

PURPOSE

MBS: To help participants identify areas of strength and possible areas of focus on or reinforce

GAP: Break down participant identified goal into smaller, tangible steps

REQUIREMENTS

How Often:

- MBS Ongoing- at least 1x annually or more often as needed. To be completed during the first 90 days for participants who are new to a counselor, regardless if they completed MBS in the past
- GAP- to be completed for all participants who have identified goals through the use of the MBS

*Rule of thumb: if an MBS is completed, a goal setting process is to be initiated then or shortly thereafter; the GAP captures the action

With Who:

- MBS every participant should have a MBS completed, unless the participant declines or there is other special circumstances
- GAP used with participants once participant has a clear identified goal

Examples of when to use the GAP

- Initial steps need to obtain childcare
- Participants who feel "stuck" or have not made progress
- Participants at risk of sanction or working on getting out of sanction
- Motivated to make a change but don't know where to start
- New Job Seekers
- Participants who express either verbally or through actions that they require additional supports to complete goals,
- Participants who may working on a new goal and not sure of the steps to obtain it,

DOCUMENTATION EXPECTATIONS

Employment Plan:

- MBS- No reference of MBS needed in EP, however strengths identified should be written under strengths section of EP.
- GAP-Comment Section of EP: Follow through with goal action plan

Case Note:

- Category type: Counseling and Guidance
- Subject line: Enter acronyms <u>MBS, GAP, or MBS/GAP</u> based on whichever section is being followed up upon
- Case note follow-up progress. Enter acronyms in the subject line based whichever section is being followed up on.

^{*}Try the GAP with all different participants, even those you normally would not identify as those whom maybe benefit from such a tool

^{*}Subject line should not include anything else except for the acronyms



My Bridge of Strength Counselor Desk Reference

Accepting	Curious	Helpful	Poised	Understanding
Accessible	Daring	Heroic	Polished	Unique
Accomplishes	Decisive	Honest	Powerful	Useful
Accurate	Delightful	Hopeful	Practical	Warm
Achieves	Dependable	Humorous	Pragmatic	Watchful
Active	Determined	Imaginative	Precise	
	Devoted	_		Willing to learn Wise
Adaptable Aggressive		Impartial	Prepared Private	Witty
Assertive	Dignified	Independent Industrious	Proactive	Tactful
Agile	Diligent Direct	Inquisitive	Prudent	Sociable
Alert	Discreet	Insightful	Punctual	Tolerant
Ambitious	Dutiful	Inspired/Inspiring	Realistic	Tough
		Intelligent	Reasonable	_
Appreciative	Dynamic	Intense	Relaxed	Outgoing Inventive
Approachable Articulate	Eager Effective	Introverted	Reliable	Quick learner
Assured	Efficient	Intuitive	Resilient	*
Attentive		Inventive	Resolved	Quick thinking Patient
	Elegant		Resourceful	Diplomatic
Aware	Empathic	Joyful Keen		Detail oriented
Best	Encouraging	Kind	Respectful Restrained	
Belonging Bold	Energetic Enthusiastic			Responsible
	Excited	Knowledgeable Leader	Reverent Satisfied	Competitive
Brave Brilliant			Secure	Calculating
	Experienced	Lively		Problem fixing
Calm	Expert	Logical	Self-controlled	Bright
Capable	Expressive Extrovert	Loving	Selfless Self-motivated	Critical Idealistic
Caring Careful	Exuberant	Loyal Mature	Self-reliant	Innovative
Certain	Fair	Meek	Sensitive	Protective
	Faithful	Meticulous	Serene	Protective
Charming Cheerful	Family focused	Mindful	Shrewd	Reassuring
Clear thinking	Fearless	Modest	Simple	Responsive
Clear-speaking	Fierce	Motivated	Sincere	Comforting
Clever	Firm	Neat	Skillful	· ·
Comfortable	Fit	Nervy	Spirited	Listening Negotiating
Committed	Flexible	Obedient	Spontaneous	Negotiating
Compassionate	Focus	Open-minded	Stable	
Composed	Frank	Open	Strong	
Concentrates	Friendly	Optimistic	Supportive	
Confident	Frugal	Organized	Surprised	
Conscientious	Fun	Outlandish	Sympathetic	
Consistent	Gallant	Outrageous	Team member	
Content	Generous	Peaceful	Thankful	
Contributes	Grateful	Perceptive	Thorough	
Coolheaded	Gregarious	Perky	Thoughtful	
Cooperative	Guiding	Persistent	Tidy	
Cordial	Happy	Persuasive	Timely	
Correct	Harmonious	Playful	Trustworthy	
Courageous	Healthy	Pleasant	Truthful	
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MFIP Employment Plan

Name

MAXIS Case Review Date

EP Effective Date

Goal

1. Obtain stable and affordable child care by June 17th, 2015.

2. Obtain full-time employment

*Continue to follow through with ongoing Goal Action Plans and action steps to achieve larger

goals.

Strengths Strong- resilient, able to overcome several barriers and provide for children

Good communication skills- respectful, responsible, great written skills and ability to relay

Reliable- attend ongoing appointments on time, follows through with goals made for self

People Person- non-judgmental, caring, enjoy speaking with others and friendly Good mom- always place children first and ensure children are doing well in school

ACTIVITY

Child Care

Hours/Week

10-20

Start By

06/12/2015

Expected Completion By

06/17/2015

Kathleen Conwell's Action Steps

Goal: Submit completed Child Care Application (including Child Care Provider choice) along with corresponding documents into Child Care Intake no later than June 17th, 2015. Fax number: 651-266-3931

- Suzy will document the time she spends researching, calling, applying, touring, etc. child care providers on weekly activity log. Suzy is planning on touring at least 2-3 provider options after researching.
- Important factors Suzy identified when picking an appropriate child care provider: current openings, distance from home, bus route (document details on activity log).
- Additional documentation to attach to completed Child Care Application:
 - Joshua's birth certificate
 - Residential Verification Form or copy of lease
 - Brianna and Brandon's birth certificate for future child care needs
 - Immunization records for all children to bring when applying at child care provider's office

Comments

Resources discussed at appointment:

Thinksmall Referral Department: 1-888-291-9811

www.parentaware.org

Documents specific to child care goals provided at appointment:

Child Care Application

Residential Verification Form

ACTIVITY

Job Search

Hours/Week

0-35

Start By

Child Care Appoval Date

Kathleen Conwell's Action Steps

- Maintain regular contact with my job counselor/case manager.
- If I don't find a job I may be required to participate in subsidized employment or uncompensated work experience.

Name:

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MAXIS Case: , FF

MFIP Employment Plan

- Accept any offer of suitable employment.
- Tell my job counselor/case manager within 10 days and meet to write a new employment plan, if I get a job.
- Upon successfully obtaining child care, Suzy will begin completing 35 hours per week of job search related
 activities beginning the date of child care approval. Suzy will document the time spent completing these activities
 on weekly activity log, which is due to Employment Guidance Counselor every Monday at 2:00PM.
- Job search related activities include, but are not limited to the following: searching/applying for employment opportunities, preparing for interviews, attending interviews, speaking with employers over the telephone, working on resume/cover letter, exploring career fields/interests, attending job fairs and workshops.
- Please include one form of verification per activity log. Verification includes one of the following: copy of completed application, copy of an online application receipt, copy of a business card or an e-mail correspondence.

ACTIVITY Transportation

Start By

06/11/2015

Kathleen Conwell's Action Steps

 Transportation assistance may be provided for activities outlined in Suzy's Employment Plan every Monday for during weekly check-in in exchange for weekly activity log and as long as Suzy remains engaged with Employment Services.

Comments

Attend follow-up appointment with Employment Guidance Counselor on June 17th, 2015 at 2:00PM.

Summary of Suzy's Employment Plan:

- Document time spent (10-20 hours per week) completing Child Care related activities on weekly activity log and submit to Employment Guidance Counselor every Monday at 2:00PM.
- Submit Child Care Application (including corresponding documents and provider choice) by fax (651-266-3931) into Child Care Intake no later than June 17th, 2015.
- Once child care start date has been established, begin documenting 35 hours per week in job search related activities on weekly activity log and submit to Employment Guidance Counselor every Monday at 2:00PM.

Transportation assistance will be provided on a weekly basis as long as funds allow and in exchange for verification of activities.

Suzy will continue to follow all on-going Goal Action Plans in file.

I understand:

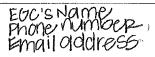
- I must participate in the activities in my plan for total hours of 10-35 per week.
- Turn in completed activity log on a Weekly basis.
- Rights & Responsibilities Form has NOT been signed.
- I will maintain regular contact with my job counselor/case manager.
- If I do not follow my employment plan or I quit suitable employment, my grant may be reduced or in some cases may be closed.
- My employment plan must be revised when my job counselor/case manager and I agree to the change.

Name: SWZY
MAXIS Case: 55555

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Job Counselor/ Case Manager



Service Location

Ramsey Cty WF Solutions Kellogg 6th Floor 160 E. Kellogg Blvd. - rm 6700 St. Paul, Minnesota 55101

Participant Signature:	Date
Job Counselor/Case Manager Signature:	Date
Others Involved in Plan Development Signature:	Date

Name: SUZY
MAXIS Case: 555555

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My Bridge of Strength

Name: Suzy

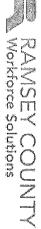
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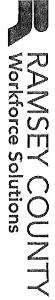
Date: 6/1/15

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	Family Stability			Well-Being		Education	Financial and Legal	ind Legal	Employment
Housing	Dependent	Transportation	Health	Children's	Social Support	School	Financial	Legal	Workplace
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I have stable	I have reliable	I have reliable	No Kealth	Behavior does	I have consistent	I have at least	My income in	I have no legal	My strong
and safe	child care and	ransportation \	concerns affect	not limit my	and effective	an AA degree or	stable, I am	issues.	workplace skills
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and safe	child care but no	transportation	sometimes /	sometimes)	reliable social	school diploma,	stable, I am	_	skills support my
/ housing that is	backup.	but no backup.	affect my	affects my	support that is	GED, or entry-	current on my	0	employability.
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						certificate.	spending.		
l am living in	I bave child care	I have	Health concerns	Behavior often	I have a limited	l am attending	My income is	My legal issues	My workplace
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housing, unsafe	reliable.	options but	employment.	employment. (network with	GED, entry-level	enough to	****	interfere with my
nousing, or am		they are not		!	few positive	certificate	ဍcover my basic 🏒	sometimes.	employability.
housing.		reliable.		·	influences.	classes, or other training.	living expenses:		
My family has	I have no child		Health concerns	Behavior	I have no social	I have no high	My income is	l work certain	I need to work on
no nousing.	care.		<pre>prevent my employment.</pre>	prevents my employment.	support; my network is	school diploma, GED, or entry-	not enough to cover my basic	jobs, or I have	my workplace skills in order to
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reliable, strong, loyal, resilient, good mom, communication skills, people person

prioritizing, grooming, and other capabilities that facilitate job performance. *Workplace Skills examples: decision making, communication, conflict resolution, problem solving, anger management, time management, crisis management, planning, relationship skills,





Goal Action Plan

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	220	
Date of next appointment: 6 7 7 7 Was this goal obtained or discontinued?: TES NO If yes, date:	Instructions: Once you develop your goal, identify the action steps that you will need to achieve along the way. Your action steps should also meet the SMART criteria. Complete Compl	Participant's Name: SUZY My Goal is: SCIECT OF YEAR CENTLY FOR MY CALLAYEN AND Due Date: 6/17/15 SUBMIT NECESSARY Application / COCUMMENTATION. What strengths will I use to accomplish my goal: Strong, good complish my goal: Strong, good complex my goal: Strong complex my g

Case Note View

SUZY

Event Date

06/11/2015

Note Viewable By

All Staff in Servicing Agency

Program

MFIP

Agency

Ramsey County Workforce Solutions

Staff Assigned

EGC's Name

Category

Counseling and Guidance

Contact Method

In Person

Status

Open

Mass Case Note

No

Subject

Initial Meeting- MBS & GAP Completed

Note

Suzy arrived 15 minutes early for her initial appointment with Employment Guidance Counselor (EGC). At appointment, EGC introduced My Bridge of Strength (MBS) tool, utilizing MBS to assist Suzy in identifying one SMART goal and action steps associated with reaching this goal by utilizing Goal Action Plan (GAP) worksheet and developed an Employment Plan to properly reflect the goal(s) Suzy identified as her focus.

EGC discussed with Suzy the complexity of obtaining, and maintaining, long-term self-sufficiency by introducing MBS. EGC explained to Suzy the different pillars outlined on MBS and how the tool can be utilized to identify strengths and establish areas to focus on maintaining and/or improving that Suzy feels would be most appropriate for her at this time. Suzy appeared to understand the direction of the conversation and presented openly to the discussion (example: ongoing eye contact, smiled and appeared cooperative). Please see discussion held outlined below.

HOUSING

Suzy is currently residing at her parent's home, where she has lived for the 8 months. Suzy identified her rent as being informally subsidized, as she is responsible for \$200.00 per month in rent. Suzy reports parents to be flexible with rent amount and when rent is paid. Although Suzy states it's not ideal to live at her parent's home, she feels it is safe, stable and affordable at this time. Suzy identified previously being evicted from a townhome with her children, which has created a challenge when seeking her own, affordable, housing.

DEPENDENT CARE

Suzy's 8 year old daughter, Brianna, and 6 year old son, Brandon, are both school aged and attending Saint Paul Public Schools (SPPS). Suzy reports that for the most part Brianna and Brandon do well at school but more recently she's been receiving phone calls from school in regards to Brandon's behavior. Suzy explained that there have been instances where she's had to leave work to pick-up Brandon from school due to his behavior and that she does not have any back-up child care options during the day.

Suzy's 2 year old son, Joshua, is currently not in childcare. Suzy explained to EGC that typically she will stay home during the day to watch Joshua and pick-up inconsistent evening hours at temporary job to

accommodate limited child care options. In the evening, Suzy's parents are able to watch all children after 4:00PM. However, this has also impacted limited work availability for shifts starting at 2:00PM, therefore decreasing opportunities for earned income.

Suzy is currently not utilizing Ramsey County Child Care Subsidy but expressed interest in doing so. EGC provided Suzy with a Child Care Application (CCA) and had a conversation around steps in obtaining a child care provider (CCP) that she feels confident in sending Joshua to. In addition, Suzy would like after school options, if possible, for Brianna and Brandon to reduce limited work hour availability and for holiday/summer breaks.

TRANSPORTATION

Suzy reports that her main source of transportation is her car, which is reliable for the most part. Suzy acknowledges that she has a valid driver's license but does not always have valid car insurance due to inconsistent income from temporary employment. Suzy states previously convicted on minor traffic violations (speeding) but reports all fines have been paid off. If needed, Suzy is willing to use public transportation for daily needs but reports that she would need to learn the bus route and the process in using public transportation.

HEALTH

Suzy reports that there are not any physical, emotional nor chemical health concerns with her and children. Suzy reports that Brianna, Brandon and Joshua attend preventive health appointments and Suzy sees doctor on occasional basis when illness arises. Suzy does not believe that health related concerns impact employment at this time.

It is important to note that even though Suzy does not identify health concerns for family members, given behavioral concerns recently exhibited by Brandon, have impacted employment due to phone calls being received from school. Suzy reports that Brandon spoke with the school Social Worker once but has not received any other services at this time and is uncertain if follow-up care would be appropriate at this time.

CHILDREN'S BEHAVIOR

Suzy reports no major behavioral concerns with Brianna and Joshua. Suzy informed EGC that Brandon's behavior became a concern more recently (about the last 3 months) and this has impacted employment in the past month. Suzy reports that Brandon has had a difficult time paying attention to his teacher during instruction and while completing assignments, interacting positively with peers and unpredictable 'fits.' Suzy states that Brandon has met with the school Social Worker one time, most recently 2 weeks ago, and since then Suzy hasn't received a phone call. Suzy is uncertain if Brandon's recent behavioral concerns will continue or were simply situational.

SOCIAL SUPPORT

Suzy identified a limited social support network in her life. Suzy states that her parents assist her financially (allowing reduced rent, flexibility with payments, child care in the evening and on weekends) but sometimes "feels guilty" for having to be at her parent's home. Suzy reports that she also has one childhood friend whom she speaks with occasionally (children play together as well) but reports no major emotional support

at this time. Suzy denied being involved in any community organizations/activities.

EDUCATION

Suzy successfully obtained her High School Diploma and completed a Personal Care Assistant (PCA) certification through the Department of Human Services (DHS) online. Suzy has not completed additional education at this time, although she does identify that this is a goal of hers at some point. Suzy reports high school went well for her, as she did not experience significant behavior or developmental concerns and typically excelled in courses.

FINANCIAL

Suzy's main source of income at this time is MFIP, which she receives approximately \$350 per month in cash and \$480 per month in food assistance. Suzy reports she's currently employed through a temporary employment agency (Staff up America) and income, pay, positions, etc. all vary depending upon need. Suzy calls in every morning to agency to speak with whether or not they have current placements needing to be filled for the evening and typically averages about 10 hours per week, making anywhere from \$11.00/hour to \$13.00/hour depending upon placement. Suzy reports that given her current situation (subsidized housing, some child care help from her parent's, etc. that income typically meets basic needs, but not always, but "impossible" to save).

Suzy did not identify any significant financial debt other than current fees and payments owed due to previous Unlawful Detainer, which she believes to be about \$1400.00. Suzy reports that she's uncertain what her credit is and identified that she has not ever received a credit report nor would know where to begin to seek assistance with exploring this further.

LEGAL

Suzy denied previous/current criminal background other than 2 previous speeding tickets, which have been paid off and are no longer of any concern. Suzy reports that she does not anticipate any court/legal concerns needing to be addressed in the near future (ex: court) other than paying off her fines for Unlawful Detainer.

WORKPLACE SKILLS

Suzy reports that she previously worked at Wendy's for about 3 years as a Crew Member making \$9.00/hour. Suzy reports working at Target for 4 months in their warehouse but reports she had to leave position due to overnight shifts not working well with child care options and overall health. Most recently, Suzy reports she's employed through a temporary staffing agency, Staff up America, but income and work hours are inconsistent depending upon employer's needs. Suzy has been calling in nearly daily for the past month and a half to inquire about whether or not she's needed in the evening for work.

Suzy identified obtaining employment to be a priority for her at this time.

REVIEW OF MBS

After completing MBS pillar's with Suzy, EGC identified several areas of her life that are currently going quite well for her. Specifically, EGC noted that although not ideal, Suzy has safe, stable and affordable housing with her parents, has a valid driver's license and car, limited health concerns and an excellent work

history. EGC assisted Suzy in identifying strengths associated with these positive areas of her life, at which time Suzy identified the following: reliable, punctual, honest, loyal, strong, resilient, good mom, communication skills and a people person.

EGC asked Suzy to identify which area of her completed MBS she'd like to focus on at this time. Suzy stated employment and child care. EGC guided P In identifying which area she feels is most appropriate to address first, which Suzy identified to be child care needs. Therefore, a GAP worksheet was then developed and completed with Suzy to address her current goal in securing child care.

GOAL ACTION PLAN

EGC guided, coached and encouraged P throughout completing GAP. EGC explained to P what SMART goals are and how to identify appropriate goals now, and in future, to ensure Suzy is acknowledging all of the work she's putting towards her goals she has set for herself. Suzy was able to develop her current SMART goal on her GAP to be "Select daycare center for my children and submit necessary application and documentation by June 17th, 2015. Please see GAP in file for details outlining SMART goal and action steps to achieve her current goal. Suzy and EGC will be reviewing GAP at next appointment, which has been scheduled on June 17th, 2015 at 2:00PM to discuss progress.

EMPLOYMENT PLAN

EGC and Suzy developed an Employment Plan at appointment (please see copy in file).

- Suzy is responsible for 10-35 hours per week in activities.
- Suzy is responsible for documenting time spent completing child care related activities on weekly activity log & goal is set for child care application, provider choice and corresponding documents to be submitted to Child Care Intake (CCI) by: 06/17/15
- Once Child Care has been established, Suzy will begin job searching 35 hours per week and documenting activities on weekly activity log
- Activity logs are due to EGC every Monday at 2:00PM in exchange for transportation assistance

The case note results are currently sorted by "Event Date" descending. The previous and next buttons go through the list based on these selections.

Entry Date

06/11/2015 10:23 AM

By EGG' Hame

Last Updated Date

By