

DWP/MFIP ES - Operational Definition

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Operational Definition New MFIP Employment Services Mindset: From the Old to the New

Contact Person: Kate Probert, MFIP/DWP Employment Services Division Manager

Preface: The primary role for MFIP Employment Services is to support participants and their families in setting goals and establishing career pathways that lead to family and economic stability. In the old model, employment counselors spent time with participants, created employment plans, collected paperwork, and documented participation hours. In the new model, the employment counselor spends the same time with participants but some new tools are used. The practice has shifted to focusing on more frequent, mindful and participant-driven meetings. Participants and employment counselors are accountable to one another: employment counselors coach and support the participant, and remain responsible for documenting time spent in the agreed upon goals, activities, and actions; the participant is responsible to pursue the agreed upon goals and communicate with the employment counselor.

From Overview to ES Orientation

Case Management Model	Coaching/ Participant Driven Model
Conducting an ES Overview to describe policy/procedure, rules/regulations	Utilizing Overview (or in LLI, ES Orientation) to build relationship, understand the participant's past/present/future, and set the stage for a supportive and collaborative relationship

Goal Planning: From Prescribed Policy Driven to Participant Driven

Case Management Model	Coaching/ Participant Driven Model
Developing Employment Plans based on a pre-selected menu of options and tools, driven by system outcomes (WPR), not participant outcomes	Developing SMART Goals based on helping the participant achieve their dreams through self-identified goals relevant to their current situation

Tools

Case Management Model	Coaching/ Participant Driven Model
Utilizing a "one-size fits all" approach to a family's self-sufficiency	Identifying each individual's strengths and challenges by utilizing My Bridge of Strength, GAP, and other tools to encourage progress through "small steps" and consideration of a "full family" approach

Engagement

Case Management Model	Coaching/ Participant Driven Model
Maintaining a minimum of monthly contact to collect required documentation	Increasing the counselor impact and relevancy by approaching participants and their families with meaningful, supportive appointments that encourage and foster partnership; mutual

	accountability; valuing the relationship as much as the policies; counselor must understand where the participant has been, where they are, and where they want to go; the skills and approach of the counselor matter
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Education

Case Management Model	Coaching/ Participant Driven Model
Using education as an activity and not necessarily a pathway; education often not supported or encouraged. Limited to short-term credentialed or non-credentialed options	Focusing on a renewed emphasis on education as a career pathway; education goals are encouraged and supported in MFIP rules

Employment

Case Management Model	Coaching/ Participant Driven Model
Getting a job, any job, as soon as possible	Encouraging participants to recognize and embrace the short-term and long-term benefits of work and economic stability. Participant and counselor honor mutual accountability for activities and time-frame that can help transform the participant from unemployed to employed, or from employed to better-employed, from job to career

Employment Retention

Case Management Model	Coaching/ Participant Driven Model
Defining retention as phone calls and bus cards was insufficient for actual job retention; many participants could get jobs but often were not able to hold them	Viewing the participant as someone who has skills and abilities to compete in today's market, who adds value to today's workforce, and who might determine which, if any, additional skills and education are needed. Recognizing retention begins day one with coaching. Keeping participants "employed" and increasing their skills along a career pathway is the goal, not just keeping that particular job

MFIP as an Opportunity

Case Management Model	Coaching/ Participant Driven Model
Participant relinquishing options, choice, and autonomy in deference to counselor/system prescribed solutions	Encouraging and listening to the participant's dreams, hopes, and needs; helping a participant plan and achieve goals; providing opportunity for participants to determine their own solutions