



My Bridge Of Strength Pilot Project and Phase 2 October 30, 2014



Today's Session: Four Main Parts:

1. Weaving the Thread of Previous Presentations and Vision
 2. Describe the My Bridge of Strength Pilot Project and Results
 3. Practice with My Bridge of Strength components
 4. Next Step
- 


Objectives

- ▶ To learn and describe the tools
 - ▶ To understand and describe when to use the tools
 - ▶ To learn or practice SMART goal writing
 - ▶ To learn to help participants identify their strengths without doing that for them
 - ▶ To learn about use of incentives for this project
 - ▶ To learn and describe what is a next step.
- 


Howegothere




2012–2013

- ▶ No research demonstrated that the 12 MFIP work activities correlated with strong employment outcomes.
 - ▶ Education, credential building, career coaching, and retention services are evidence based practices – the foundation of revised employment services
 - ▶ Pairing these 12 activities more closely with career coaching, education (especially GED or high school diploma), certificate and credential building, mentoring, and retention services, would increase the effectiveness of employment services and move more people from welfare to work
 - ▶ Emphasize on services and the demonstration of outcomes
 - ▶ Alternate ways of demonstrating service delivery effectiveness
 - ▶ Used the term “engaged” to designate the participant actively self-determining goals and their future
 - ▶ Education, work, and healthy engagement into community activities can get people out of poverty and help stabilize families. Focus on family stability and children’s success will remain.
- 


2014

- ▶ New Vision Outlined – adjustments of MFIP/DWP services in line with DHS initiatives – focus on long term outcomes
 - ▶ Coaching and counseling (shifting role coach and counselor)
 - ▶ Introduced language of executive function and executive skills into framework – lifelong learning
 - ▶ Participant choices – self-determination, personal agency, dream
 - ▶ Participants in activities that matter (not just ones that count).
 - ▶ Maintained MI as crucial skill/tool
 - ▶ Self-support Index and WPR
 - ▶ Employment retention and job retention
 - ▶ Recognizing and incorporating cultural attributes and strengths
 - ▶ Participant strengths
 - ▶ Sanction as a tool in the mix with other tools
 - ▶ 2014 Employment Services Philosophy Ops Definition
 - ▶ An Evolving Employment Services Philosophy 2014–2018
- 


Six Executive Function Informed Strategies

- ▶ Program Access
 - ▶ Agency, Engagement, Follow Through
 - ▶ Rules and Tools
 - ▶ Promote Goal Attainment
 - ▶ Coaching
 - ▶ Health-related Approaches
- 

Pilot Overview

- ▶ Small committee to design My Bridge of Strength
 - ▶ MBOS is family-centered and strength based
 - ▶ Discussed with participant
 - ▶ In addition to the Bridge we created a separate Goal Action Plan (GAP)
 - ▶ 9 Counselors and asked them to have all participants complete a Bridge
 - ▶ Asked each Counselor to shoot for 5–15 GAPS
- 

What Did We Want to Learn?

- ▶ Can we complete an EM?
 - ▶ Common characteristics of participants?
 - ▶ Are all the columns necessary?
 - ▶ Engagement?
 - ▶ Improved partnership between participant and staff? Receptive?
 - ▶ How do we introduce the tool?
 - ▶ Role of incentives?
- 


MBS Form

Name: _____

Date: _____

Case #: _____

Ramsey County Workforce Solution's My Bridge of Strength



Family Stability			Well-Being			Education	Financial and Legal		Employment
Housing	Dependent Care	Transportation	Health	Children's Behavior	Social Support	Education	Financial	Legal	Workplace Skills
I have stable and safe unsubsidized housing	I have reliable child care and back-up	I have reliable transportation and backup	No health concerns affect my employment	Behavior does not limit my employment	I have consistent and effective social support and/or a leadership role in the community	I have at least an AA degree or higher	My income is stable, I am current on my bills, I have money for saving or spending	I have no current legal issues	My strong workplace skills enhance my employability and support career advancement
I have stable and safe housing that is subsidized	I have reliable child care but no backup	I have reliable transportation but no backup	Health concerns sometimes affect my employment	Behavior sometimes affects my employment	I have generally reliable social support that is growing	I have a high school diploma, GED, or entry-level certificate or a post secondary certificate	My income is stable, I am current on my bills but I don't have money for saving or spending	My legal issues are not work related and do not take work time	My workplace skills support my employability
I am living in temporary housing, unsafe housing, or am at risk of losing housing	I have child care but it is not reliable	I have transportation options but they are not reliable	Health concerns often affect my employment	Behavior often affects my employment	I have a limited social support network with few positive influences	I am attending high school, GED, entry-level certificate classes, or other training	My income is sometimes enough to cover my basic living expenses	My legal issues take me away from work some times	My workplace skills often interfere with my employability
My family has no housing	I have no child care		Health concerns prevent my employment	Behavior prevents my employment	I have no social support; my network is draining or destructive	I have no high school diploma, GED, or entry-level certificate	My income is not enough to cover my basic living expenses	I work certain jobs, or I have lost jobs because of my legal issues.	I need to work on my workplace skills in order to obtain employment

Strengths: _____

*Workplace skills include, but are not limited to, decision making, communication, conflict resolution, problem solving, anger management, time management, crisis management, planfulness, relationship skills, prioritizing, grooming, and other capabilities that facilitate job performance.

My Bridges is adapted from the Crittenton Women's Union Bridge To Self-Sufficiency and the Minnesota DHS Employability Measures.

Goal Action Plan

RAMSEY COUNTY/WORKFORCE SOLUTIONS

GOAL ACTION PLAN

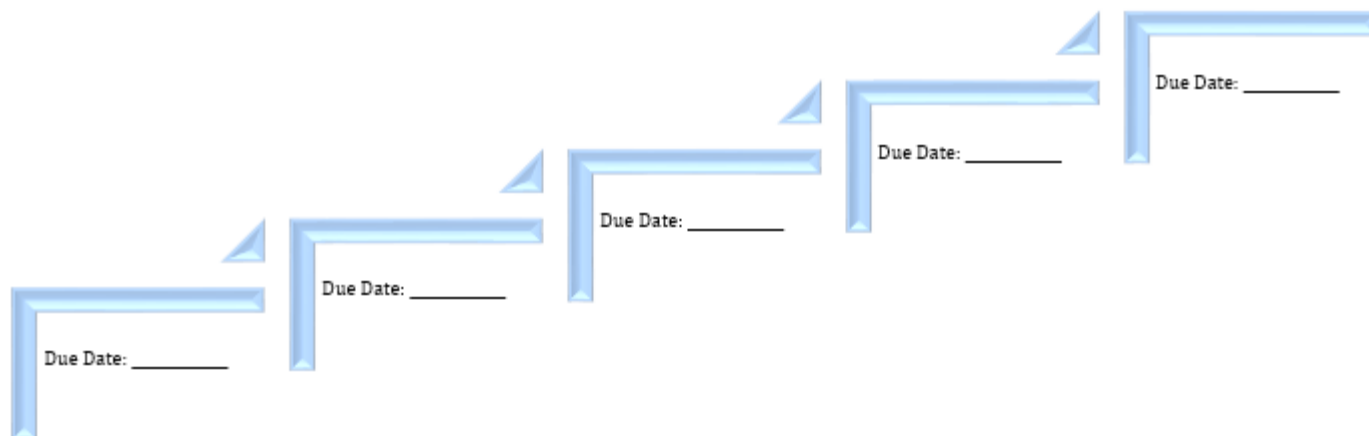
Participant's Name: _____ Case Number: _____ Date: _____

My Goal is: _____ Due Date: _____

What strengths will I use to accomplish my goal: _____

Check the goal and action steps against SMART criteria: ☐ Specific ☐ Measureable ☐ Attainable ☐ Relevant ☐ Time-based


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.




Date of next appointment: _____ Was this goal obtained or discontinued?: ☐ YES ☐ NO If yes, date: _____

If no, what stopped you? _____

Procedures (main points)

- ▶ Every participant completes a Bridge and identifies strengths
 - ▶ Bridge discussed with participant
 - ▶ Participant chooses to work on GAP
 - ▶ Participant and Counselor create SMART steps
 - ▶ If used, identify incentives
 - ▶ Next appointment is set
 - ▶ GAP referenced in employment plan
- 

Bridge of Strength Pilot Evaluation

- ▶ Staff Focus Group
 - ▶ Participant Focus Groups (2)
 - ▶ Staff Evaluations (7)
 - ▶ Participant Evaluations (7)
 - ▶ Review of Bridge Goals
- 

Staff Focus Group Responses


- ▶ Since you started using the Bridge, what has been your most positive experience?
 1. Goals: Participants that previously didn't come in, now show up for appointments because they have goals and they are meeting them.
 2. Attitude changes: Noticeable improvement and it show in results.
 3. Home visits: "What is best able to do with Bridge is going and doing home visits, getting to know their situations and their families."
 4. Additional Quotes:
 - A. "Since implementing the Bridge...very positive...is the collaboration between staff and myself. We work as a team because the best way to success is through team work."
 - B. "Using Motivational Interviewing to go through the Bridge completion work."
 - C. "I just developed three action plans with a client who has usually been hard to work with...she is really taking advantage of the opportunities coming to her."
 - D. "I use the Bridge with housing clients and with housing advocate present so we can blend the dual expectations into one plan...all tied together."

Staff Focus Group Cont.

- ▶ Since beginning the Bridge, what has been your most negative experience?
 1. Time (All)
 2. Explaining: Not everyone is familiar with SMART goals and planning.
 3. Quotes:
 - A. “(The challenge) of confronting the discrepancy between the goals and the reality of where the client is at currently.”
 - B. “I hold participants to a high standard...some participants try to skate by with the minimum...(for some) the counselor had to change the goals and add tasks (because they were too basic)...this seems to be counter-productive. I really think some people slide by and some are comfortable staying where they are...we have to hold them to a higher standard and be honest with them but hold them to that standard.”
 - C. “I have clients also in that group...being blunt about the end of MFIP and (consequence) of continuing on the route they are on...reality check...setting expectations...at some point the participant needs to hear it.”
 - D. “...the form is daunting with participants with low skills, hard for some.”,
“...for some it is too simple.”

Staff Focus Group Cont.


From your perspective, how have participants received the Bridge concept?

1. **Doorway** – “They are receiving it...they have a lot of barriers...Bridge is a doorway to address them...”
 2. **Choices** – “Happy getting to make more and broader choices.”
“...people see how all difficult aspects of life are tied together...leads the client to identify and make choices.”
 3. **Empowering** – “When we tell them it is empowering them, they open their eyes.”
 4. **Barriers to Potential** – “Be sure to explain to not only see barriers but through explanation they can see how it can open...”
 5. **Counselor skills** – “Is also a learning process for counselors...”
 6. **2-way learning** – “Helpful for clients to do the Bridge with the counselor...gets more information and interaction.”
 7. **A discussion about when to discuss the Bridge with participants is incorporated into today’s training.**
- 

Participant Focus Groups (4)

- ▶ Why did you decide to come this afternoon?
 1. Appreciated opportunity to share their opinions and experiences (4)
 2. Gift Card (3)
 3. Invited and wanted to support program (3)
- ▶ How would you say your experience is so far with employment services in general?
 1. Best experience to date with MFIP (4) For some, best experience with county.
 - A. Previously couldn't get childcare and lost or turned down jobs
 - B. Overall, not as good as the experience with current counselor and Bridge of Strength
- ▶ Could you tell me how you completed the Bridge of Strength?
 - A. With counselor, team approach (4)
 - B. Took about 20–30 minutes the first time and less to revise
- ▶ Was the Bridge of Strength your first attempt to set goals with your employment guidance counselor?
 1. Yes (4) Previous counselor told them what to do, but weren't very interested in their personal goals.
 2. Didn't feel all benefits of the program were available to them, but 2 mentioned changing lives as being very helpful once they found out about it.
 3. All completed goals and one already received a job offer, another expects an offer, and the other two have enrolled in education.
 4. Deadlines are very helpful, they already know they need to get a job, but the goals along the way are necessary and they appreciated being pushed to achieve the goals they set for themselves. They felt involved in the process for the first time.

Participant Focus Groups Cont.

- ▶ How easy or difficult was it to focus on your strengths as you completed the Bridge of Strength?
 1. A lot at first, but encouragement of ES counselor really helped
 2. Motivation was noted by many, needed to feel motivated and focusing on their own goals made that easier than focusing on someone else's goals.
 3. Another participant thought the process was easy and one even thought it was too easy, until it came to achieving the goals, but the pressure was a good thing.
 - ▶ What did you like the most about the Bridge of Strength?
 1. Deadlines and variation in short, medium, and long-term goals (not just "get a job")
 - ▶ What did you like the least about the Bridge of Strength?
 1. It didn't come soon enough (4)
 - ▶ Who do you think the Bridge of Strength could help?
 1. The Bridge motivates, everyone could benefit.
 - ▶ Suppose you were in charge and could make one change that would make the program better. What would you do?
 1. Give a prize for each goal achieved.
 2. Make proper interview attire available for everyone.
 3. Focus on getting people driver's license (Difficult to get to jobs and childcare on bus).
 4. Keep workers from calling participants lazy when they don't understand what is going on with them.
 5. Fix childcare.
 6. Check ins weekly are a bit much, reduce them if possible.
 7. Workers repeat same questions throughout the system. Why so many workers and why don't they communicate?
 8. No more lost paperwork.
- 

Counselor Evaluation Page 1

DRAFT My Bridge of Strength Counselor Evaluation

Participant Name: _____ Case # _____ Date: _____

We want to provide you with resources that are helpful to you. Your opinions are valuable and can help us make future tools even better.

PLEASE READ EACH QUESTION AND ANSWER ACCORDINGLY:

1. Was the meeting where you completed the MBS and GAP your first (intake) meeting? ☐ Yes ☐ No

2. Were all of the ten columns needed on the form?

☐ Yes ☐ No If no, which ones would you eliminate?: _____

☐ Circle the columns that you found the most useful for this participant?

Housing	Dependent Care	Transportation	Health	Children's Behavior	Social Support	Education	Financial	Legal	Workplace Skills
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4. Circle the columns that you found the least useful for this participant?

Housing	Dependent Care	Transportation	Health	Children's Behavior	Social Support	Education	Financial	Legal	Workplace Skills
---------	-------------------	----------------	--------	------------------------	-------------------	-----------	-----------	-------	---------------------

5. What characteristics did this participant/family have that you decided to use the MBS and GAP with them?

6. What were your observations in the way this client used/identified their strengths in setting and achieving goals?

7. How did you feel this tool helped clients achieve their goals?

Turn Page →

Counselor Evaluation Page 2

8. What, if any, incentives did you use while working with this participant?

9. Complete the table below regarding the meetings that you had with this participant while working towards their goals:

[illegible]

Summary: Counselor Evaluations

- ▶ Was the MBS and GAP your first intake meeting?
 - Yes, 60%
 - No, 40%
- ▶ Were the ten columns needed on the form?
 - Yes, 100%


Summary: Staff Evaluations, Cont.

Bridge Columns	Most useful for Participant	Least useful for Participant
Housing	2	1
Dependent Care	1	0
Transportation	1	0
Health	3	0
Children's Behavior	1	0
Social Support	3	0
Education	2	0
Financial Legal	4	0
Workplace Skills	0	0

Summary: Participant Evaluations

Participant Bridge Evaluation	Yes	No
Were all ten areas needed in the form?	7	0
Was using SMART goals useful?	7	0
Did using the process increase your awareness of your strengths and use of them in setting and achieving your goals?	7	0
Did you feel that the counselor was supportive of your goals?	7	0
Did you have as much role in determining of your goals as you wanted or expected?	6	1
Did you feel that you had as much of a role in determining your goals and activities than you had in the past?	6	1

SMART Goals

- ▶ Specific
 - ▶ Measurable
 - ▶ Attainable
 - ▶ Relevant
 - ▶ Time-limited
- 


Specific

- ▶ **What will the goal accomplish? How and why will it be accomplished?**


Measurable

- ▶ How will you measure whether or not the goal has been reached.
- ▶ List at least 2 indicators.

Attainable

- ▶ Is it possible? Have others done it successfully?
 - ▶ Do you have the necessary knowledge, skills, abilities, and resources to accomplish the goal?
 - ▶ Will meeting the goal challenge you without defeating you?
- 

Relevant


- ▶ What is the reason, purpose, or benefit of accomplishing the goal?
 - ▶ What is the result of the goal?
 - ▶ Make the goal relevant to your life's reality.
- 

Time-Limited

- ▶ What is the established completion date and does that completion date create a practical sense of urgency?

Exercise– SMART Goal

- ▶ Choose a personal goal and complete the SMART Goal Exercise handout of this goal.
 - Start with a general goal (ex. “I want to get in shape”)
 - Use the handout to help you revise your goal so that it is a SMART goal. (ex. “I will start today, and I will spend at least 60 minutes working at the gym, two times per week, for the next six weeks”)

 - ▶ Discuss in your groups:
 - Which parts (SMART) of rewriting your goal came easily to you?
 - Which parts (SMART) were more difficult for you?
- 


MBS Form

Name: _____

Date: _____

Case #: _____

Ramsey County Workforce Solution's My Bridge of Strength




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Strengths: _____

*Workplace skills include, but are not limited to, decision making, communication, conflict resolution, problem solving, anger management, time management, crisis management, planfulness, relationship skills, prioritizing, grooming, and other capabilities that facilitate job performance.

My Bridges is adapted from the Crittenton Women's Union Bridge To Self-Sufficiency and the Minnesota DHS Employability Measures.

Strengths

- ▶ Desk Reference, not to be handed to participant!
 - ▶ There is a lot of resiliency and strength within the families we serve
 - ▶ Very important for us to listen and help draw out those strengths rather than pick from a list
- 

Goal Action Plan

RAMSEY COUNTY/WORKFORCE SOLUTIONS

GOAL ACTION PLAN

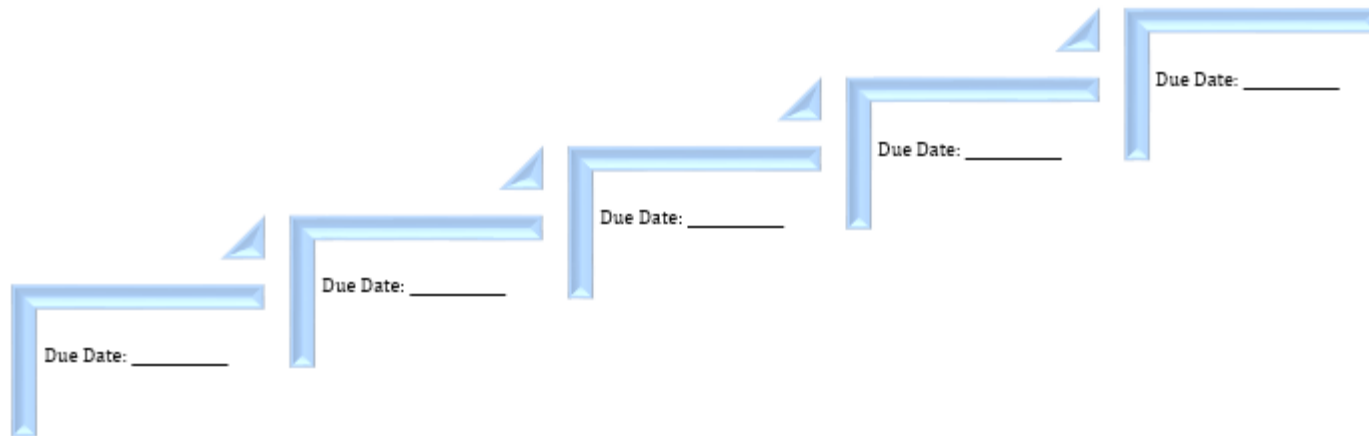
Participant's Name: _____ Case Number: _____ Date: _____

My Goal is: _____ Due Date: _____

What strengths will I use to accomplish my goal: _____

Check the goal and action steps against SMART criteria: ☐ Specific ☐ Measureable ☐ Attainable ☐ Relevant ☐ Time-based

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.




Date of next appointment: _____ Was this goal obtained or discontinued?: ☐ YES ☐ NO If yes, date: _____

If no, what stopped you? _____

Video Take 1




Video Take 1 Debrief

- ▶ What did you notice?
 - ▶ What went well, what didn't?
 - ▶ How could it be improved?
 - ▶ Was this a SMART goal or not, and why?
- 

Video Take 2




Video Take 2 Debrief

- ▶ What did you notice?
 - ▶ What went well, what didn't?
 - ▶ How could it be improved?
 - ▶ Was this a SMART goal or not, and why?
- 

Video Take 1 Bridge Example

Name: Amy S
Date: 10/28
Case #: 124567

Ramsey County Workforce Solution's My Bridge of Strength



Family Stability			Well-Being			Education	Financial and Legal		Employment
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I have stable and safe unsubsidized housing	I have reliable child care and back-up	I have reliable transportation and backup	No health concerns affect my employment	Behavior does not limit my employment	I have consistent and effective social support and/or a leadership role in my community	I have at least an AA degree or higher	My income is stable, I am current on my bills, I have money for saving or spending	I have no current legal issues	My strong workplace skills enhance my employability and support career advancement
I have stable and safe housing that is subsidized	I have reliable child care but no backup	I have reliable transportation but no backup	Health concerns sometimes affect my employment	Behavior sometimes affects my employment	I have generally reliable social support that is growing	I have a high school diploma, GED, or entry-level certificate or a post-secondary certificate	My income is stable, I am current on my bills but I don't have money for saving or spending	My legal issues are not work related and do not take work time	My workplace skills support my employability
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My family has no housing	I have no child care		Health concerns prevent my employment	Behavior prevents my employment	I have no social support; my network is draining or destructive	I have no high school diploma, GED, or entry-level certificate	My income is not enough to cover my basic living expenses	I work certain jobs, or I have lost jobs because of my legal issues.	I need to work on my workplace skills in order to obtain employment

Strengths:
Parent
Hard worker
leader

Video Take 1 GAP Example

RAMSEY COUNTY/WORKFORCE SOLUTIONS

GOAL ACTION PLAN

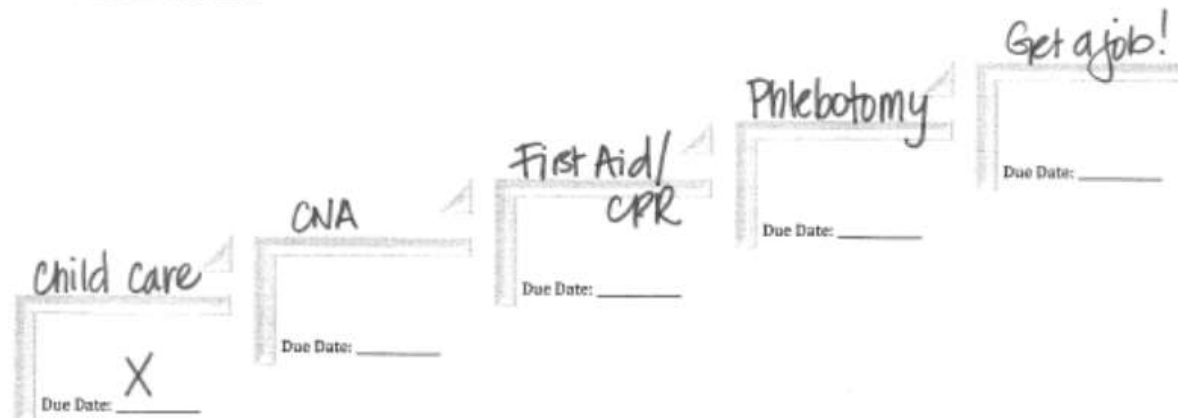
Participant's Name: AMY S. Case Number: 124567 Date: 10/28

My Goal is: Get a job Due Date: _____

What strengths will I use to accomplish my goal: Parent, Hard worker, leader

Check the goal and action steps against SMART criteria: ☒ Specific ☒ Measureable ☒ Attainable ☒ Relevant ☒ Time-based

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.




Date of next appointment: Periodically Was this goal obtained or discontinued?: ☐ YES ☐ NO If yes, date: _____

If no, what stopped you? _____

Video Take 2 Bridge Example

Name: Nicki
 Date: October 20, 2014

Barney County Workforce Solutions's My Bridge of Strength



Living	Dependence Care	Transportation	Health	Children's Behavior	Social Support	Education	Financial	Legal	Workplace Skills
I have stable and safe accommodation housing	I have stable child care and backup	I have reliable transportation and backup	My health concerns affect my employment	My child's behavior does not limit my employment	I have consistent and effective social support and/or a leadership role in the community	I have at least an AA degree or higher	My income is stable, I am current on my bills, I have money for saving or spending	I have no current legal issues	My strong workplace skills enhance my employability and support career advancement
I have stable and safe housing that is affordable	I have stable child care but no backup	I have reliable transportation but no backup	My health concerns sometimes affect my employment	My child's behavior affects my employment	I have generally reliable social support that is growing	I have a high school diploma, GED, or entry-level certificate or a trade industry certificate	My income is stable, I am current on my bills but I don't have money for saving or spending	My legal issues are not resolved and do not take much time	My workplace skills support my employability
I am living in temporary housing, unstable housing, or am at risk of losing housing	I have stable care but it is not reliable	I have transportation options but they are not reliable	My health concerns affect my employment	My child's behavior affects my employment	I have limited social support or live with the negative influences	I am attending high school, GED, or entry-level certificate, GED, or other training	My income is unstable, I am not current on my bills, I have no money for saving or spending	My legal issues take me away from work some times	My workplace skills affect my employability
My family has no housing	I have no child care		My health concerns prevent my employment	My child's behavior prevents my employment	I have no social support, my spouse is drinking or drugging	I have no high school diploma, GED, or entry-level certificate	My income is not enough to cover my basic living expenses	I work without jobs, or I have lost jobs because of my legal issues	I need to work on my workplace skills in order to obtain employment

Strengths:
 goal driven, motivated - want to provide for my family
 caring - non judgmental, care about helping others
 communicate well - smart verbally, written
 punctual - on time

*Workplace skills include, but are not limited to, decision making, communication, conflict resolution, problem solving, anger management, time management

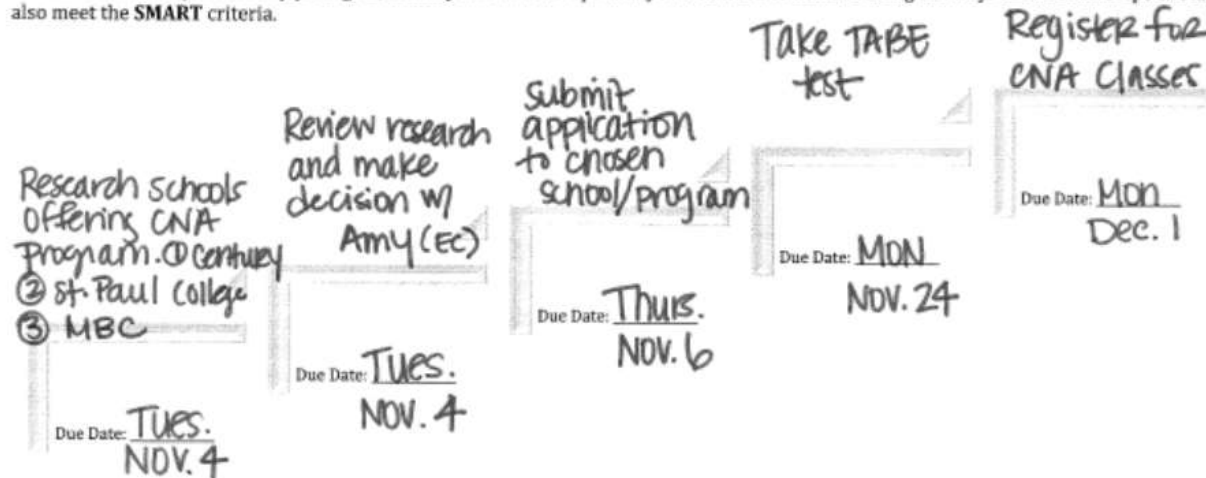
Video Take 2 GAP Example

RAMSEY COUNTY/WORKFORCE SOLUTIONS

GOAL ACTION PLAN

Participant's Name: Nicki Case Number: 00000000 Date: 10/26/14
 My Goal is: Register for CNA classes by Dec. 1st 2014 Due Date: Dec. 1, 2014
 What strengths will I use to accomplish my goal: Motivated, Goal driven, Problem solving, Communication, Punctual, Smart, willing
 Check the goal and action steps against SMART criteria: ☒ Specific ☒ Measureable ☒ Attainable ☒ Relevant ☒ Time-based

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.



Date of next appointment: Tues. Nov 4 Was this goal obtained or discontinued?: ☐ YES ☐ NO If yes, date: _____
 If no, what stopped you? _____

Video Take 2 EP Example Pg 1

MFIP Employment Plan

Name	MAXIS Case	
EP Effective Date	Review Date	10/26/2015
Goal	Pursue post-secondary education- register for CNA by 12/01/14. Following successful completion of CNA, obtain full-time employment in health care setting Obtain stable and affordable housing that is market-rate	
Strengths	Goal-driven/motivated- priority to care for my family and move forward Communication skills- Able to communicate effectively with others (verbally and written) Adaptable- Able to adjust in various environments/situations effectively	

ACTIVITY	Education
Hours/Week	2
Start By	10/26/2014

Tamara Scott's Action Steps

- Attend all scheduled classes.
- Obtain a signature from an authorized representative from the school (instructor, advisor, attendance office, etc.) to verify attendance.
- Turn in fully completed activity/attendance logs.
- Call my job counselor/case manager within 10 days and meet to write a new employment plan if my education ends and my hours go down.
- Talk to my job counselor/case manager before making changes in my education.
- Provide a copy of certificate/diploma/degree at completion.
- Job search for a full-time job at the end of my training.
- Upon registering for a CNA program, submit a copy of the following into your Employment Guidance Counselor:
 - Copy of post-secondary school schedule
 - Copy of financial aid information (if applicable)
- Complete MFIP Education and Training Guide into Employment Guidance Counselor by 12/01/14 to continue to support education goals/research.

Institution	To be determined 11/04	Type of Education	Training/Ed up to 12 months
Start By	01/2015		
Course of Study	CNA		

ACTIVITY	Housing
Hours/Week	3
Start By	10/26/2014

Tamara Scott's Action Steps

- Document time spent meeting with housing case manager and completing housing requirements on my activity log.

Video Take 2 EP Example Pg 2

MFIP Employment Plan

ACTIVITY	Job Search
Hours/Week	25
Start By	10/26/2014

Tamara Scott'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.
- 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.
- Research 3 post-secondary education programs that offer CNA programs on my activity log—program start and end dates, courses/structure of program, tuition/cost of program and placement rates. This information will be submitted when I meet with my Employment Guidance Counselor, Amy, on 11/03/14 at 10:00AM.
- Actively research and gather information about current job postings related to health care sector—gather at least one posting and attach to my activity log. The goal is to learn about health care employment opportunities, preferred qualifications, wages, and shift availability/requirements.
- Complete at least 2 informational interviews with a current healthcare professional by December 31st, 2014. Document the times spent completing informational interviews on activity log and provide a copy of my questions/answers into my Employment Guidance Counselor.
- Research additional healthcare trainings to pursue in future (stackable credentials) to improve employability in healthcare field (ex: Trained Medication Aide) and document on my activity log. Additional training will be pursued upon successful completion of CNA and obtaining full-time employment—long-term goal is to become a Nurse in a hospital.

Comments


Continue to follow through with Goal Action Plans developed at appointments with Employment Guidance Counselor, and document time spent working on the steps in your Goal Action Plan on activity logs. Submit activity logs to Employment Guidance Counselor weekly.

I am responsible for 30 hours per week of activities including: job search, housing and education. Activity logs are due weekly. Attach one job search verification per job log weekly.

I understand:

- I must participate in the activities in my plan for total hours of 30 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.

Bridge and GAP Exercise

- ▶ Pair up into groups of three (Counselor, Participant, Observer)
 - ▶ Participant: read the scenario and Bridge
 - ▶ Counselor: practice introducing My Bridge of Strength to the Participant
 - ▶ Counselor coaches Participant to revise goal as SMART
 - ▶ Counselor coaches Participant to complete GAP with action steps
 - ▶ Observer: Offer guidance and feedback as needed
- 

Scenario GAP # 1:

Scenario 1

RAMSEY COUNTY/WORKFORCE SOLUTIONS

GOAL ACTION PLAN

Participant's Name: [REDACTED]

Case Number: [REDACTED]

Date: 7/31/14

My Goal is: To increase readiness by reviewing on guidance received through ES activities, engaging in materials for 2 months

Due Date: 10/1/14

Check the goal and action steps against SMART criteria (all must be checked):

☒ Specific ☒ Measureable ☒ Attainable ☒ Relevant ☒ Time-Limited

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.

STRENGTH ASSOCIATED	ACTION STEPS TO ACHIEVE YOUR GOAL	TARGET DATE	DATE COMPLETED	SMART CRITERIA
reliable - attending 20% week	1. Meeting with Jolynn once a week	ongoing weekly		<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T
reliable - getting up early and being on time	2. attending workshops (interviewing, changing lives)	8/1/14		<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T
reliable - making the materials the best possible	3. finish resume and have approved by Jolynn	8/13/14		<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T
reliable - finish for Jolynn	4. Doing mock interviewing with Jolynn	8/4/14	fully completed 9/1/14	<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T
reliable - telling in all the information	5. doing doing job logs, sharing	ongoing weekly		<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T
reliable - looking for 20 hours	6. Im actually searching for jobs and applying (29 hours week)	ongoing weekly		<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T

Date of next appointment: 8/4/14

Was this goal obtained or discontinued?: ☐ YES ☐ NO If yes, date: _____

If no, what stopped you? _____

Scenario GAP # 2:

Scenario 2

RAMSEY COUNTY/WORKFORCE SOLUTIONS

GOAL ACTION PLAN

Participant's Name: [REDACTED]

Case Number: [REDACTED]

Date:

7/15/14

My Goal is: to get into a training that's not longer than 6-9 months

Due Date: Aug. 30th 2014

will satisfy an in-demand career path & will allow me

Check the goal and action steps against SMART criteria (all must be checked):

☐ Specific ☐ Measureable ☐ Attainable ☐ Relevant ☐ Time-Limited

to make more income than I am now

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.

STRENGTH ASSOCIATED	ACTION STEPS TO ACHIEVE YOUR GOAL	TARGET DATE	DATE COMPLETED	SMART CRITERIA
Resourceful	1. Search for different opportunities by going online, calling around	7/21		<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T
Responsible, willing, motivated	2. Setting up orientation/info session	7/31		<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T
Responsible	3. Attend Attend orientation	7/31		<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T
determined	4. (passion, what's feasible) Make a decision	8/15	8/1	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T
Willing to learn	5. Enroll	8/30	8/1	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T

(waiting list 8/7) - starts in November 13 months

Date of next appointment: 8/7

Was this goal obtained or discontinued? ☒ YES ☐ NO If yes, date: _____

If no, what stopped you? _____

Scenario GAP # 3:

Scenario 3

RAMSEY COUNTY/WORKFORCE SOLUTIONS

GOAL ACTION PLAN

Participant's Name: [REDACTED]

Case Number: [REDACTED]

Date: 8-13-14

My Goal is:

Create a school study schedule to do

Due Date: 8-20-14

Check the goal and action steps against SMART criteria (all must be checked):

☒ Specific ☒ Measureable ☒ Attainable ☒ Relevant ☒ Time-Limited

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.

STRENGTH ASSOCIATED	ACTION STEPS TO ACHIEVE YOUR GOAL	TARGET DATE	DATE COMPLETED	SMART CRITERIA
Reliability	1. Attend Changing Lives Orientation	8/19	8/19	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T
Determination	2. Call counselor to get appt following orientation	8/20	8/19	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T
Reliability	3. Provide class schedule at appt	8/25	8/20	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T
Motivation	4. Do new plan, set up schedule	8/25	8/20	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T
Personality	5. Determine possible work days	8/25	8/20	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T

Also secured a tutor on weekends

Date of next appointment: _____ Was this goal obtained or discontinued?: ☒ YES ☐ NO If yes, date: _____

If no, what stopped you? _____

Scenario GAP # 4:

Scenario 4

Weekly Check In

RAMSEY COUNTY/WORKFORCE SOLUTIONS GOAL ACTION PLAN

Participant's Name: _____ Case Number: _____ Date: 8/20/14

My Goal is: To apply for a housing subsidy program. I can not afford my rent. Due Date: _____

Check the goal and action steps against SMART criteria (all must be checked):

☐ Specific ☐ Measureable ☐ Attainable ☐ Relevant ☐ Time-Limited

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.

STRENGTH ASSOCIATED	ACTION STEPS TO ACHIEVE YOUR GOAL	TARGET DATE	DATE COMPLETED	SMART CRITERIA
	1. Contact Public Housing Authority and other resources	8/29/14	8/25/14 Ongoing	<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T
	2. Apply for Section 8	8/29/14		<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T
	3. Speak with current landlord about a payment plan.	8/25/14	8/22/14	<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T
	4. Talk with the Financial Worker about Emergency Assistance Guidelines	8/22/14		<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> R <input checked="" type="checkbox"/> T
	5.			<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> A <input type="checkbox"/> R <input type="checkbox"/> T

Date of next appointment: _____ Was this goal obtained or discontinued?: ☐ YES ☐ NO If yes, date: _____

If no, what stopped you? _____

Bridge and GAP Exercise Debrief




In Summary...




Howegothere



Procedures

1. All WFS counselors (optional for FAST 2) will participate in Phase 2.
 2. All agencies participate (optional for FAST 1) but not all counselors have to participate. A counselor can volunteer; all can volunteer.
 3. Each participating counselor will use the MBS Form with each Participant. It is understood that a small numbers of participants may not want to complete this task. If the participant chooses to not do so, that is okay.
- 

Procedures

4. Narrow cohort to 5 to 15 clients – a coaching approach will be/is being used.
 5. Counselors explains GAP and its use with MBS Form.
 6. Client agrees or not to use this approach.
 7. From information on the participant's MBS, selects goal, action steps and strengths to use.
 8. Regular, frequent contact around achievement and steps.
 9. Phase 2 through February 28, 2015 and beyond.
- 

Questions

