

Lifelong Learning Initiative

Agenda

- Employment Service Delivery in Ramsey County:
Context for LLI
 - History of Coaching and LLI in Ramsey County
 - LLI in Practice
 - Next Steps
 - Lessons Learned
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Employment Service Delivery in Ramsey County

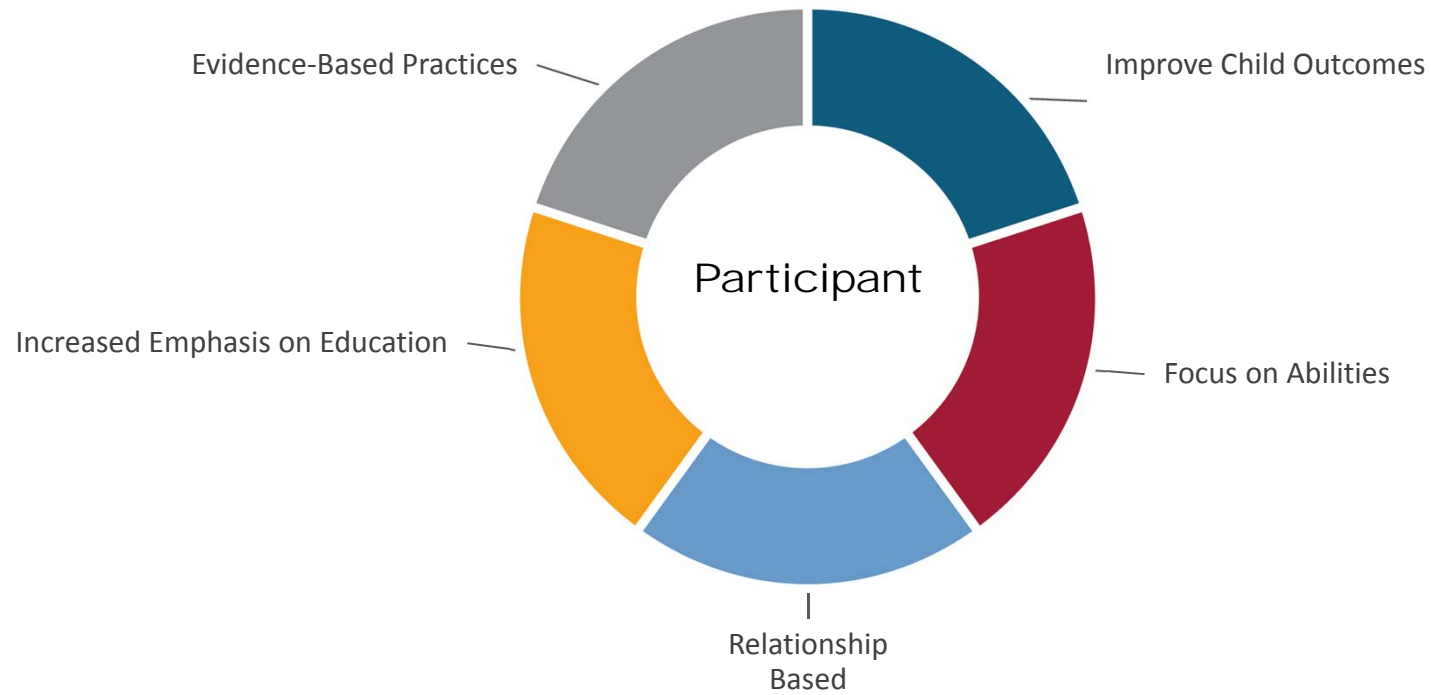
Workforce Solutions led the development and implementation of LLI in Ramsey County. This county department provides the following services:

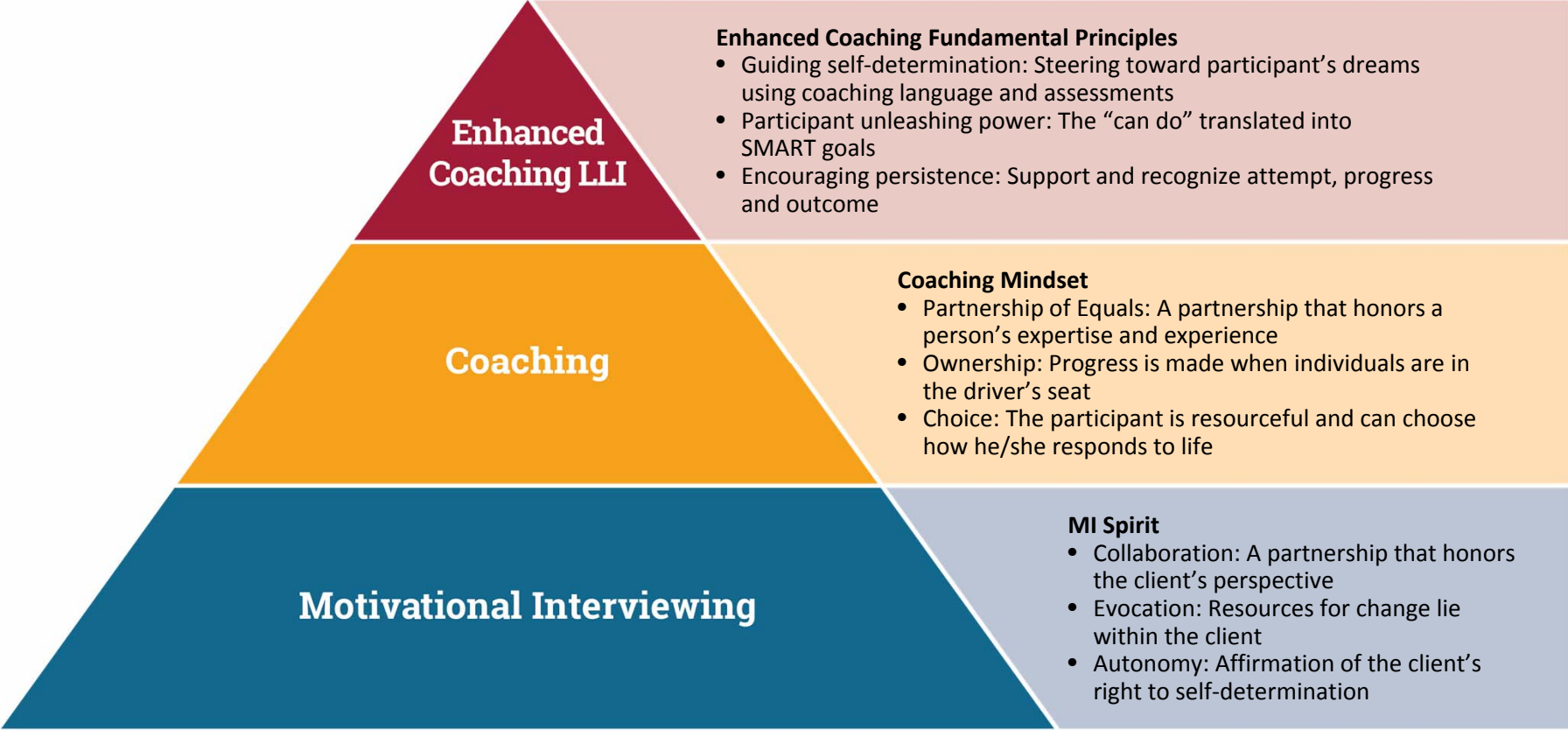
- Workforce development to enhance economic stability of families and individuals
 - Employment services:
 - WIOA (Adult/Youth)
 - Minnesota Family Investment Program (LLI)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Training/Education and Career Pathways
 - Business Services
 - Resource referral and navigation
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MFIP Services Pre-Coaching

- Most of our WPR was coming from employment
 - Staff time spent on rules/regulations
 - Deep racial disparities in Ramsey County and on our MFIP case loads
 - Focus on disability rather than ability
 - 70-80 % of area jobs that pay family wage require post-secondary education/training
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Identifying a More Person-Centered Approach





Coaching Mindset Shift

From: Case Management Model

Conducting an ES Overview to describe policy, procedure, and rules/regulations

Developing employment plans based on a pre-chosen menu of options and tools dictated by system outcomes (Work Participation Rate) not client outcomes

Utilizing a “one size fits all” approach to a family’s self-sufficiency

Maintaining a minimum of monthly contact to collect required documentation

To: Coaching Model

Utilizing ES Orientation to build relationship, understand the client’s past/present/future, and set the stage for a more supportive and collaborative relationship

Developing SMART goals based on our client’s own self-identified, relevant goals and current situation

Identifying each individual’s strengths and challenges by utilizing My Bridge of Strength, Executive Skills Questionnaire (and other tools) to encourage small steps/progress and considering a “whole family” approach

Engaging our families with meaningful, supportive appointments that encourage and foster the established partnership; mutual accountability in the partnership; looking at the relationship differently; the relationship matters as much as the policies; counselor must understand where the client has been, where they are, and where they want to go; the role/skills/approach of the counselor matters

LLI: Changes in Service Delivery

- Environmental Modifications
 - Revised Employment Services Overview
 - Goal-Directed Tools
 - *Executive Skills Questionnaire*
 - *My Bridge of Strength*
 - *Task Plan/Do/Review*
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Staff Responses to LLI:

- Participants that previously did not come in, now show up for appointments
 - “We work as a team because the best way to success is through team work”
 - “I just developed three action plans with someone who has usually been hard to work with...she is really taking advantage of the opportunities coming to her”
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Family Responses to LLI:

- A lot at first, but encouragement from ES counselor really helped
 - Focusing on their own goals made it easier than focusing on someone else's goals
 - Appreciated the deadlines and variation in short, medium and long-term goals
 - Appreciated being pushed to achieve the goals they set for themselves, felt involved in the process for the first time
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Family Responses to LLI:

- “...she is very flexible, she works with me, shows me I’m capable...”
 - “...good relationship, a lot of positive feedback; very understanding and don’t have to hold back thoughts...”
 - “...she wants to see me succeed...having someone say the right words when there is no one else makes a difference...”
 - “...she inspires...she motivates...”
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Infrastructure needs for LLI

- Invest in staff training and development
 - System-wide motivational interviewing and coaching
 - System-wide use of goal planning
 - Include staff in program development when appropriate
 - Grow social and professional capital through peer networks, coaches and community
 - Peer Pairs
 - Supportive Supervisors
 - Build community-based networks
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LLI Next Steps

- Strengthen LLI by streamlining counselor workloads
 - Pilot a stress management coaching approach for participants
 - Develop further guidance for staff through counselor handbooks and fidelity guides
 - Take additional steps to prioritize/refine the coaching tools
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What we are still learning about:

- Counselor skill set
 - Staff experience using the tools
 - Effective ways to train
 - Refine skills and tools
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LLI Lessons Learned

- Shifting from case management to coaching is challenging (WPR more concrete)
 - Skilled staff feel more confident and supported
 - Community-based networks/resources/partnerships
 - Job skills become life skills and vice versa
 - Involvement in program design opens professional development opportunities
 - Staff become a resource to the organization, community and family
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Thank you

Questions:

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