

Subsidized Employment and Employer Engagement

**Placing Tribal TANF Participants on a Pathway to
Self Sufficiency**

**OFA National Tribal TANF Summit
Denver, Co - Aug. 12-14, 2013**

Presenter

Karen A. Thorne (Gila River Indian Community),
Native Workforce Services Director
Phoenix Indian Center, Inc.

Overview

- ▶ Working with your customers to prepare for subsidized activities – let's get ready!
 - ▶ Identifying local departments, agencies and businesses as partners
 - ▶ Coordinate with site supervisors/employers
 - ▶ Priority skill sets to be developed for customers – what's the plan?
 - ▶ Monitor during activity – stay on track!
 - ▶ Completion and placement
- 

Customer Expectations

- ▶ Presenting issues - are they realistic?
 - ▶ Provide clarification as needed
 - ▶ Program match
 - ▶ Resource identification
 - ▶ Information & referral
 - ▶ Supplemental services
- 

Interviews & Assessments

- ▶ Initial meeting
 - Greeting, build rapport
 - Develop comfort level
 - ▶ Identify needs, strengths, gather information
 - Program requirement of the customer
 - Customer background
 - ▶ Decision on program activities
 - ▶ Clarify, provide options
- 

Assessment

- ▶ Process of obtaining information and making determinations about the needs, interests, progress and accomplishments of the customer. It is not testing alone.
- ▶ Gather only information relevant to the program that will assist in charting a path to self-sufficiency
- ▶ Be aware of other resources and integrate these into the assessment to enhance the IEP development
- ▶ Assessment should be continuous from intake to placement in employment.
- ▶ The process should be clearly understood by the customer.

Communication Skills

- ▶ Be an active listener to get the information you need
 - Pay attention
 - Look at your customer
 - Observe 'body language'
- ▶ Provide feed back
 - Ask questions for clarification
 - Reflect by paraphrasing
 - Summarize
- ▶ Be respectful and appropriate in your responses
 - Be open and honest
 - Give your opinions respectfully

Develop “The Plan”

- ▶ Builds on the information gathered in the assessment. The more comprehensive the assessment, the better the plan!
 - ▶ A process for helping each individual customer accomplish as much as possible while in the program with specific outcomes identified.
 - ▶ Intended to meet both customer and program goals.
 - ▶ Customers should make decisions and take responsibility.
 - ▶ Staff should collaborate and be supportive
 - ▶ Should be clear and specific enough so others can understand it.
- 

Subsidized Employment

- ▶ One size does not fit all
 - Overcoming challenges
 - Time management
 - Customer commitment
 - “Stuff” happens!?!?
- ▶ Support services – what do we need to start?
 - Getting to work
 - Dress for success
 - Budgeting
 - Other considerations?

Customer Preparation

- ▶ To interview or not to interview – what's the question??
 - Interviews can be helpful tools
 - Getting ready for the interview
 - Using 'mock' interviews

- ▶ Introduction to the supervisor & training site
 - Training plans/steps
 - Monitoring and follow-through
 - Troubleshooting along the way

Employer Partners

- ▶ Who are they in your community?
 - Other departments
 - Other Tribal agencies
 - Tribal enterprises
 - Local businesses
 - BIA, IHS facilities
 - Others in your area?

- ▶ “Sell” the activity
 - ▶ What’s in it for the employer?
 - ▶ Requirements during training
 - ▶ Positive outcomes

Employer Engagement

- ▶ Training and supervisory responsibilities
- ▶ Skill development for customer
- ▶ Support for the business/organization
- ▶ Can save time for existing staff duties
- ▶ Enhance awareness of necessary 'soft' skills
- ▶ On-going communication/support from program staff during training activity
- ▶ Cost savings to business/organization
- ▶ Fully trained individual ready for hire at training site or elsewhere

Documenting Activities

- ▶ Activity start-up
 - Enrollment process
 - Sequence of training activities
- ▶ Tracking/managing work schedule
 - Coordinating work time
 - What leave is available?
- ▶ Timesheets and paychecks
- ▶ Corrective actions
 - On-going counseling
 - Disciplinary action
 - Other options?

Current Activities

- ▶ What activities does your programs have in place now?
 - Please share what you are currently doing
 - What's working and what's not?
 - What are issues with customers?
 - How do you increase employability for customers; food handlers card, fingerprint clearance, etc.?
- ▶ What currently limits your subsidized activity for your customers?

Example: Phoenix Indian Ctr. Work Experience Program

- ▶ Organization submits request for trainee
- ▶ Information shared with staff
- ▶ Candidates identified
- ▶ Applications/résumés submitted to organization for review
- ▶ Selection for interviews
- ▶ Feedback and final selection
- ▶ Enrollment & orientation
- ▶ 3–4 months of training/work at site
- ▶ Job search during last 30 days if needed
- ▶ Completion : job search or hire

Example: Continued

- ▶ 100% subsidized employment
- ▶ Public and private sector employers
- ▶ Skill building and upgrading
- ▶ Demand occupations
- ▶ Signed agreement between NWS & site
- ▶ Progressive training by employer
- ▶ Monthly evaluation
- ▶ Flexible wage rate
- ▶ 3–4 months at site
- ▶ Time off for job search if needed

Job Readiness Activities

- ▶ “Spirit of Success”
 - Identify occupational goals
 - Develop job search skills
 - Personal interaction
 - Communication skills
 - Internet job search
 - Minimizing obstacles (offenders, long-term unemployed, etc.)
 - Personal responsibility
 - Networking
 - Job retention, advancement

Steps to Success

- ▶ Supervisor evaluations
 - Regular intervals based on training tasks
 - Review with trainee
 - Follow-up as needed
 - ▶ Customer feedback
 - Input on evaluation
 - Interaction with co-workers, supervisor(s)
 - ▶ Counseling and guidance
 - ▶ Job search & placement
- 

Wrapping things up!

- ▶ Maintaining connections with employers
 - Maintain communication network
 - Celebrate customers successes
 - Appreciate employer support
- ▶ Follow-up with job placed customers
 - Encourage commitment to new job
 - Keep supporting customer
 - Help problem solve as needed
 - Move out of system
- ▶ Labor market information

THANK YOU!

Please feel free to contact me with other questions or clarification needed:

Email: kthorne@phxindcenter.org

Phone: 602/264-6768, ext. 2119