

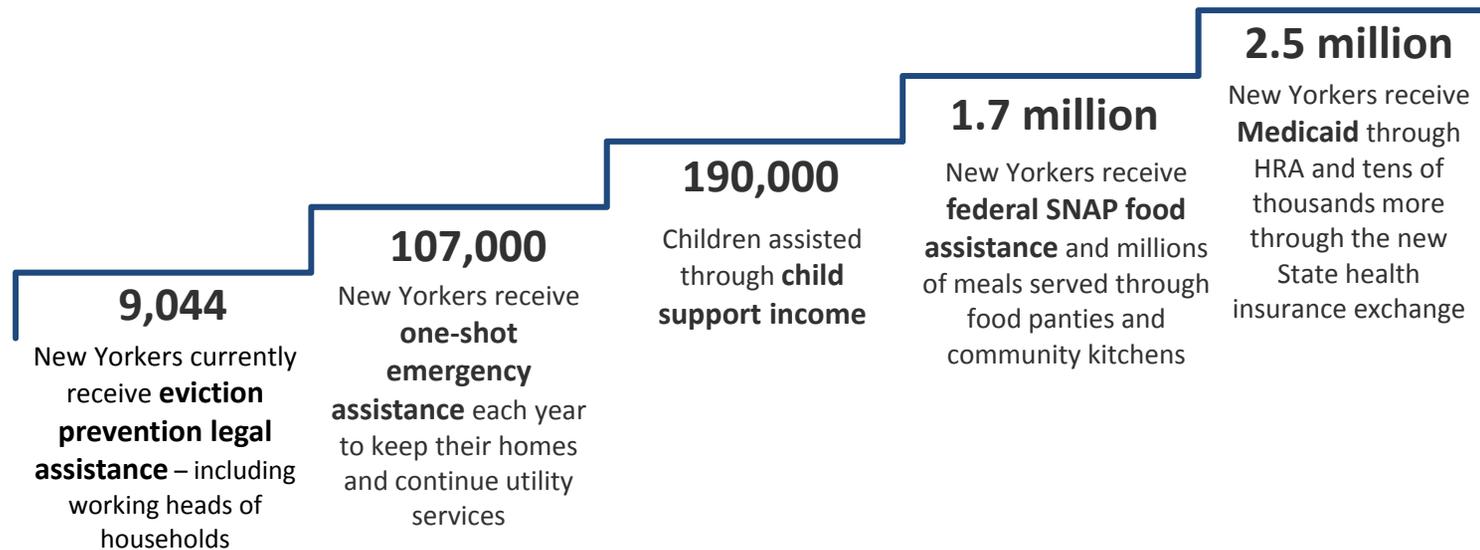
Career Services Overview

HRA's New Model



HRA Agency Overview

New York City Human Resources Administration (HRA) is dedicated to fighting poverty and income inequality by providing New Yorkers in need with essential benefits such as:



HRA has moved away from reliance on a one-size-fits-all employment approach to a **more diverse, individualized approach** that focuses on improving employment and training outcomes so that many more clients have an opportunity to achieve increased economic security by obtaining employment, moving off the caseload and out of poverty.

Changes at HRA

HRA's New Approach

- **Improving assessments** to address each client's actual strengths and needs.
- **Maximizing education, training and employment-related services** to build career pathways out of poverty.
- **Eliminating unnecessary punitive and duplicative actions** that lead to preventable negative actions.

Examples of Shifts in Policy

- 4-year college to count as a work activity
- Encourage participants age 24 and under to participate in full-time ABE, sector based contextualized literacy training program, ESL courses, or HSE prep programs
- Clients with limited English proficiency can participate in full-time English as a Second Language coursework

Career Pathways

HRA's efforts align with transformation of the entire NYC workforce development system to a **career pathways approach**:

- Elements of the City's workforce system align and connect to one another – supporting individuals along an established route to skilled professions offering family-supporting wages.

Building Capacity Internally

HRA has invested in building capacity internally through the creation of new positions focusing on special populations:

- Beginning in early 2015, HRA has been hiring such staff such as Director of LGBTQI Services, Executive Director of Disability Affairs, Gender Equity Liaison, and Youth & Young Adult Coordinator

Career Services

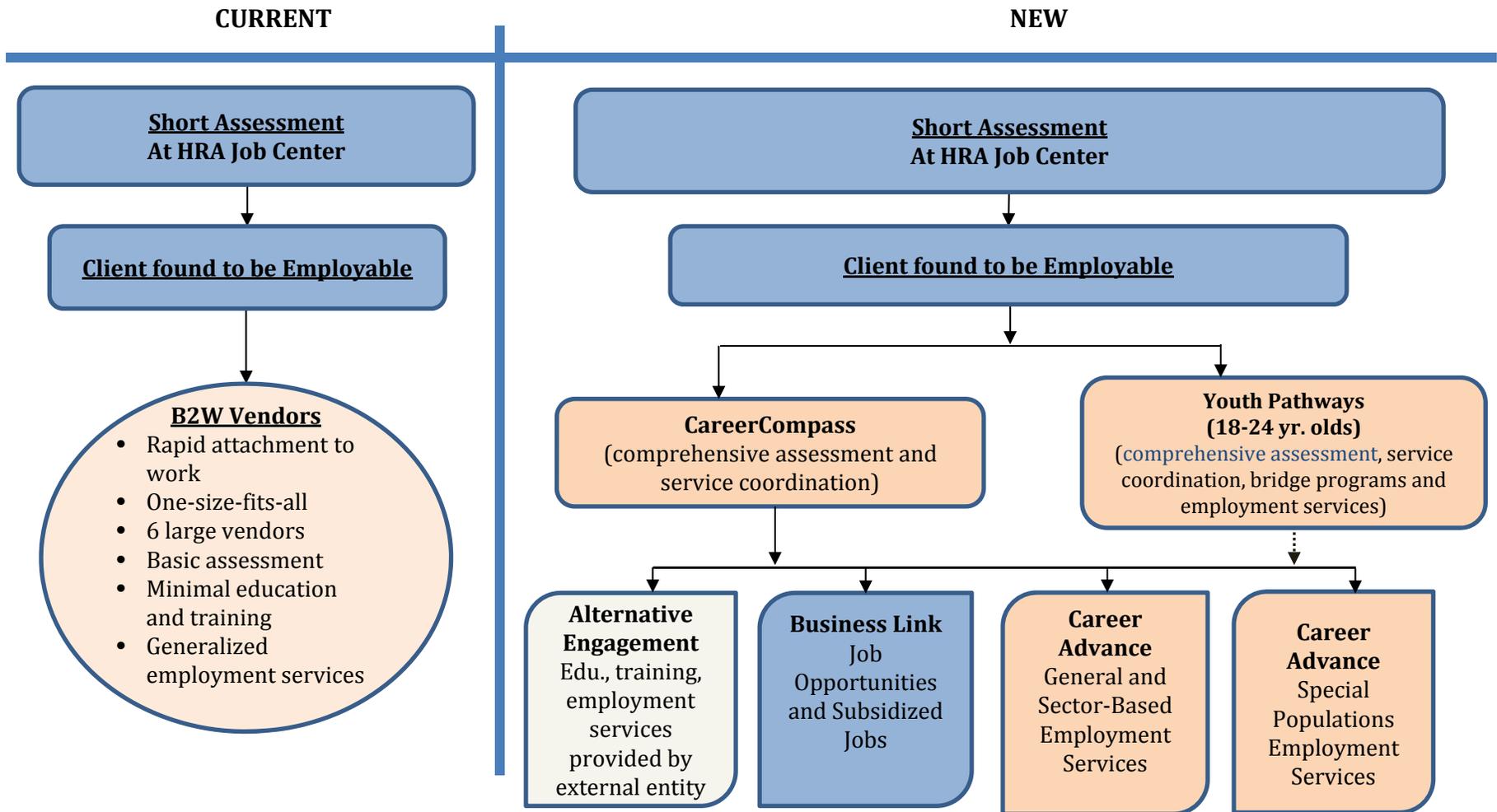
- As we are focusing on career pathways and longer-term client outcomes, HRA Employment Services is being rebranded as Career Services
- HRA Career Services includes opportunities to connect clients to:
 - Job Placement: connects clients with public or private employers that offer full- and part-time positions.
 - Retention and Advancement: job retention and advancement services for up to one year post-job placement
 - Work Study or Internship Programs: opportunities for clients to build real-world job skills while they are enrolled in school or other services.
 - Community Service: work in a local organization or program to help their community while building job skills.
 - Literacy and English as a Second Language programs: improve their literacy or English speaking ability to increase their employment options.
 - Skill-based Training Programs: learn the skills needed to get and keep a job in growing industries such as sales, technology, security, healthcare, culinary services, and more.

Career Services Target Populations

- Employment eligible Cash Assistance applicants;
- Employment eligible Cash Assistance recipients (also known as “undercare” clients);
- Non-Cash Assistance Non-Custodial Parents (referred by HRA’s Office of Child Support Enforcement), which includes individuals required by court mandate to engage in employment activities and individuals who participate on a voluntary basis;
- Able Bodied Adults without Dependents (ABAWD) in receipt of SNAP benefits and mandated to participate in a work activity

All referrals to Career Services programs come from HRA (unless otherwise indicated)

New Career Services Model



Overview of New Contracts

- **CareerCompass:** works with adult clients to assess their skills and experience, and assists in finding employment, training, or education programs as well as internship and community service opportunities that suit their skills and goals.
- **YouthPathways:** works with clients ages 18-24 to assess their skills and experience; provides career, education, and training services; and helps clients find programs, including internship and community service, tailored to the needs of a younger population.
- **CareerAdvance:** offers career, education, and training services in specific geographic regions in NYC, industries, or to targeted populations such as those with Limited English Proficiency or older adults.

Overview of Other Career Services

- **Alternative Engagement:** allows clients to take advantage of other education, training, and employment services provided through partnering organizations; clients are referred to alt. engagement through CareerCompass and YouthPathways
- **Internships / Community Service:** connects clients to meaningful opportunities to build job skills
- **Internship Placement Services (replaces CARE WEP):** provided through Jewish Community Council of Greater Coney Island, IPS provides internships for clients self-enrolled in training and for other clients as well
- **Business Link:** HRA's internal program to match employers with jobseekers, hold job fairs for clients, and offer job opening notifications by text message through TEXT 2 WORK.
- **Job Training Programs:** subsidized/paid opportunities with other City agencies, including Department of Parks and Recreation (Parks Opportunity Program or POP), Department of Citywide Administrative Services, and Department of Sanitation

Overview of Other Career Services

CareerAdvance and YouthPathways will offer directly education and training. Additionally, clients may connect to:

- CUNY Educate. Develop. Graduate. Empower. (EDGE) is a joint program between HRA and CUNY that is designed to help HRA clients enrolled at CUNY schools succeed in their studies and graduate in a timely manner with academic counseling, support, and employment services.
- Education Services (formerly known as TAG): Clients can also sign up on their own for other programs that cost money; HRA cannot pay for tuition or fees for the programs clients sign up for on their own, but Education Services will help clients fulfill their requirements at the same time and assist with transportation and childcare expenses
 - If clients are interested in signing up for programs on their own, HRA encourages them to check out any education or training program carefully. Specifically, HRA encourages them to research program costs—especially if the program is asking the client to take out a loan—and graduation rates, to help them make sure they are making a choice that will benefit them in the future.

Overview of Other HRA Services

- Wellness, Comprehensive Assessment Rehabilitation and Employment (WeCARE): a unique initiative that addresses the needs of cash assistance clients with medical and/or mental health barriers to employment
- Special Assessment: Victims of domestic violence may receive temporary housing, emergency shelter and supportive services for themselves and their children. All programs provide a safe environment as well as counseling, advocacy and referral services.
- Substance Use Assistance: offers treatment for cash assistance clients who have substance use disorders. HRA's job centers use a screening instrument to identify cash assistance applicants and recipients who may have a substance abuse problem. An individual who screens positive receives a comprehensive clinical assessment by an HRA contractor. Based on the results of this assessment, the contractors refer the individual for a range of services or treatment tailored to meet a client's needs.

Please note that all programs listed above are available only to Cash Assistance clients

Career Services Contracts Overview

| Borough- Based Contracts | Service Area | Programs Include |
|---|-------------------------|---|
| | Bronx | CareerCompass, CareerAdvance, YouthPathways |
| | Brooklyn | CareerCompass, CareerAdvance, YouthPathways |
| | Manhattan | CareerCompass, CareerAdvance, YouthPathways |
| | Queens | CareerCompass, CareerAdvance, YouthPathways |
| | Staten Island | CareerCompass, CareerAdvance, YouthPathways |
| | Homeless (BX + MH) | CareerAdvance |
| | Homeless (BK + QN + SI) | CareerAdvance |

| New Citywide Contracts | Program | Client Population |
|---------------------------------------|---------------|--------------------------------------|
| | CareerAdvance | Criminal Justice-Involved |
| | CareerAdvance | LGBQ |
| | CareerAdvance | Transgender and Gender-Nonconforming |
| | CareerAdvance | LEP and Immigrants |
| | CareerAdvance | Older Adults |

Career Services Contracts Overview

CareerAdvance Borough-Based Contracts Sector Specialty

| Service Area | Primary Sectors (contractors provide services for all) | Sector Specialty |
|------------------|--|--|
| I: Bronx | <ul style="list-style-type: none"> Healthcare/social assistance Food service/accommodation and retail/customer service Maintenance and security | <ul style="list-style-type: none"> Industrial/Manufacturing Transportation/Warehousing |
| II: Brooklyn | <ul style="list-style-type: none"> Healthcare/social assistance Food service/accommodation and retail/customer service Maintenance and security | <ul style="list-style-type: none"> Industrial/Manufacturing Technology |
| III: Manhattan | <ul style="list-style-type: none"> Healthcare/social assistance Food service/accommodation and retail/customer service Maintenance and security | <ul style="list-style-type: none"> Technology Construction |
| IV: Queens | <ul style="list-style-type: none"> Healthcare/social assistance Food service/accommodation and retail/customer service Maintenance and security | <ul style="list-style-type: none"> Construction Transportation/Warehousing |
| V: Staten Island | <ul style="list-style-type: none"> Healthcare/social assistance Food service/accommodation and retail/customer service Maintenance and security | <ul style="list-style-type: none"> Transportation/Warehousing |

CareerCompass Program Components

- **Orientation:** Motivational introduction to program requirements, opportunities, and services offered.
- **In-Depth Assessment:** Robust assessment, including TABE, BEST Plus/CASAS assessments
- **Service Plan Development:** Includes specific services clients will engage in to help them achieve short- and long-term goals. Services clients are referred to can include CareerAdvance, internship / community service, alternative engagement, and others.
- **Service Coordination:** Logistics of scheduling enrollment and assignment to concurrent work activity. Follow-up with clients after a specific timeframe to ensure success.
- **Supplementary/Preparatory Services:** Job-readiness preparation and placement assistance
- **Internship / Community Service:** development of internship / community service opportunities
- **Placement, Retention, and advancement:** Job placement, including referral to job openings at Business Link, as well as retention and advancement services for up to one year

YouthPathways Program Components

- **Orientation:** Motivational introduction to program requirements, opportunities, and services offered.
- **In-Depth Assessment:** Robust assessment, including TABE, BEST Plus/CASAS assessments as well as youth-specific activities and questions
- **Service Plan Development:** Includes specific services clients will engage in to help them achieve short- and long-term goals. Services clients are referred to can include CareerAdvance, internship / community service, alternative engagement, and others. Some clients will continue with YouthPathways for services.
- **Service Coordination:** Logistics of scheduling enrollment and assignment to concurrent work activity. Follow-up with clients after a specific timeframe to ensure success. Some clients will receive services using primary person approach.
- **Wraparound Services:** including, but not limited to, work supports, financial counseling, opportunities for building social capital and interpersonal skills
- **Bridge Instruction/Voc. Training:** Bridge pairs educational instruction with a workforce and career focus. Vendors offer (or partner with others to offer) vocational training.
- **Internship / Community Service:** development of internship / community service opportunities
- **Job-Readiness, Placement, Retention, and Advancement:** Job placement as well as retention and advancement services for up to one year

CareerAdvance Program Components

- **Orientation:** orient clients to the various services offered at CareerAdvance as well as lay out expectations of clients for participation in the program
- **Employer/Industry Engagement:** develop relationships with employers in HRA-identified sectors to stay abreast of labor market trends, skills, competencies, and qualifications of sector-specific occupations
- **Bridge and Vocational Training:** borough-based CareerAdvance providers offer on-site bridge training, which pairs educational instruction with a workforce and career focus; all providers offer vocational training that leads to an industry-recognized credential or acquisition of a sector-specific skillset
- **Job-Readiness and Placement:** job search assistance and readiness services that prepare clients for success in employment or training in specific sectors and occupations; job fairs and workshops as well
- **Internship / Community Service:** development of internship / community service opportunities
- **Placement, Retention, and Advancement:** Job placement as well as retention and advancement services for up to one year;