



# RRH Workshop #1

Vocationalizing the System

JobTrain

Homebase

# Agenda

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- I. Welcome & Introductions
- II. Income and Rapid Rehousing Overview
- III. JobTrain: Who We Are & Our Work During COVID-19
- IV. Vocationalizing the System: Career Self-Efficacy
- V. Breakout Session
- VI. Wrap-up

# Learning Goals

- 1) Support your clients to utilize JobTrain as a resource
- 2) Recognize and apply the concept of career self-efficacy and in your work with clients

# Income & Rapid Rehousing



# RRH in Santa Clara County

- Housing First
- Flexible and tailored to client needs
- Focused on problem solving
- Connections for long-term stability

# Income and Rapid Rehousing

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- It's important to track income!
  - Assess & document income at entry
  - Track & document changes in client income
- It's usually a funding requirement (CoC, ESG, etc)
- Also... it's really useful

# Income and Rapid Rehousing

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- Income is not a requirement at entry!
- We know that many households entering without income do succeed

# Employment and Rapid Rehousing

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- Offer the conversation early
- Check back in
- Make employment part of the plan





# Vocationalizing the System

May 14, 2020

Presenters: Art Taylor, Chief Strategy Officer

Peter Ibarra, Youth Career Development Specialist



# Presentation Outline

- Introduction
- Who are we
- What do we do and How do we do it
- Services Provided – Shelter in Place
- Employment Readiness Status and Job Placement
  
- **Vocationalizing the System**
  - Focus Group Central Themes
  - Actions taken by JobTrain
  - Career or Vocational Self-efficacy
  - Breakout Group Discussion and Report Back
  - Closing Plenary



# Who we are

Anti-Poverty Workforce Development and Training  
Non-Profit

Founded in 1964

Locations:

Menlo Park (Headquarters)

East Palo Alto

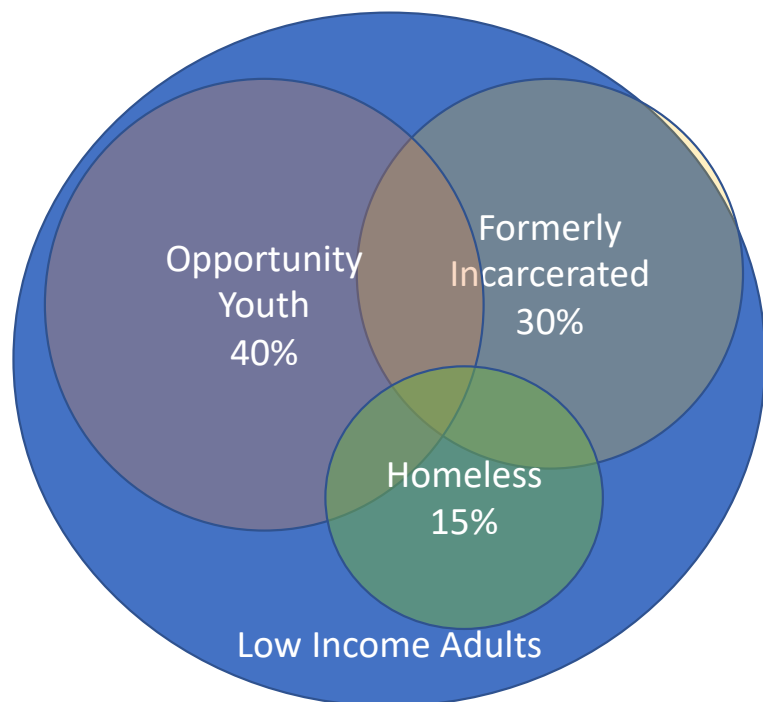
San Jose

## Our mission

To help those who are most in need to succeed.



# Future Focus: High Risk Populations



Imagine





# What does JobTrain Do



Career Advancement



Career Education



Skills Upgrade



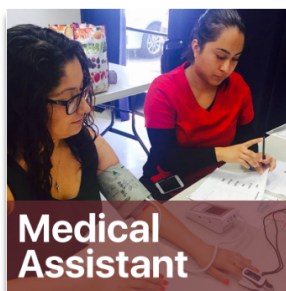
Stabilization Services



# Additional Services



# And It Works (results)



## 2019 Outcomes

- Career Training Enrollments: **391**
- Course Completion: **86%**
- Vocational Training graduates placed in jobs: **79%**
- Job Retention (12 months after placement): **85%**
- Average Wages: **\$22.60/Hour**



# The Need

- Employment services targeted at homeless and formerly homeless populations
- Explanation of the Pilot Project w/DH (Year 1)
- Rapid Employment Model
- SJ Office Location

WANT  
WANT  
WANT  
**NEED**





# Providing Services – Shelter in Place

- Our outreach strategy
  - Continuous outgoing communication
  - Regularly attend virtual meetings (OSH and County)
  - Reach out to managers we have met to continue to plan
  - Engaging existing clients for virtual intake, assessment, barrier discussion and mitigation planning
- Referral to Rapid Employment program
  - Case Manage or Client Self-referral
  - Process Steps



# Client Enrollment

- Initial Intake – client and case manager (conference call or video) baseline
- Work Readiness Assessment (include barrier assessment)
- **Career Self - Efficacy Assessment (future)**
- Individualized Employment Plan (Strategy timeline development) 30/60/90 days

**ENROLL NOW**



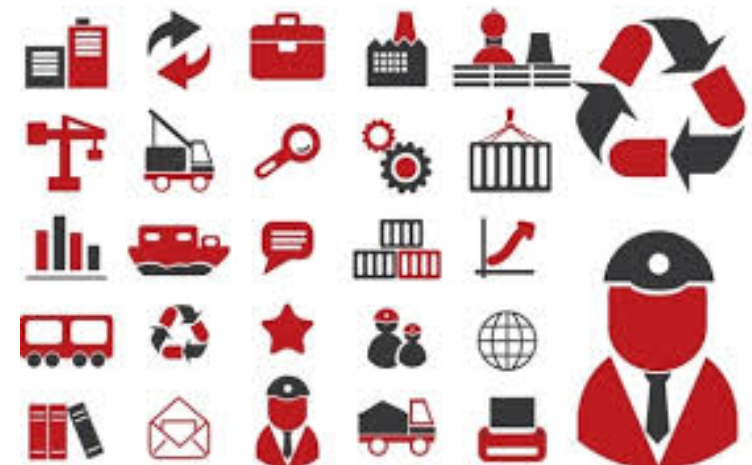
# Work Readiness Status

- Work Ready Now (has skills, barrier can be addressed immediately through in-house supportive services)
- 60 – 90 days until work ready (has skills, barriers to address are more sever)
- Career Training



# Job Development and Placement

- Preparation Activities
  - Resume Review
  - Online Applications
  - Interview Simulator
- Client Matched to Employers



# Follow Up and Support Services

- Quarterly Support Check-In
  - General Employment Counseling (challenging issue at work)
  - Referrals
  - Career Advancement Coaching
  - Change Job
  - Professional Development
  - Follow Up 12 months post-employment



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# Focus Group Overview

- Clients really need a trusted coach, who can help them every step of the way to build confidence, keep them motivated and hold them accountable
- Clients need to work with someone to build a realistic plan based on interests, skills and barriers with achievable short-term goals
- Clients just don't want a job, they want a career pathway, they want help to think long-term, even if they are not ready to take action yet
- We need to meet clients where they are, some will already have jobs but need better jobs, most will need confidence, support and resources.





# Actions Taken

- Data Analysis
- Need for More Data
- Client-Centered Approach



# Vocationalizing the System – Case Managers

- Role for Case Managers
- Formal vocational evaluation is not required
- Understanding clients view of their abilities to meet challenges at work
- Recognizing cues for how best to engage client from the beginning
- Employment and self-sufficiency is the ultimate goal
- Understanding client's job/career self-efficacy and how you can help
- Requires case managers, employment specialist, job developers and rapid employment organizations all working together to create IEP



# Career or Vocational Self-Efficacy

- Career or Vocational Self-Efficacy
- Difference Self-efficacy and Confidence
- Example
  - Anxiety and work
- Factors that affect self-efficacy
  - (Environmental, relationships, mirroring, persuasion and psychological)



# Effects of Low Self-Efficacy

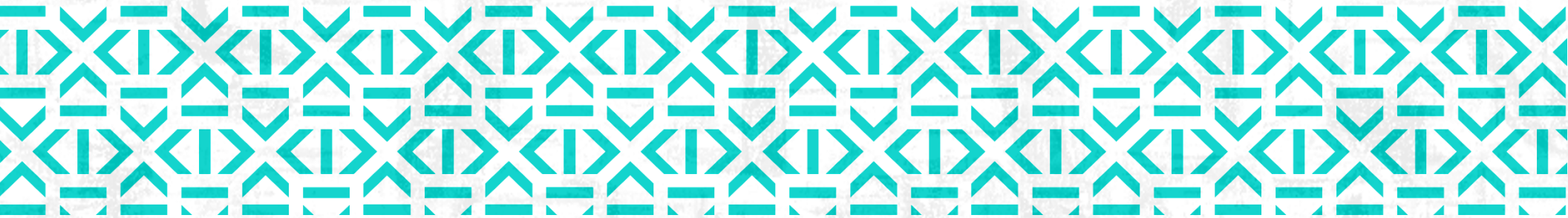
- Avoidance
- Difficult career decision making
- Quit (On yourself or work etc.)
- Unchallenging goal setting



# **JobTrain**

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# **Homebase**

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