

DATE ISSUED: December 12, 2022

FROM: Workforce Solutions Integrated Planning Manager

SUBJECT: Ramsey County Lifelong Learning Initiative Guide

PURPOSE: Provides guidance for Ramsey County Lifelong Learning Initiative

BACKGROUND:

Ramsey County Lifelong Learning Initiative (LLI): For the past few years, in collaboration with MFIP providers, Ramsey County Workforce Solutions (WFS) and Mathematica have worked to strengthen, streamline, and simplify LLI, alongside the development of a system-wide motivation driven practice to best serve our MFIP participants. Drawing on the science of behavioral psychology, motivation, goal pursuit, and self-regulation, motivation driven practice is an approach to service delivery that puts the person's motivation at the center of a process designed to activate their commitment to change.

We aspire to a program that embodies our values and guiding principles: honoring the person's autonomy and choice, promoting equity, is of consistently high quality, and facilitates progress and skill development for all, while fulfilling the federal and state rules for the program. To get there, we need to think about the work differently (mindsets), do the work differently (skillsets), and ensure that we connect people to the best opportunities for progress (program services a resources available). If we strengthen these three areas, we expect to see success in terms of participant engagement, education, employment, and employment retention.

The information below provides guidance to staff how to embed LLI into their daily work as they engage with families to achieve their goals. Agencies should implement this guidance beginning in January 2023 (sooner if able).

A. Lifelong Learning Initiative Onboarding Guides

1. [LLI Onboarding Guide](#): There are a total of 8 onboarding videos. Utilize these videos during the first 6 months of onboarding new MFIP staff. These videos may also be used as a refresher as needed for existing staff. Videos cover 5 topics that support a motivation driven practice which include: Introduction to Motivation Driven Practice, The Science of Goal Pursuit, The Spirit and Practice of Motivational Interviewing, Best Practices for Facilitating Goal Pursuit, and Culturally Responsive Coaching.
2. [LLI Staff Application Guide](#): Utilize these guides as staff complete the videos, this guide includes reflection and practice exercises that may be done either independently or in partnership with a Supervisor or MI Lead.
3. [LLI Supervisor Application Guide](#): This guide is intended to provide Supervisors and/or MI Leads with tips and structured guidance on supporting staff during the onboarding process as well as to support the ongoing learning and development of staff.

B. LLI Road Map for Change and LLI Process Guide

1. [LLI Road Map for Change](#): Includes Ramsey County MFIP LLI mission, vision, approach to Lifelong Initiative and framework for motivation driven practices.

2. [LLI Process Guide](#): Includes details on how we do our work in the different phases of a Motivation Driven Practice, phases include: Getting Started, Building Understanding, Initial Planning, Ongoing Coaching and Reengagement. The intent of the guide is to assist MFIP Employment Counselors in understanding how to crosswalk the Department of Human Services (DHS) MFIP requirements within a motivation driven framework.

C. **LLI Tools:** To be used with participants for assessment and developing plans

1. [Stepping Stones to Success \(SStS\)](#): SStS replaces the My Bridge of Strength (MBS) and is a required tool for conducting initial and ongoing “assessments” with participants. SStS is intended to support staff in facilitating a meaningful conversation with the participant.
 - a. SStS should be completed during initial participant-counselor meeting(s). This is completed with all MFIP and DWP participants who are new to MFIP. SStS should be completed within the first 90 days of engagement and can be updated as often as needed. The SStS is mapped to 9 of the 11 DHS required Employability Measure (EM) except for
 - Safe living environment- relates to several subcategories of the SStS: family/household, well-being, and stability.
 - Workplace skills relates to several subcategories of the SStS: career exploration, training, and employment

However, Safe living environment and Workplace skills will still need to be discussed as reflected in the EM.

NOTE:

*[Stepping Stones to Success Guide](#): Refer to this guide on how to complete the SStS tool. This guide includes conversation starters and example questions that may be used.

***Opportunity Maps**: Each agency should have their own opportunity map, which can be refined over time as they obtain more resources. The resources on the opportunity map correlates with each of the sections in the SSTS and is intended to provide counselors with resources and partnerships for making responsive referrals when a participant identifies the need for an ancillary support to meet goals.

2. **Goal Action Plans**: There are 4 different versions of the goal action plans. The tools are optional to use when developing goals with participants after completion of SStS. These will also be most useful when you are in the any one of the following phases of service delivery: Building understanding, Initial planning, Ongoing coaching, and Reengagement. Counselors can select any version below for use when assisting participants to identify and plan goals. The participant may also identify broader goals, as well as re-evaluate current ones.
 - a. [Goal Action Plan 1](#): Used for general program participants
 - b. [Goal Action Plan 2](#): Used for non-English speaking participants
 - c. [My Goal Plan](#): Used for all participants
 - d. [My Pathway](#): Used for all participants

3. **Potholes and Detours:** Optional tool and can be used for proactively identifying or troubleshooting obstacles to goal achievement. In instances where participant is stuck with their goals, the tool can be used to help participant figure out to Identify a pothole - something within your control that is most likely to get in the way of accomplishing your plan. Identify a detour - something you could do to overcome or work through your pothole.
4. **Career Pathway Bridge-Adult:** Optional tool to be used by adults 25 years or older without a clearly identified career goal or for those participants that have a career goal but are unsure about the steps they will need to take to accomplish that goal.
5. **Career Pathway Bridge-Youth:** Optional tool to be used by youth ages 14-24 without a clearly identified career goal or for those participants that have a career goal but are unsure about the steps they will need to take to accomplish that goal.

D. Workforce One Guidance and Expectations:

1. **Employability Measure:** when, how often, and how EM corresponds with use of SStS
 - a. The EM should be completed with all new and returning participants. DHS requires at least one EM to be completed for each participant during their time on MFIP. Counselors, at their discretion, can update the EM on an as needed basis.
 - b. The EM must be completed with the participant within the first 90 days after enrollment.
 - c. All EM results must be recorded onto the Assessment tab in WF1.
 - d. When using SStS as an information gathering tool with the participant, each section of the EM will still need to be “scored” on a scale of 1-5 and entered in Workforce One. To avoid duplication of work, the counselor may write, “see case note” under the reason section of the EM when they are using the SStS to complete the EM. Because the columns of the SStS correspond to the areas of the EM (with the exception of safe living environment and workplace skills), this will already be detailed in the case note. Keep in mind that the safe living environment and workplace skills reasoning will still need to be discussed and case noted even though it is not on the SStS.

NOTE: The SStS is a required tool for ES providers to use to complete the EM. The EM does have suggested questions to complete the EM, however, to support Ramsey County’s motivation driven practice the SStS is intended as a tool to have a dialogue utilizing Counselor’s motivational interviewing skills to help prioritize goals and assist with employment plan development as well as EM completion. In other words, the EM rating is based on the counselor’s determination from the information gathering/development of SStS. Once all areas of the SStS have been discussed, Counselors should have gathered enough information to be able to complete the EM. Continue to utilize the same EM rating scale as DHS has provided. ES providers can also utilize other credible employability and skill assessment questionnaires to gather information for employment planning purposes, but these tools do not replace the SStS tool or EM.

2. **Employment Plan:** when, how often, and how EP corresponds with use of SStS/GAP
 - a. Initial employment plans should be completed with the participant within 30 days of enrollment.
 - b. Employment plans should be reviewed every 3 or 6 (for FSS and FVW plans) months; EP should be updated when the activity changes and are required to be updated annually.
 - **SStS** – In the comment section of the EP: No reference to SStS is needed, however, under strengths section of the EP: note strengths that may come out during the SStS and/or GAP conversation.
 - **GAP** – In comment section of the EP, note: “Follow through with ongoing GAP.”
3. **Case Notes:** when and how
 - a. Case notes should be completed minimum monthly to document participant engagement and progress. Refer to [Case Note Guidance](#) for tips on writing case notes.
 - b. **Specific instructions for SStS and GAP:** Case note to briefly summarize each area on the SStS that was discussed with the participant and/or what the participant’s goal is.
 - **Category type:** Counseling and Guidance
 - **Subject line:** Enter acronyms **SStS, GAP, or SStS/GAP** based on whichever section is being completed
 - Case note follow-up progress. Enter acronyms in the subject line based whichever section is being followed up on.

*Subject line should not include additional information except for the acronyms.
4. **Case File Documentation**
 - a. When completing SStS, and optional tools, a copy of the document(s) should be provided to the participant and uploaded in WF1 EDS or Laserfiche.

F. Role of Supervisor/Manager

1. Review the motivation-driven practice content covered in the onboarding modules and provide support to staff in learning and applying new skills, practices, and tools through various ways. Refer to the [LLI Supervisor Application Guide](#).
2. Strategies to consider: Model and use a parallel process, develop peer leaders, hold group supervision, consultation, and/or huddles, gamify skill practice, observe coaches in action and debrief, offer one-on-one consultation or “drop-in” hours, implement Motivational Interviewing taping and coaching, send staff to foundational and booster/refresher training. Refer to [Supervisor Strategies to Support MI](#).

G. Monitoring

1. Beginning with program year 2023, data will be collected from Workforce One: *Subject line key word search*. Data will be pulled through a key word search on the case note subject line to quantify the amount of SStS and/or GAP forms completed within each agency. Case notes will be reviewed for accuracy and thoroughness.

2. Planners may review case files and pull information for discussion during agency/planner meetings or during annual monitoring.
3. Agency Supervisor/Manager provides ongoing coaching to counselors and review at least 1-2 SStS case files per month.
4. This policy is effective beginning January 1, 2023. Any case files already open do not need to replace any prior guidance retroactively.

H. LLI Materials and Additional Resources*

LLI Onboarding Guide	LLI Tools	Guidance & Additional MI Resources
<ol style="list-style-type: none"> 1. LLI Onboarding Intro PowerPoint 2. LLI Onboarding Intro Session-video 3. LLI Onboarding Guide – link to onboarding videos 4. LLI Staff Application Guide 5. LLI Supervisor Application Guide 	<p>Required:</p> <ol style="list-style-type: none"> 1. Employability Measure (EM) – required in WF1 2. Stepping Stones to Success (SStS) - required <p>Optional:</p> <ol style="list-style-type: none"> 3. Goal Action Plan 1 4. Goal Action Plan 2 5. My Goal Plan 6. My Pathway 7. Potholes and Detours 8. My Career Pathway-adult 9. My Career Pathway-youth 	<ol style="list-style-type: none"> 1. Employability Measure & User Guide 2. LLI Process Guide 3. LLI Road Map for Change 4. MI Cheat sheet 5. Stepping Stones to Success Guide 6. Supervisor Strategies to Support MI 7. 12 Strategies for Evoking Change Talk

* Agencies can use optional tools as developed and approved within their organization upon first reviewing them with their county Planner to determine the alignment with LLI. This may include culturally specific tools or other coaching and support tools to best meet the needs of the participant’s Employment Plan and SStS.

DATE EFFECTIVE: January 1, 2023

CONTACT: Agency Planner