

Evidence for Community Employment Services A Collaborative Regional Approach



Findings September 9, 2020







Ideas. Innovation. Impact.



ccdf | fcdc

Canadian Career Development Foundation Fondation canadienne pour le développement de carrière







Project Goal

Support client-driven and evidence-based policy and practice in career/workplace development





The Reader's Digest Summary of this Project

Phase 1 | 10 Years of ARMS Data
Analyze reporting data (2008-2018)

Phase 2 | Implement PRIME

• Support CDPs in a new way of working

Phase 3 | New Evidence & Adapting Practice
Apply learning to policy and practice





PRIME

- Elegantly simple employability assessment tool
- Captures data on complex and evolving client strengths and needs (intake, progress and exit)
- Completed with clients to build self-awareness and seamlessly integrate into service delivery
- Supports quality service through embedded coaching and tailored resources/tools
- Informs the whole ecosystem clients, practitioners, managers, local networks and funders



Began as a research project



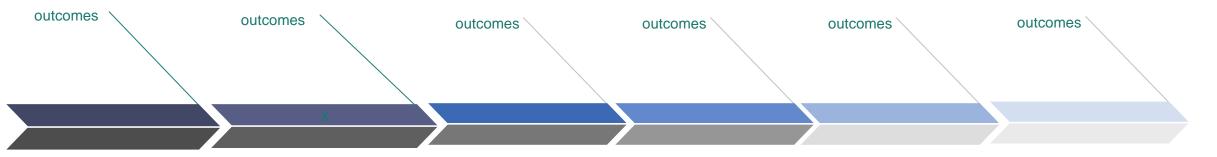
Built with the frontlines



Built right into data reporting system or standalone tool



Employability Dimensions



Pre-Employability

Adequate transportation, dependent care; stable and safe housing; supports for physical health, mental health, addictions; responsible for own choices; have strategies to stay motivated

Career Decision-Making

Know self and related opportunities; know entry requirements and conditions; aware of issues that could affect hiring; evaluate options; set and follow through on achievable goals

Skills Enhancement

Select and apply for chosen education/training program; have strategies to address anticipated challenges

Work Search Entrepreneurship

Have realistic employment goal/business plan; identify employers; understand workplace norms/expectations; meet skill requirements; apply work search/ marketing tools and strategies

Employment Maintenance

Meet

responsibilities and workplace expectations; demonstrate skills and attitudes needed for current employment; act on corrective feedback; seek assistance when needed

Other Influencers

See self as competent and worthwhile; feel hopeful about future, open to new ideas and change; able to bounce back and follow through on commitments



This Presentation...

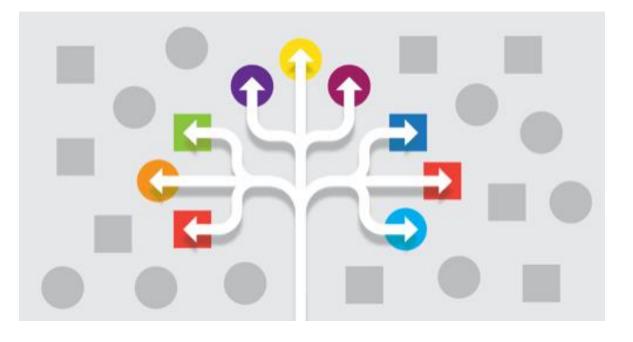


Analysis of the PRIME data gathered during Phase 2

- How was PRIME used?
- What does the data tell us about the clients served?
- What were clients' presenting strengths and needs?
- What were the main areas focused on in service delivery?
- How did clients change with respect to their strengths and needs over time?
- To what extent is PRIME data predictive of employability/employment outcomes?

Use of PRIME

- 6 participating agencies
- 2,616 clients served
- 9,815 interventions recorded
- 40% of clients (1,039) had at least one PRIME assessment
- Of these, 57% of clients had at least one progress assessment



Clients Served







57% had at least some post-secondary But, nearly **1 in 3** did not have a high school diploma

Age

- Mean age = 34
- 62% under 35
- Almost ¼ under 25

Gender

• Equal # M/F

Education

• Diversity in education

Clients Served

Relationships

- Majority single
- 35% with a partner
- 9% single parents

Identity

- 20% identify as person with a disability
- 3% identify as Indigenous

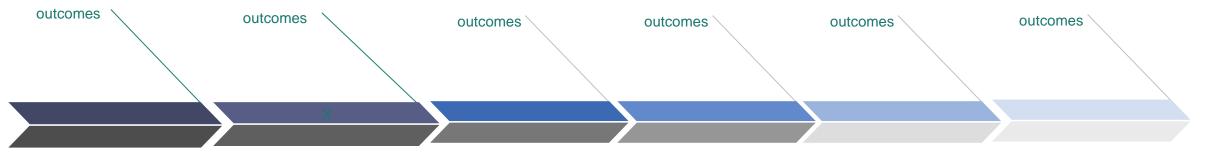
Assistance

• 37% receive funding (10% El; 27% income assistance)





What Was Assessed?



Pre-Employability

Adequate transportation, dependent care; stable and safe housing; supports for physical health, mental health, addictions; responsible for own choices; have strategies to stay motivated

Career Decision-Making

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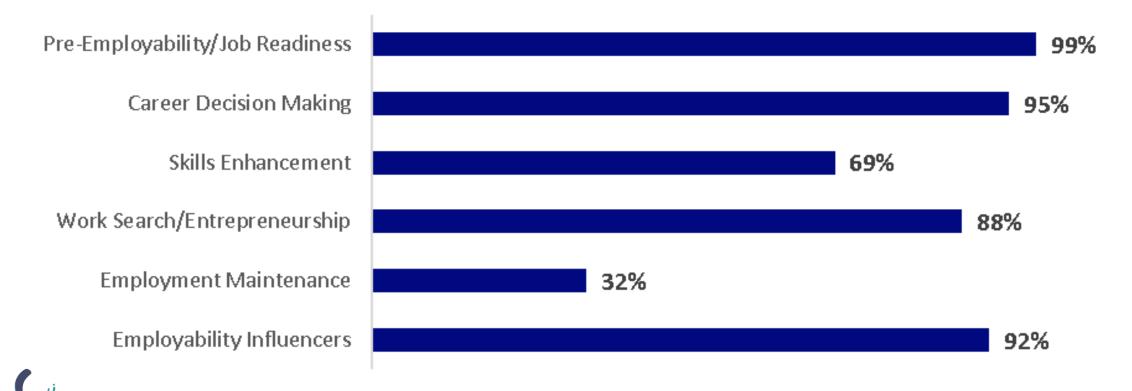
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What was most assessed at intake? Employability Dimensions

Percentage of Initial Assessments Completed by Dimension (n=588)



What was most assessed at intake? Indicators

Percentage of Initial Assessments Completed by Variable (n=594)

Having adequate transportation

Knowing own interests, values, strengths/skills

Seeing self as competent and worthwhile

Feeling hopeful about ability to achieve goals

Open to new ideas and change



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Clients' Strengths & Needs Initial Assessment





Client Progress



The difference between the mean ratings in the initial **PRIME** assessments and the mean ratings in the most recent progress/final PRIME assessments

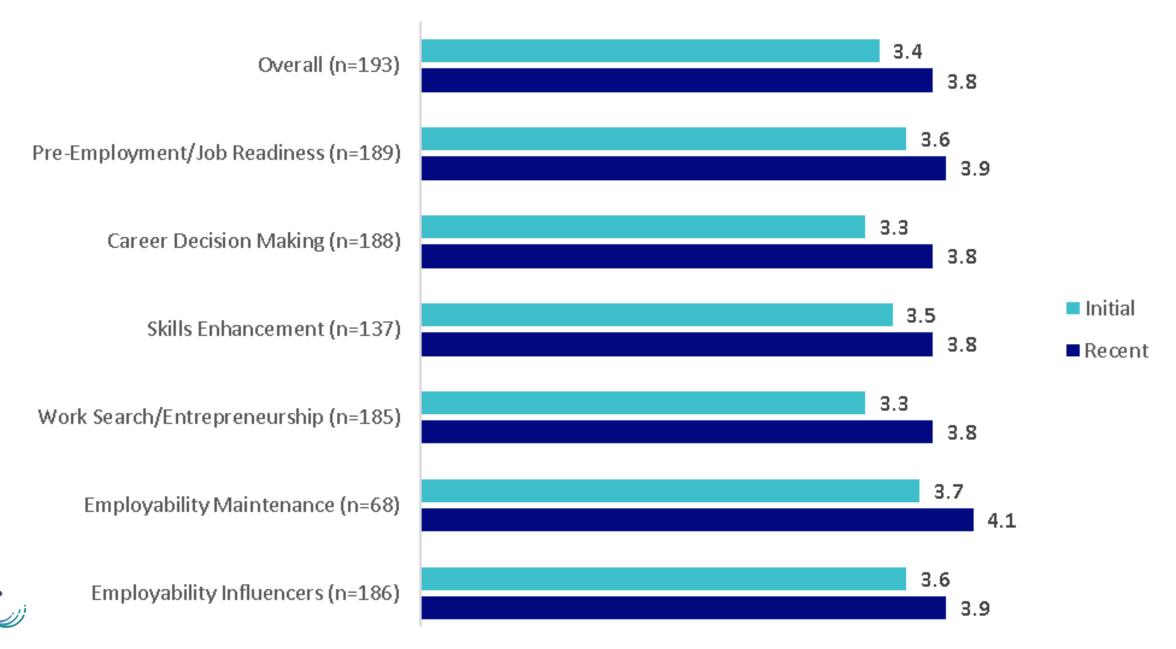




Clients showed statistically significant positive changes across all 6 dimensions and 36/37 variables

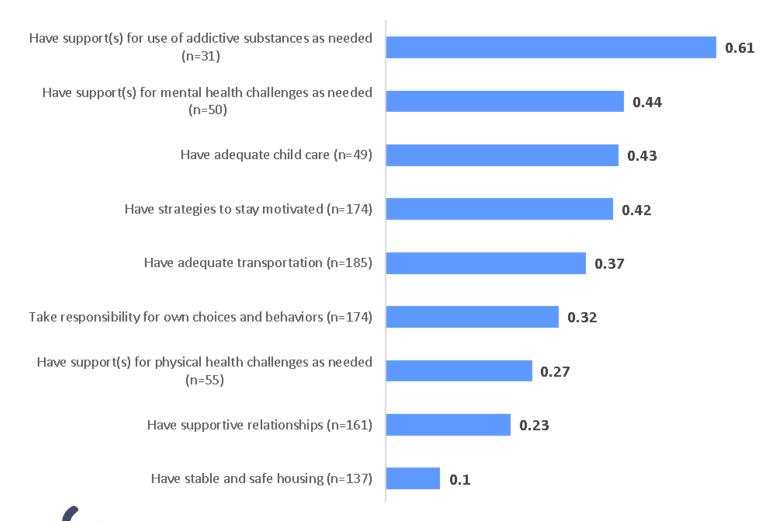


Overall Progress - By Dimensions



Progress: Pre-Employment/Job Readiness

Pre-Employment /Job Readiness Progress

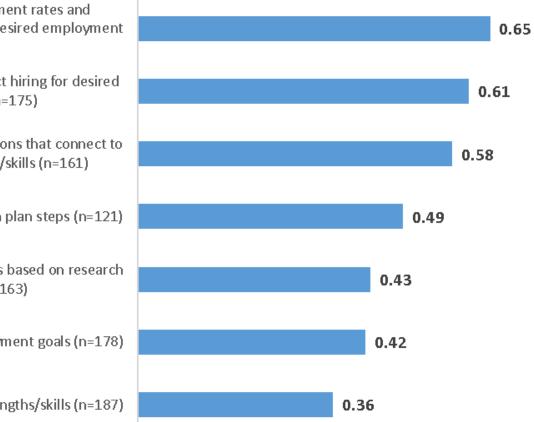


- 9 unique variables
- Statistically significant positive progress for all
- Largest increases specific to addictions, mental health and dependent care

Progress: Career Decision Making

Career Decision Making Progress

Know entry requirements, employment rates and conditions in preferred community for desired employment (n=176) Know issues that could affect hiring for desired employment (n=175) Research learning/employment options that connect to interests, values and strengths/skills (n=161) Follow through on agreed upon action plan steps (n=121) Evaluate learning/employment options based on research and self-knowledge (n=163) Set achievable learning/employment goals (n=178) Know own interests, values, strengths/skills (n=187)



7 unique variables

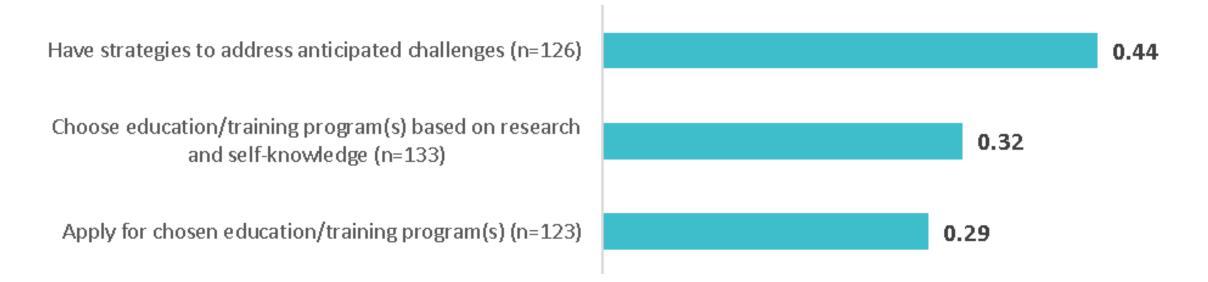
 Statistically significant positive progress for all

 Largest increases specific to knowing specific LMI, hiring conditions and options linked to self-awareness



Progress: Skills Enhancement

Skills Enhacement Progress



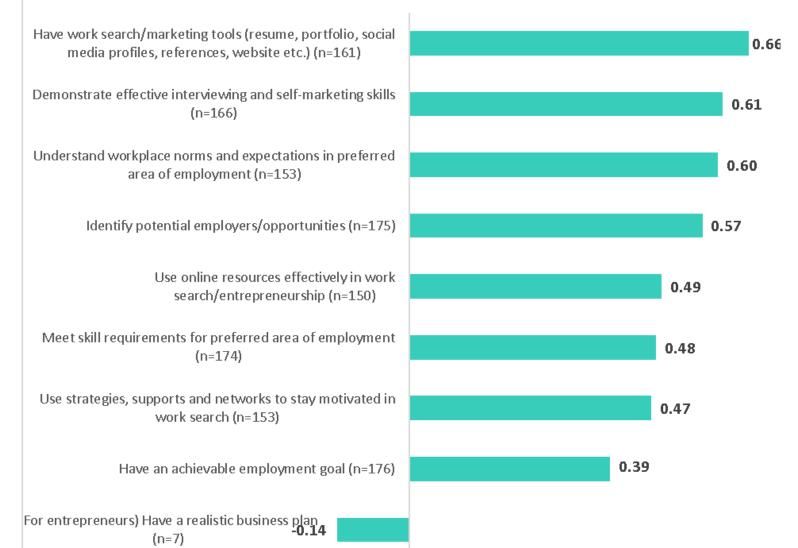
- 3 variables; statistically significant positive progress for all
- Largest increases specific to having strategies to address anticipated challenges



Progress: Work Search/Entrepreneurship

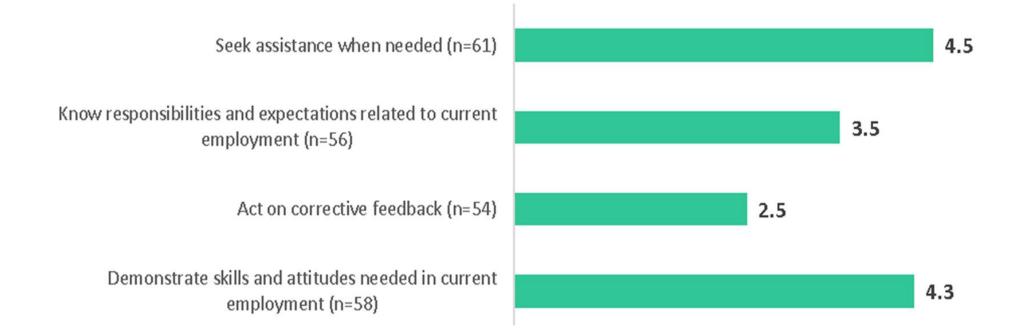
- 9 unique variables;
- Statistically significant positive progress for 8/9
- Largest increases specific to having work search/marketing tools and skills and understanding workplace norms/expectations

Work Search/Entrepreuneurship Progress



Progress: Employment Maintenance

Employment Maintenance Progress

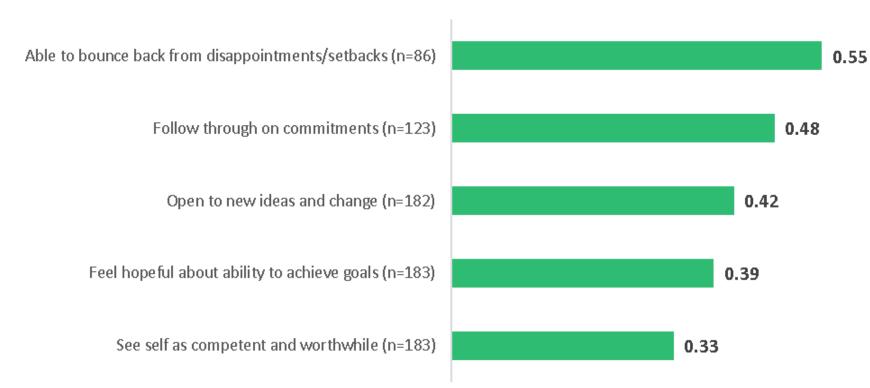


4 unique variables; statistically significant positive progress for all; small number of clients in this category



Progress: Employability Influencers

Employability Influencers Progress



- 5 variables;
- Statistically significant positive progress for all;
- Largest increases specific to resilience, follow-through and openness to change

Mental Health Indicators

- With Dave Redekopp & Mike Huston, we analyzed PRIME indicators against key categories of mental health:
 - Meaning/Purpose
 - Contribution
 - Relationships
 - Satisfaction/Happiness
 - Coping/Mastery/Autonomy
 - Self-Acceptance
 - Realizing
 Potential/Actualization/Growth



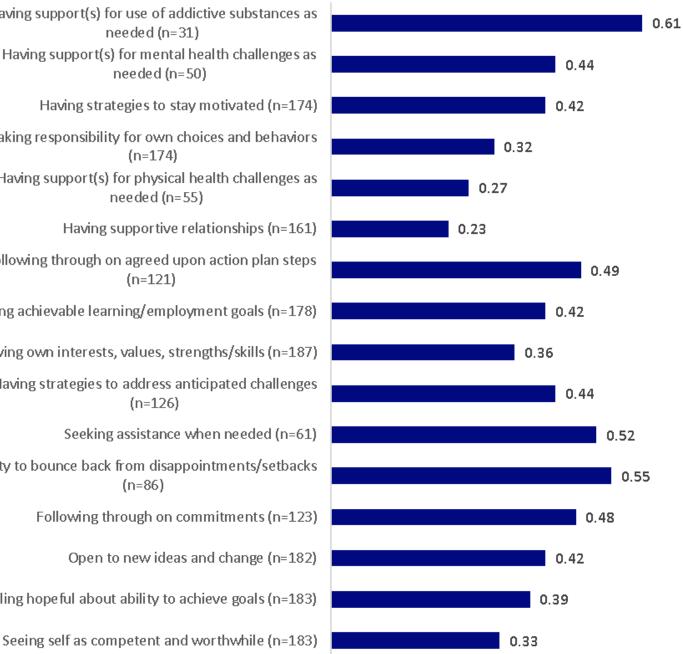


Progress: Mental Health Indicators

- Statistically significant positive progress for all;
- Largest increases specific to accessing supports for addictions and mental health and having strategies to stay motivated

Having support(s) for use of addictive substances as needed (n=31) Having support(s) for mental health challenges as needed (n=50) Having strategies to stay motivated (n=174) Taking responsibility for own choices and behaviors (n=174) Having support(s) for physical health challenges as needed (n=55) Having supportive relationships (n=161) Following through on agreed upon action plan steps (n=121) Setting achievable learning/employment goals (n=178) Knowing own interests, values, strengths/skills (n=187) Having strategies to address anticipated challenges (n=126) Seeking assistance when needed (n=61) Ability to bounce back from disappointments/setbacks (n=86) Following through on commitments (n=123) Open to new ideas and change (n=182) Feeling hopeful about ability to achieve goals (n=183)









Client Activities



- What activities did clients actually engage in...and how did that change over time?
- Most clients engaged in community programs;
- Largest increases specific to full-time and part-time employment

Employment Activities Progress (n=197) 19% Employed part-time (less than 30 hrs/week) 29% Employed full-time (30+ hrs/week), but not in 12% preferred area 21% 50% Participating in community programs 55% Taking courses related to 16% employment/entrepreneurship goal 19% 6% Actively working on physical health 10% Initial 6% Actively working on mental health 9% Recent 5% Volunteering part-time (less than 30 hrs/week) 6% 2% Working toward starting own business 4% 3% Taking general interest courses 4% 2% Running own business part-time (less than 30 hrs/week) 3% 1% Volunteering full-time (30+ hrs/week) 0.5%



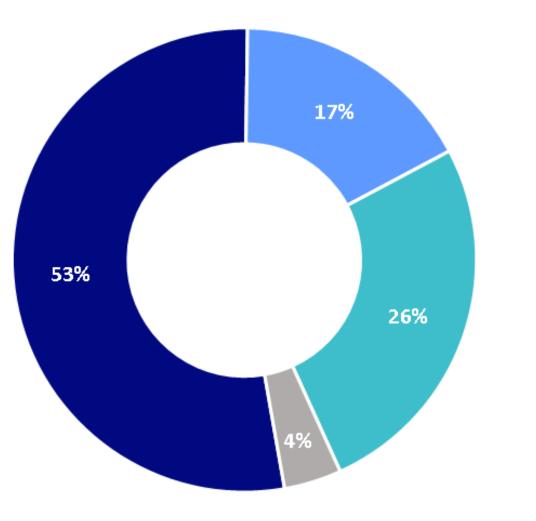
Client Outcomes





Client Outcomes

Outcome Results (n=182)



Employed

- In school or training
- Unemployed and looking for work
- Other/not in the labour market

- Over ½ (53%) of client employed
- 17% in school/training
- 26% looking for work

Predictive Capacity of PRIME



Strong predictor of success in finding employment With more data, PRIME will offer even greater predictive capacity



Reflection...

When you consider this progress data, what...

- Surprises you?
- Makes you think?
- Inspires you?





The Power of Community-Based Research

Innovation Transformation Implementation Extension





- Data on the presenting strengths & needs of clients
- Data on the dominant focus of service delivery
- Data on how clients progress while in service
- Data on client activities and outcomes
- Growing proof that incremental progress along the way is predictive of employment outcomes

Data is Power! For the 1st time ever, we can tell the client story and the real service deliver story



What participating staff said about PRIME

More engagement, more discussion and better follow through

Instills hope for building a future story

Serves as a road map

Improved my techniques and client relationships

Improves accountability

Leads to better referrals and faster/better outcomes

Supports focus and motivation

Improves teamwork

Gives relevant, real-time information

Reflects the client's journey

Holistic, userfriendly

In their own words...

"Switching to PRIME was like turning on a light in the dark" "This has been the most successful and insightful worklearning experience I have ever had"

"Keep this tool. It's effective, clientcentered and relevant"

"Please allow us to keep using PRIME"

Questions? Comments? Deep Thoughts?





Thank You!

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