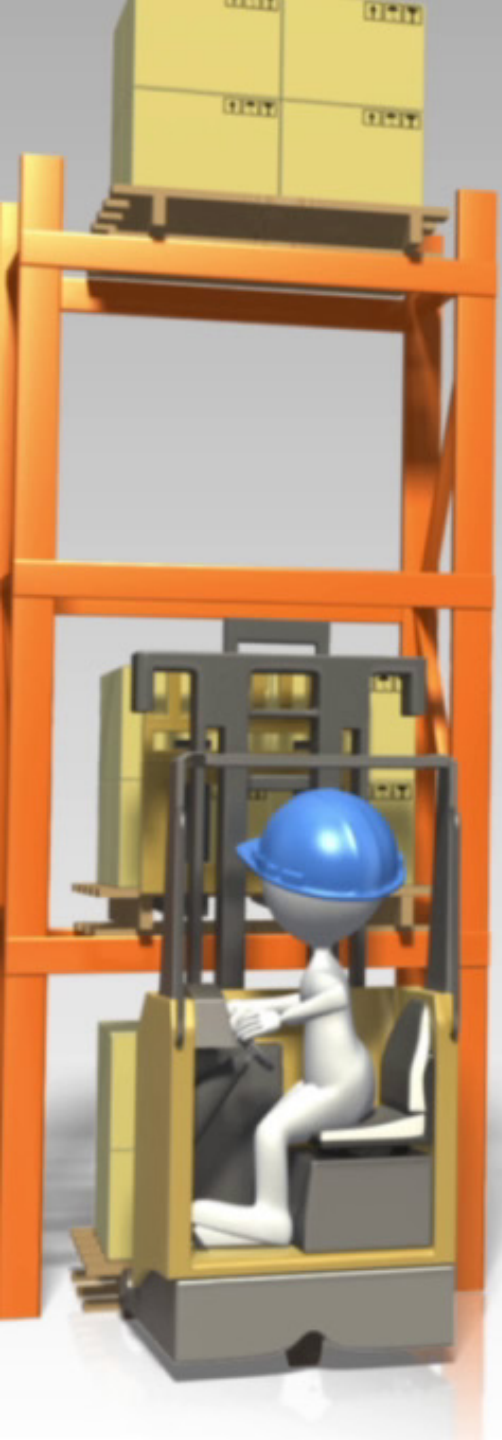
A key predictor of consistent employment in adulthood is early work exposure.



Micro-Enterprise: Start You Own Business

Types of Businesses

Child Care
Clothing, Apparel, Accessories
Arts and Crafts
Food
Personal Service/Beauty Shop
Health Services
Gifts, Parties, Flowers
Cleaning
Construction/Home repair
Computers
Business services
Other



4 Ways to Use Microloan Program Funds

- ❖ Working Capital
- ❖ Inventory or Supplies
- ❖ Furniture or Fixtures
- ❖ Machinery or Equipment

Microloans: 16 Top Nonprofit Lenders

Profit is not the objective. They are “mission-focused.”

Offer loans geared to helping disadvantaged communities and entrepreneurs.

CDFI (US Treasury)
Grameen America
Liftfund
Opportunity Fund
Accion New Mexico
Justine Petersen
SBA Microloan Program
SMA Community Advantage Program
CDC Small Business Finance Corp.
Valley Economic Develop Corp.
Empire State Certified Development Corp.
Main Street Launch
Kiva U.S.
Pacific Community Ventures
Excelsior Growth Fund



Four Bands CDFI Achievements



**FOUR
BANDS**
COMMUNITY
FUND, INC.

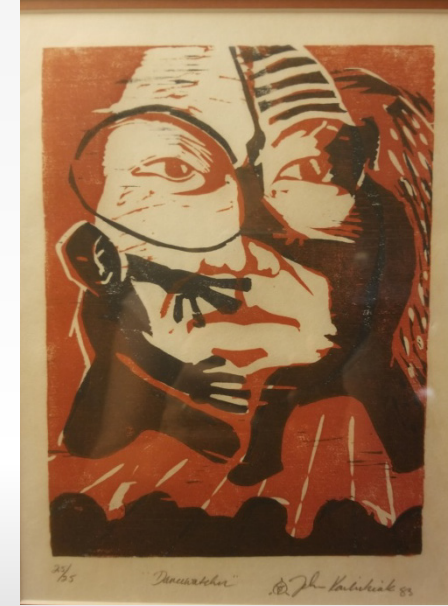
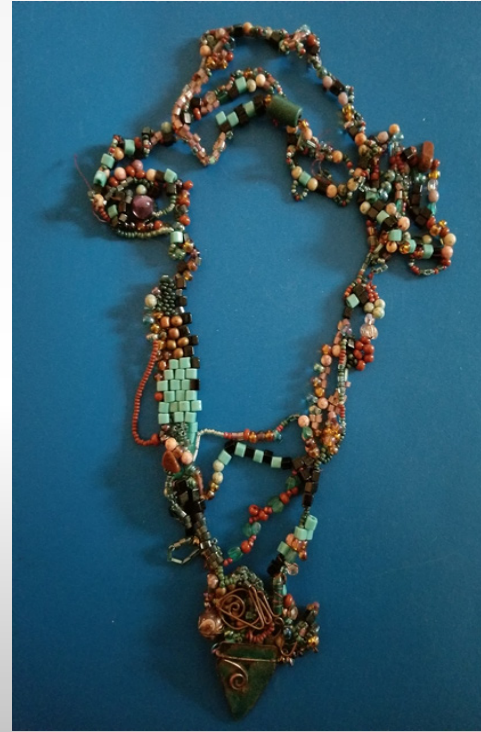


- Provided **6,644** customers with technical assistance.
- Supported hundreds of individuals in various stages of business development through the deployment of **1,051** loans totaling **\$9,987,308**.
- Approved **671** credit builder loans so that recipients could achieve an average credit score increase of **65** points within one year.
- Created or retained **597** jobs.
- Graduated **445** individuals from our business-training course.
- Increased financial literacy of **810** individuals through training.
- Connected **183** youth entrepreneurs to local internship opportunities, **76%** of whom seek post-secondary education.



Cultural Skill Building/Work Activities leading to Self-Sufficiency

- Beadwork
- Traditional Clothing Making
- Weaving
- Sheep Herding/Shearing
- Yarn Making
- Jewelry Making
- Pottery Making
- Basket Weaving
- Farming/Harvesting/Preserving
- Painting
- Photography
- Skin Sewing
- Ivory Carving



MICROENTERPRISE ONLINE PLATFORMS

ETSY: Easily the most successful marketplaces for indie crafts.

E-BAY: Fair-trade marketplace.

Bonanza: Compares to eBay and Etsy.

Shopify: allows anyone to easily sell online, at a retail location, and everywhere in between.

ArtFire: Popular marketplace for handicraft makers and artisans. One of the best places for handmade jewelry.

Artful Home: Rolls-Royce of handicraft marketplace. Home décor, jewelry and apparel.



Example of Meeting Tribal Needs and Creating a Business: Child Care

Starting a Family Child Care Business

- Be 20 years of age or older
- Negative TB test
- Criminal and Background check
- Infant/Child First Aid training
- Fee for family child care license (i.e. \$40)

Home:

- Fire Extinguisher
- Smoke detector
- Emergency evacuation plan
- Recommended: Toys, books, art supplies, puzzles
- Caps for electrical outlets
- Working phone
- Safe drinking water
- Protection from pets



Example of Meeting Tribal Needs and Teaching Self Sufficiency: Gardening

Bristol Bay Native Association, Dillingham, Alaska

“For many years, our tribal families hunted and gathered food needed to feed families from the land on which we lived.”

“It is time to relearn those skills.”

“We can utilize the skills our parents, grandparents and relatives once taught us...we can again live off the land.”

BBNA TANF program started a gardening project because

Gardening Leads to Independence





Manokotak Green House Construction



New Stuyahok Geodesic dome greenhouse



Construction and power tool class taught prior to building of greenhouses



Garden tour on the tundra – raised beds and safety fencing protect the garden



Making Seed Tapes – great winter activity to prepare for spring gardening

Summary



- To improve employment outcomes:
 - Sell all forms of education: GEDs, short term training, longer term career training
 - Set a “job ready” standard to determine who is ready to conduct actual job search
 - Partner heavily with WIOA to use more work based learning options
 - Explore opportunities to build clients income through Micro-Enterprise
 - Consider work projects that fill Tribal needs can use TANF labor

Welcome to OFA Case Management Series

Session #1: February 8

Improving Participant Engagement, Motivation, and Participation

- Application Exercise: Due Date – February 22
- Office Hours: March 1, 11:00 or 2:00 EST

Complete

Session #2: March 8

Using Motivational Interviewing Techniques in Assessment

- Application Exercise: Due Date – March 29
- Office Hours: April 5, 11:00 or 2:00 EST

Complete

Session #3: May 3

Writing Effective, Efficient Case Notes that Support the Plan

- Application Exercise: Due Date – May 17
- Office Hours: May 24 11:00 or 2:00 EST

Complete

Session #4: June 7

Improving Employment Outcomes

- Application Exercise: Due Date – June 21
- Office Hours: June 28, 11:00 or 2:00 EST

