

Evidence for Community Employment Services A Collaborative Regional Approach



Findings

September 9, 2020



Ideas. Innovation. Impact.



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

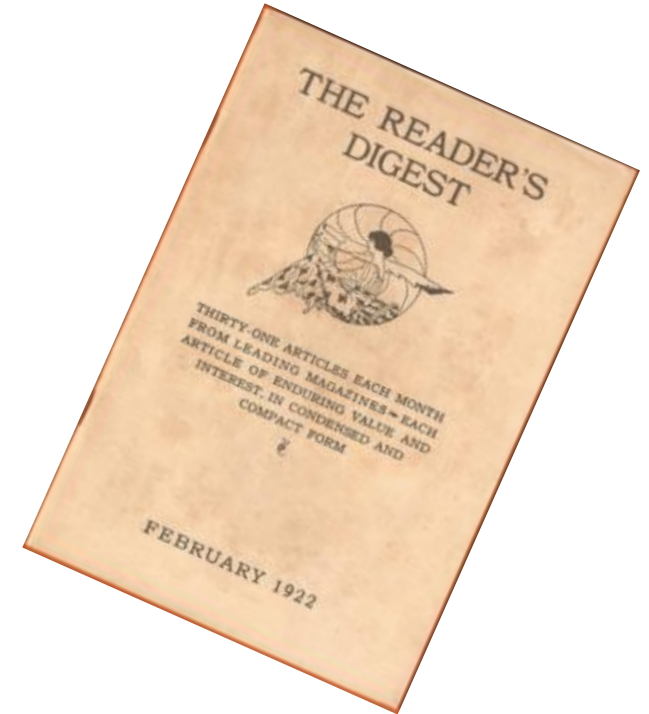
- Analyze reporting data (2008-2018)

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



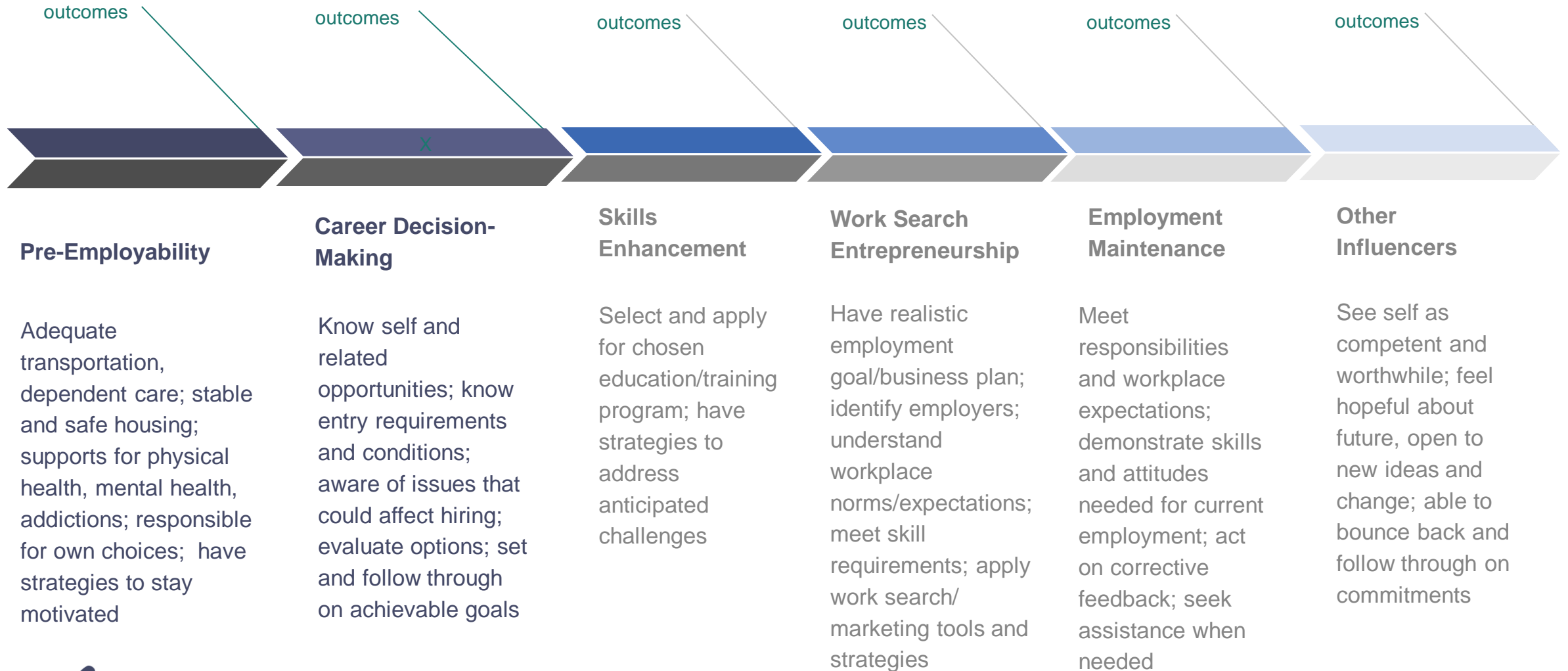
Built with the frontlines



Built right into data reporting system or standalone tool



Employability Dimensions



This Presentation...



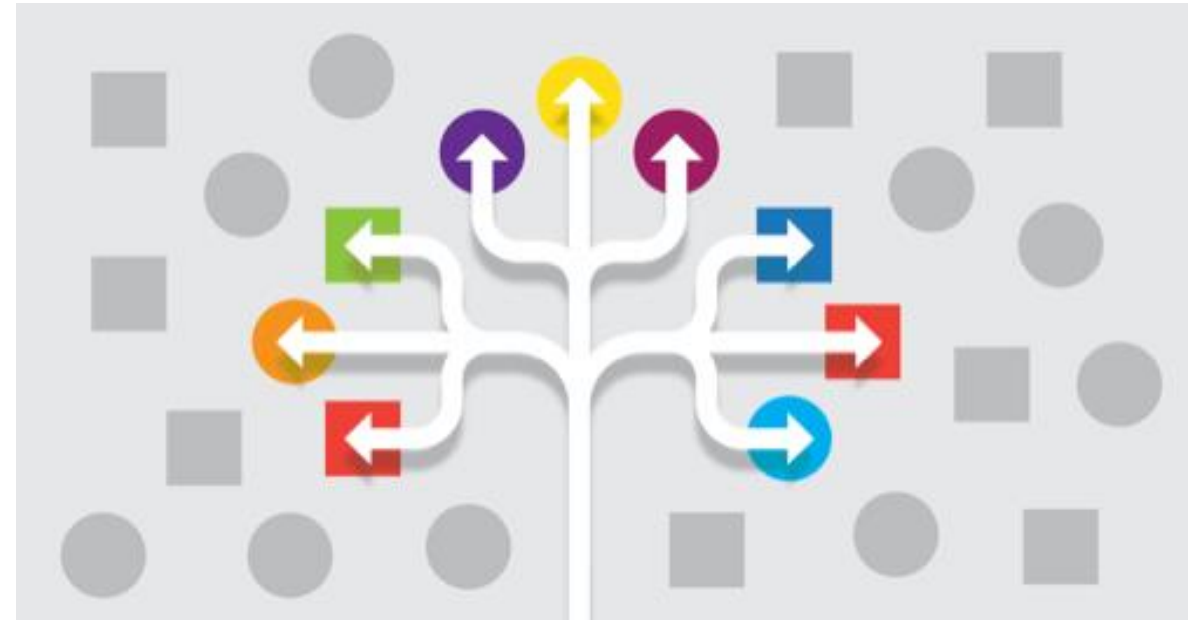
Analysis of the PRIME data gathered during Phase 2

- 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



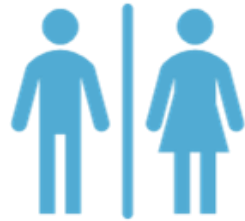
Clients Served



Nearly **1 in 4** were under age 25

Female **49%**

Male **51%**



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 $\frac{1}{4}$ 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% EI; 27% income assistance)



53% were single
9% were single parents



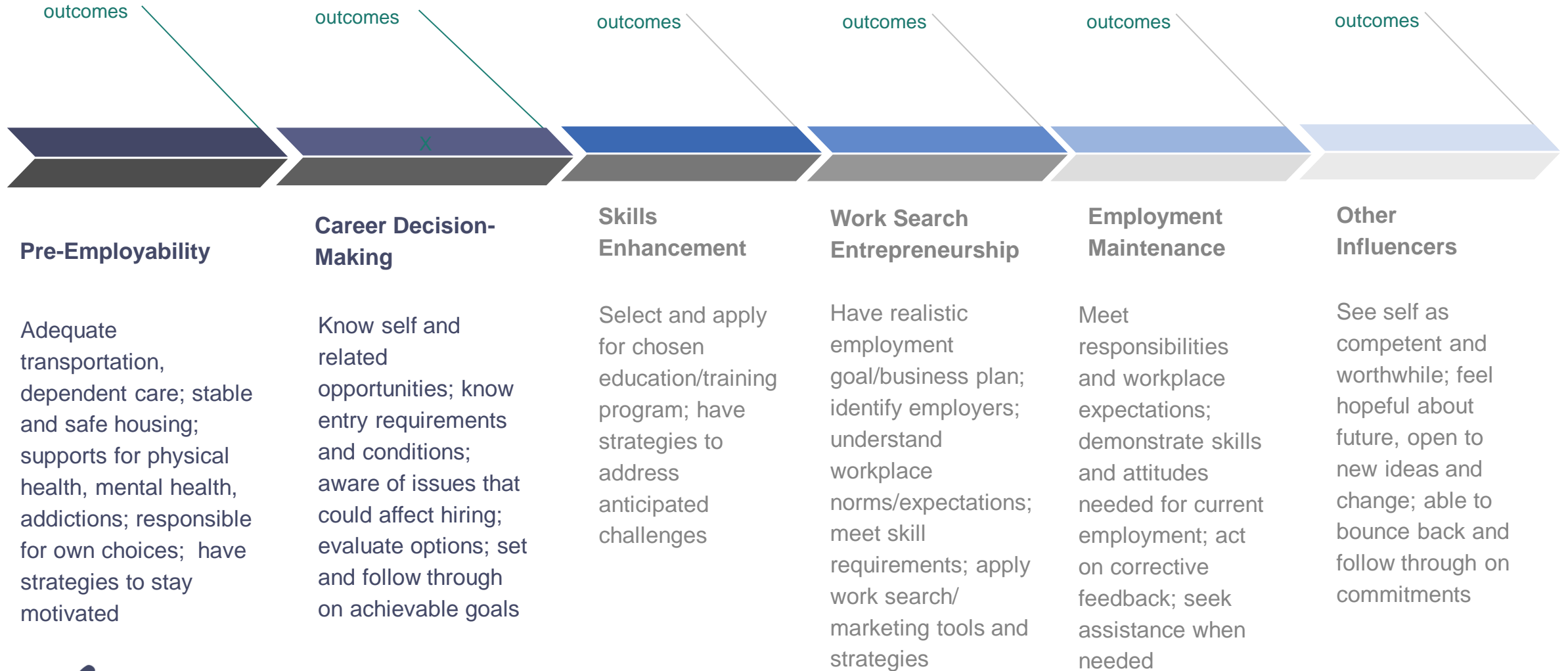
20% self-identified as a person with a disability

3% self-identified as an Indigenous person



Almost 40% were in receipt of funding because they couldn't find work

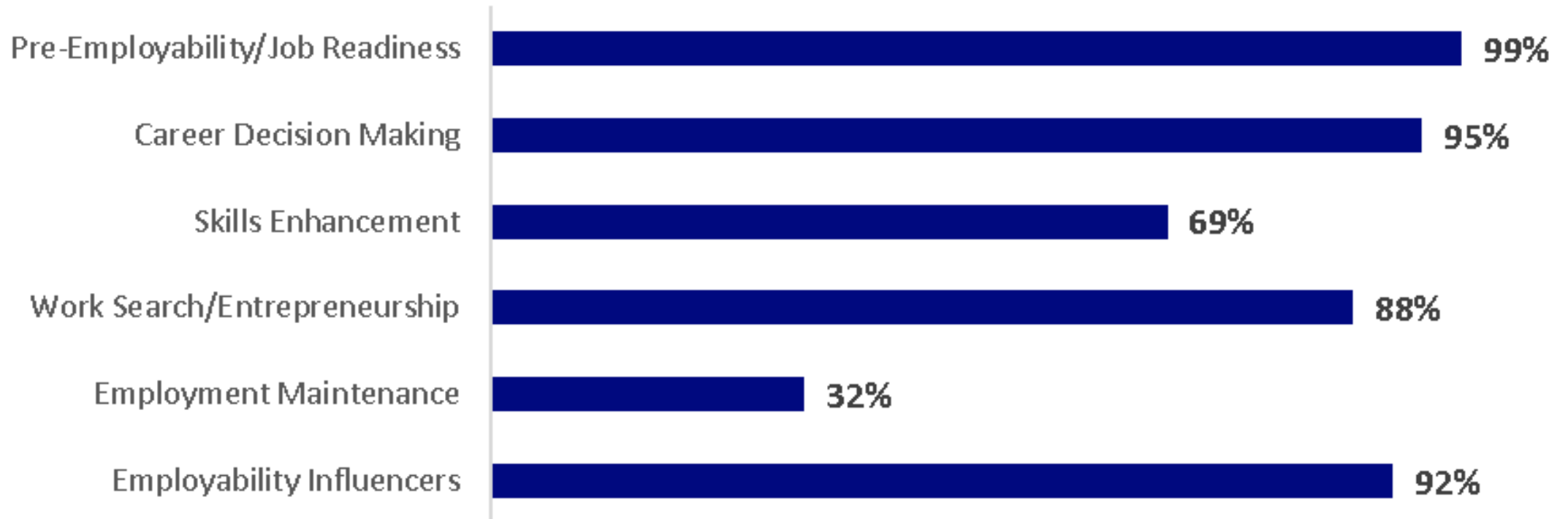
What Was Assessed?



What was most assessed at intake?

Employability Dimensions

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

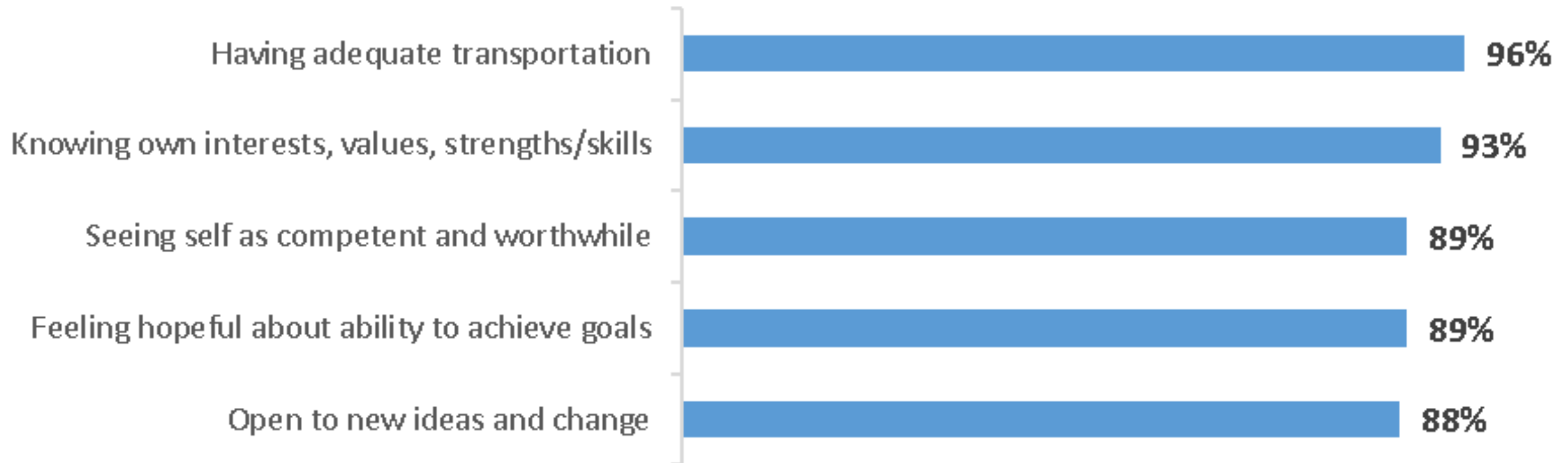


What was most assessed at intake?

Indicators

Percentage of Initial Assessments Completed by Variable

(n=594)



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

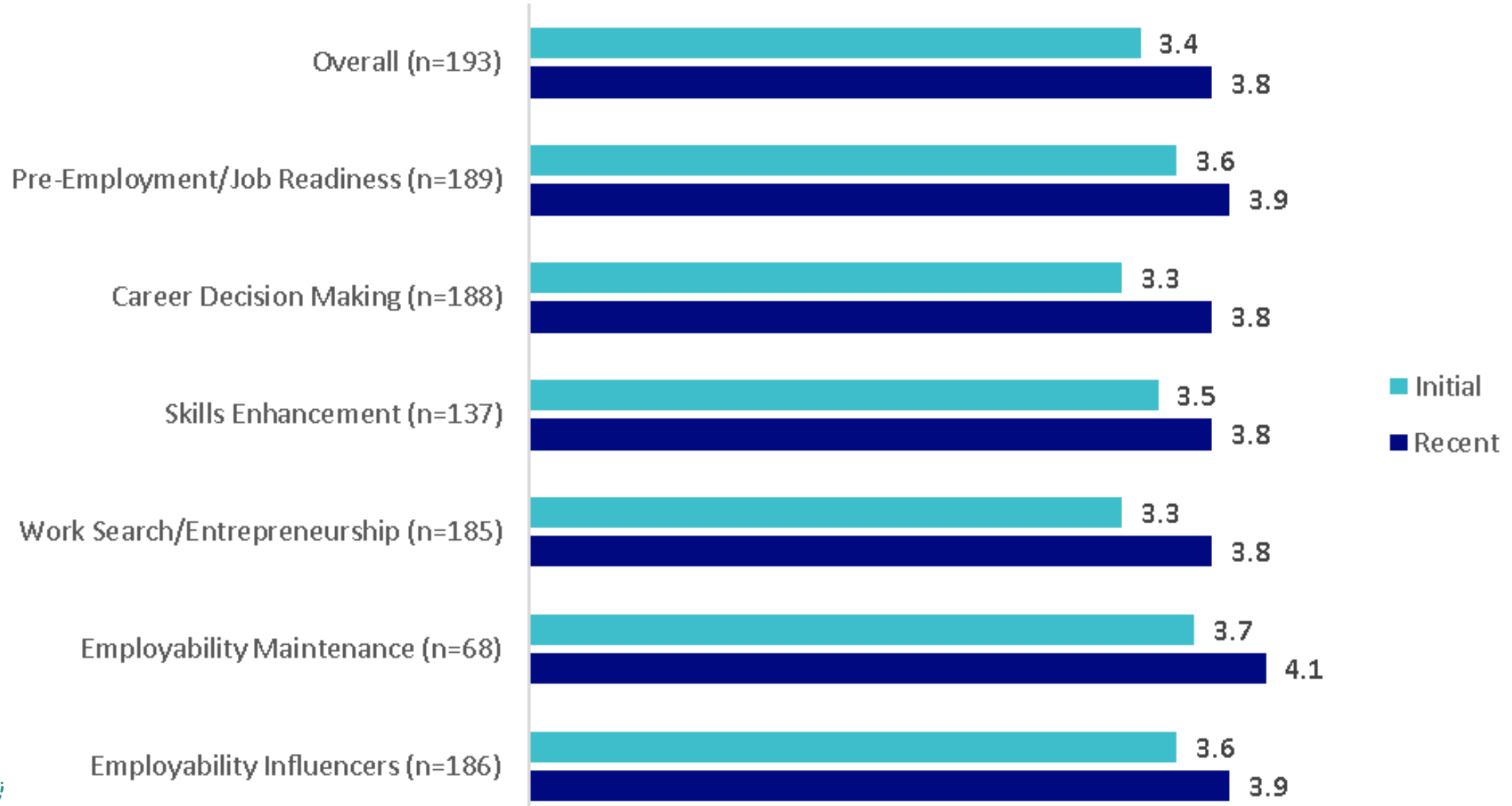




Clients showed statistically significant positive changes across all 6 dimensions and 36/37 variables

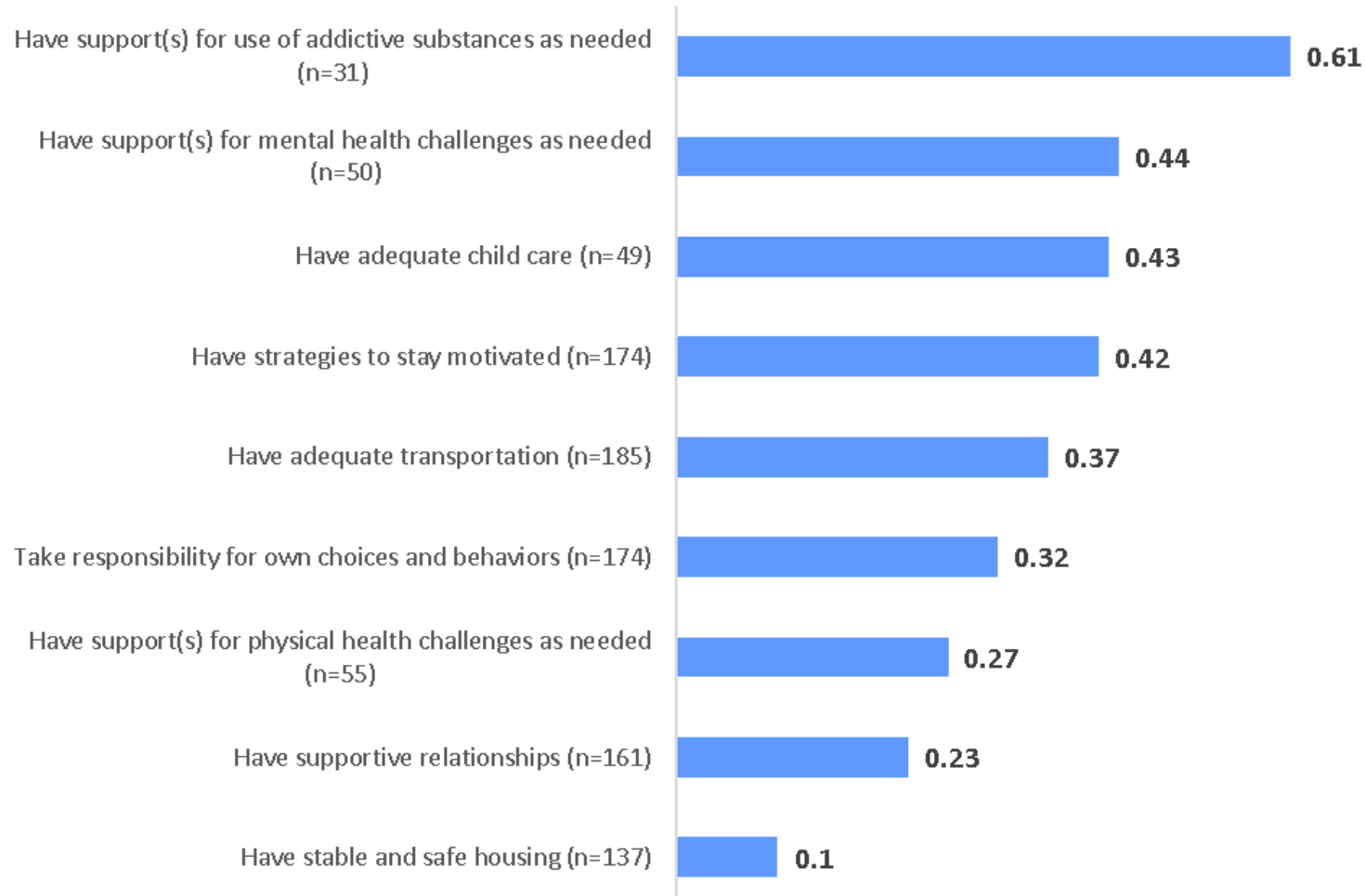


Overall Progress - By Dimensions



Progress: Pre-Employment/Job Readiness

Pre-Employment /Job Readiness Progress

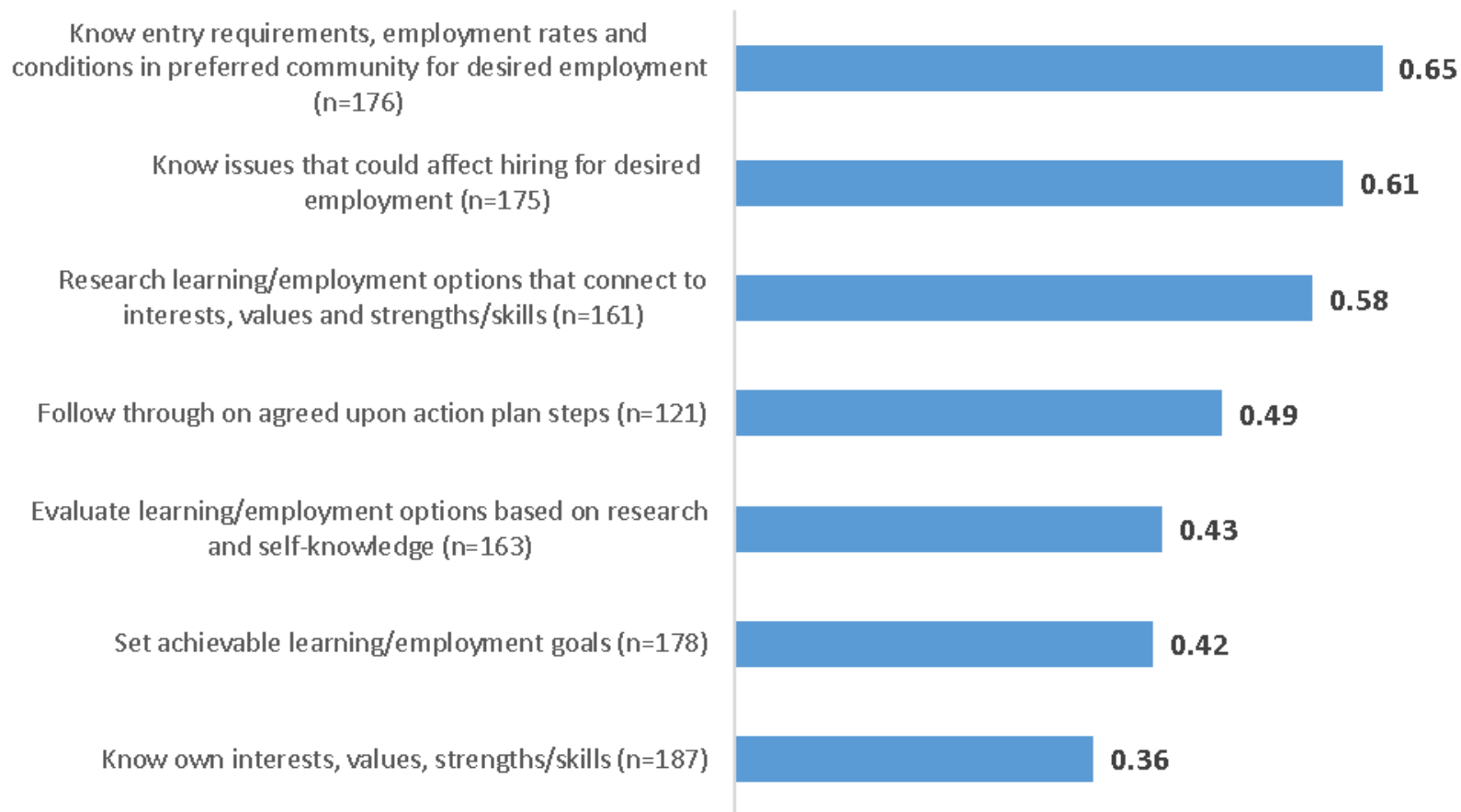


- 9 unique variables
- Statistically significant positive progress for all
- Largest increases specific to addictions, mental health and dependent care



Progress: Career Decision Making

Career Decision Making Progress

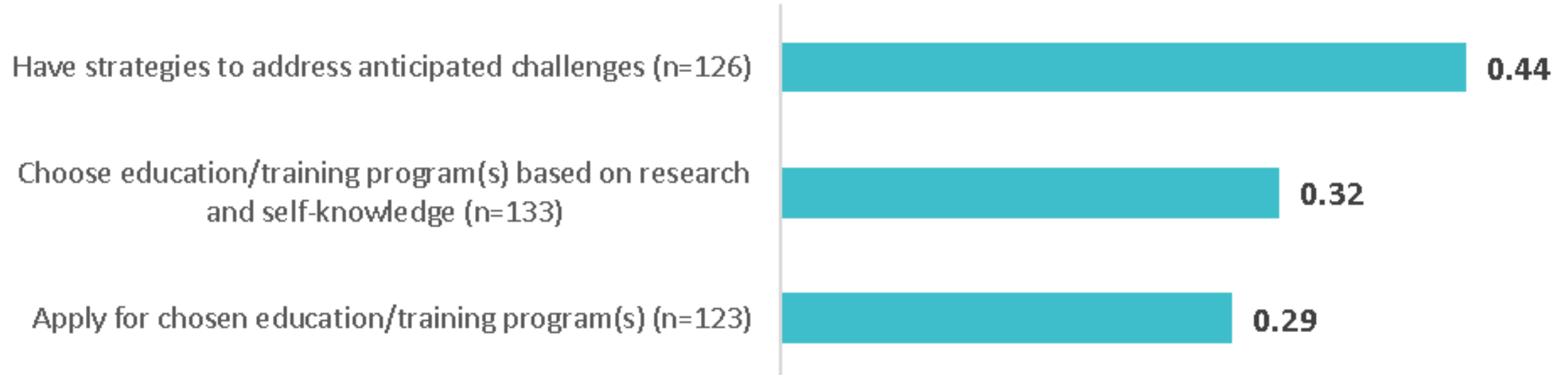


- 7 unique variables
- Statistically significant positive progress for all
- Largest increases specific to knowing specific LMI, hiring conditions and options linked to self-awareness



Progress: Skills Enhancement

Skills Enhancement Progress

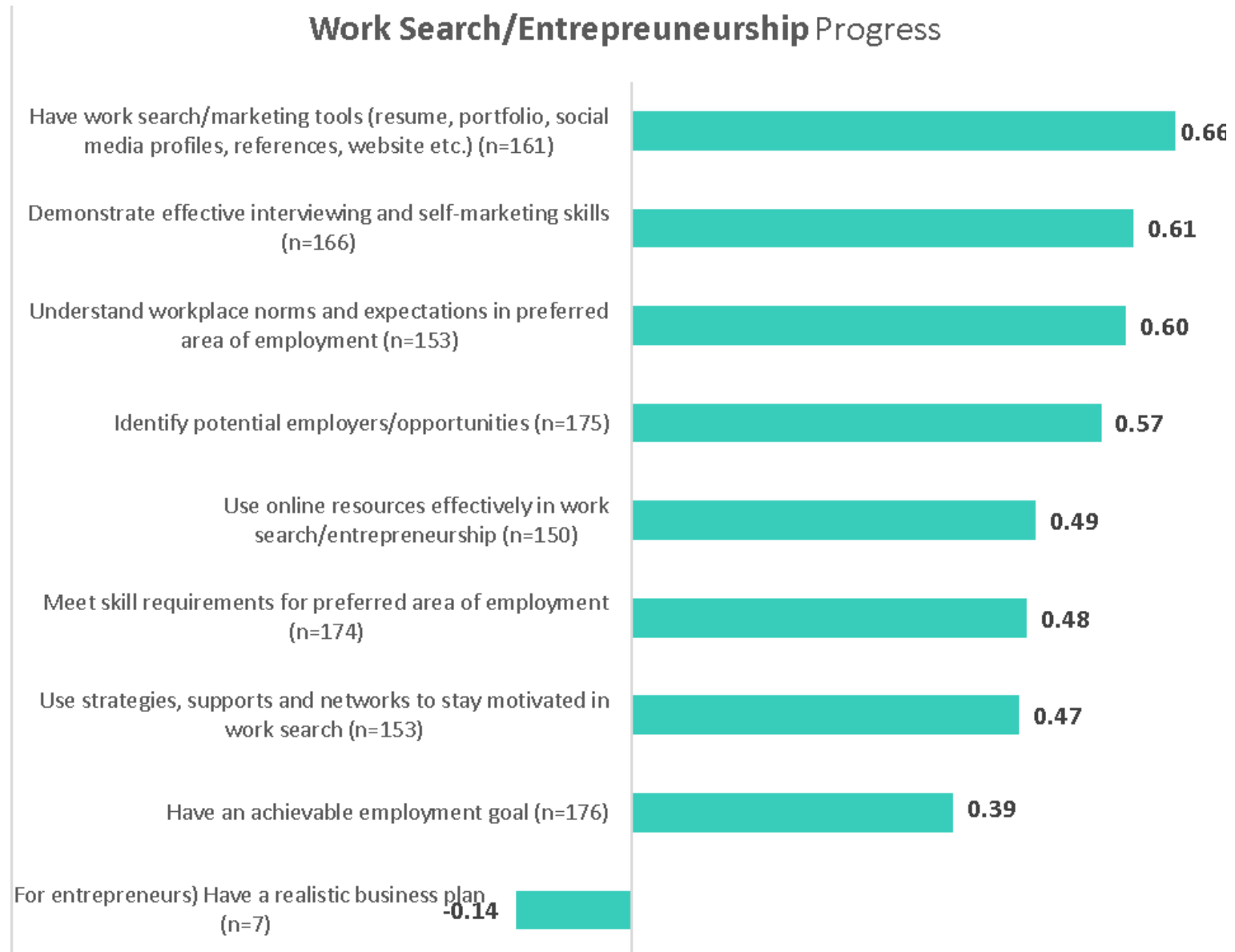


- 3 variables; statistically significant positive progress for all
- Largest increases specific to having strategies to address anticipated challenges



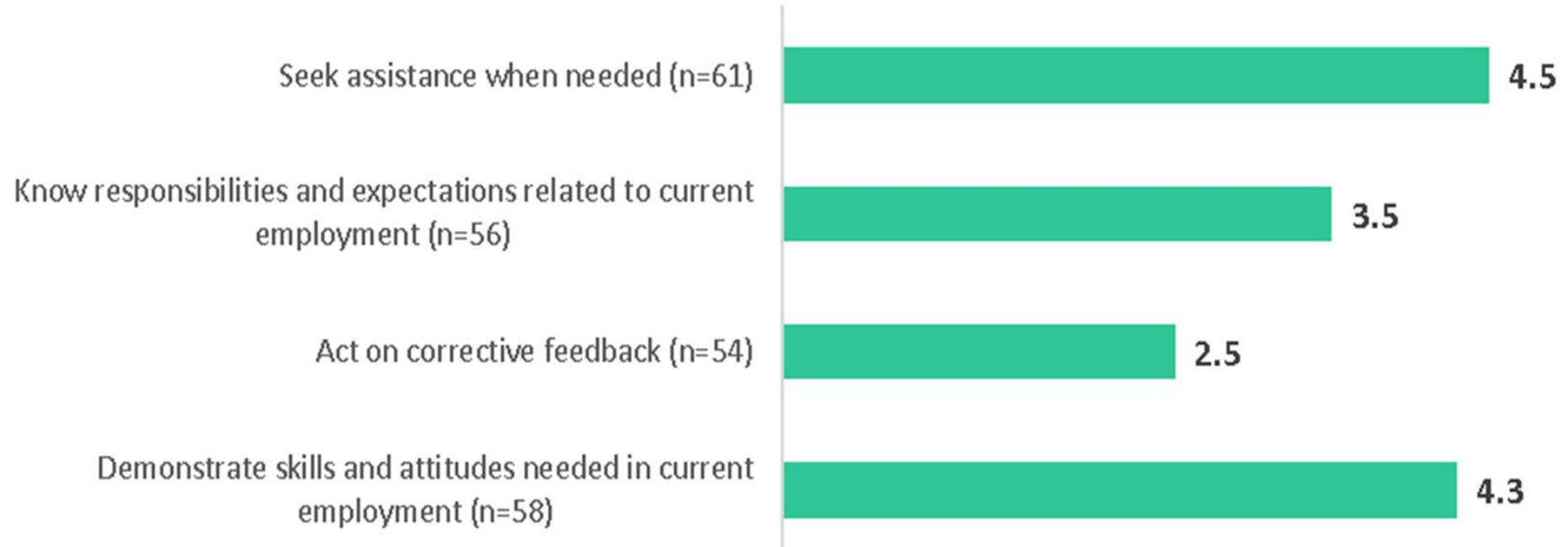
Progress: Work Search/Entrepreneurship

- 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



Progress: Employment Maintenance

Employment Maintenance Progress

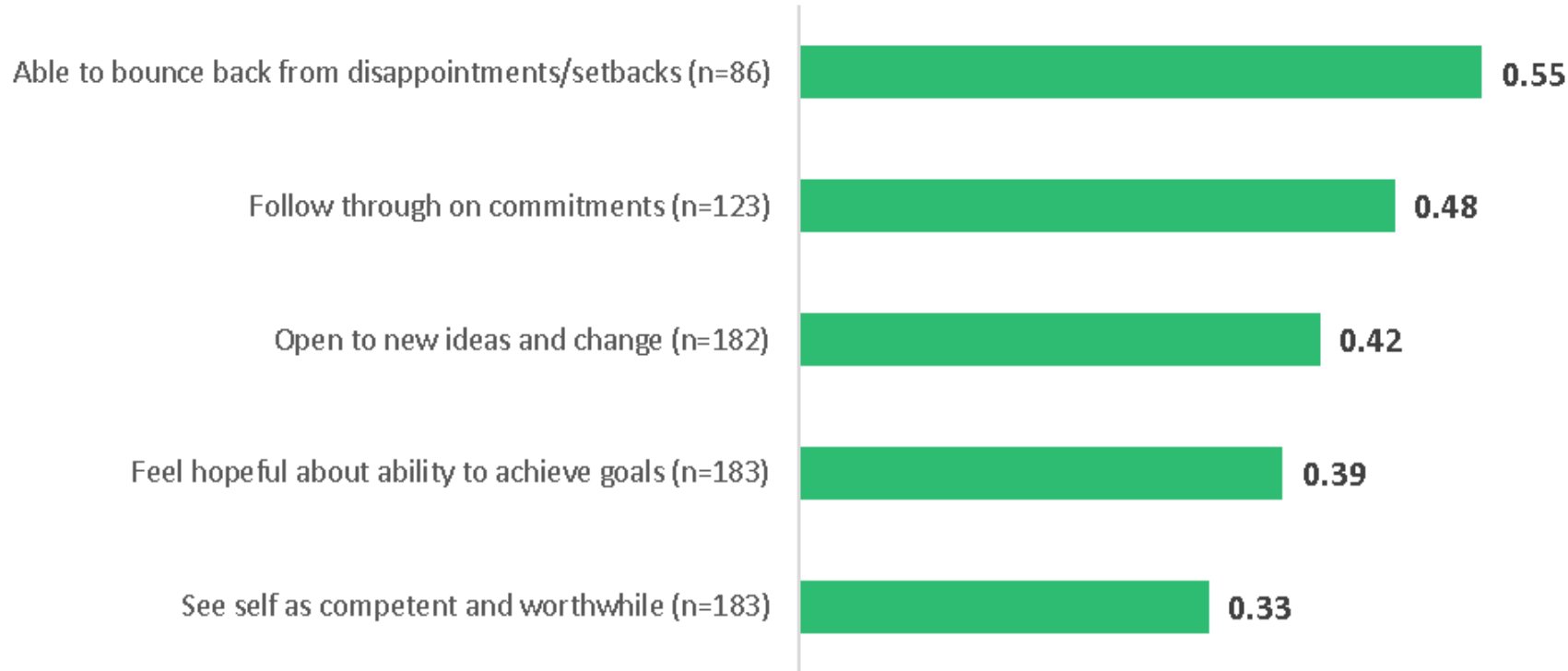


4 unique variables; statistically significant positive progress for all; small number of clients in this category



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

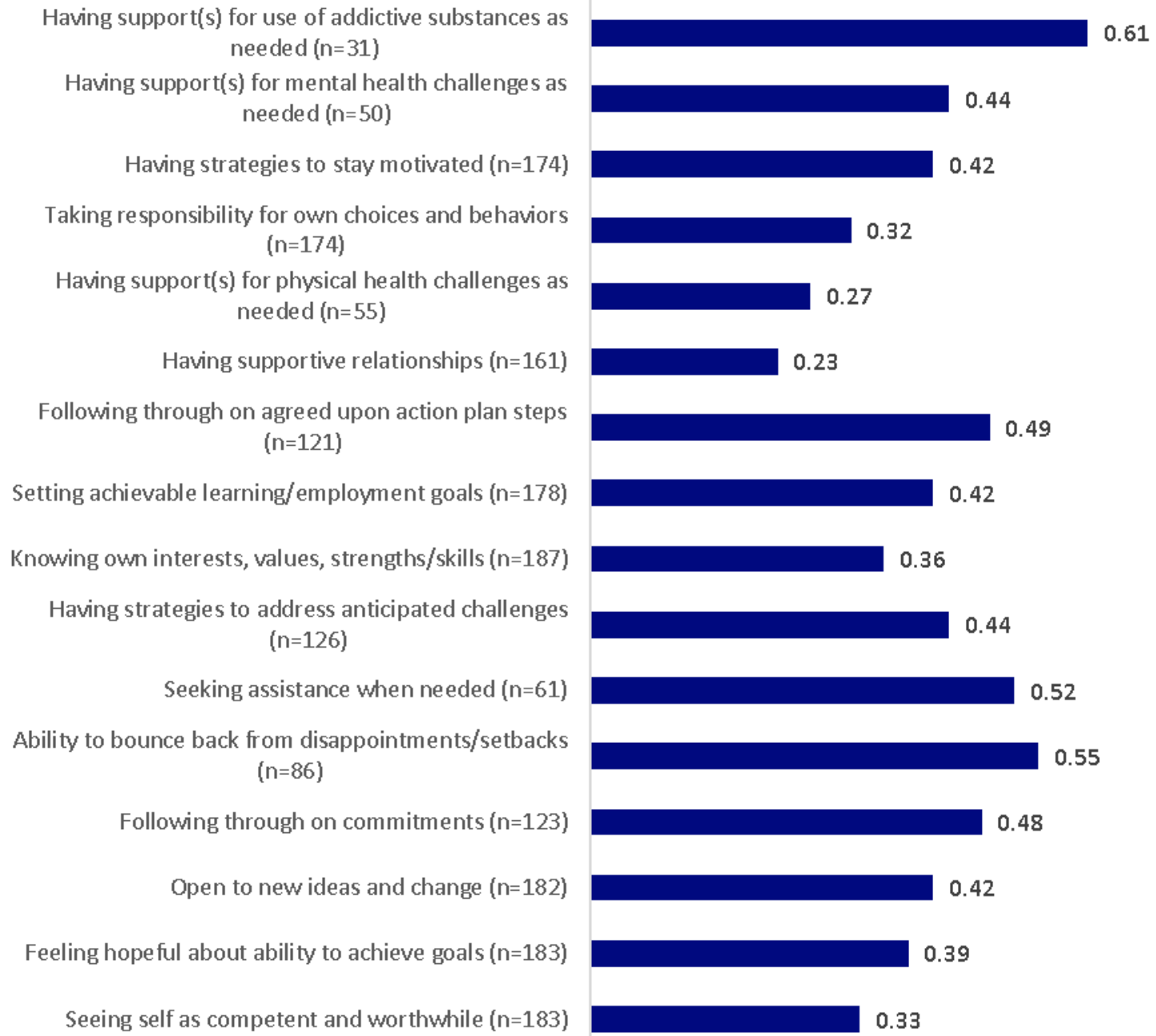
- With Dave Redekopp & Mike Huston, we analyzed PRIME indicators against key categories of mental health:
 - Meaning/Purpose
 - Contribution
 - Relationships
 - Satisfaction/Happiness
 - Coping/Mastery/Autonomy
 - Self-Acceptance
 - Realizing Potential/Actualization/Growth



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

Mental Health Variables - Progress

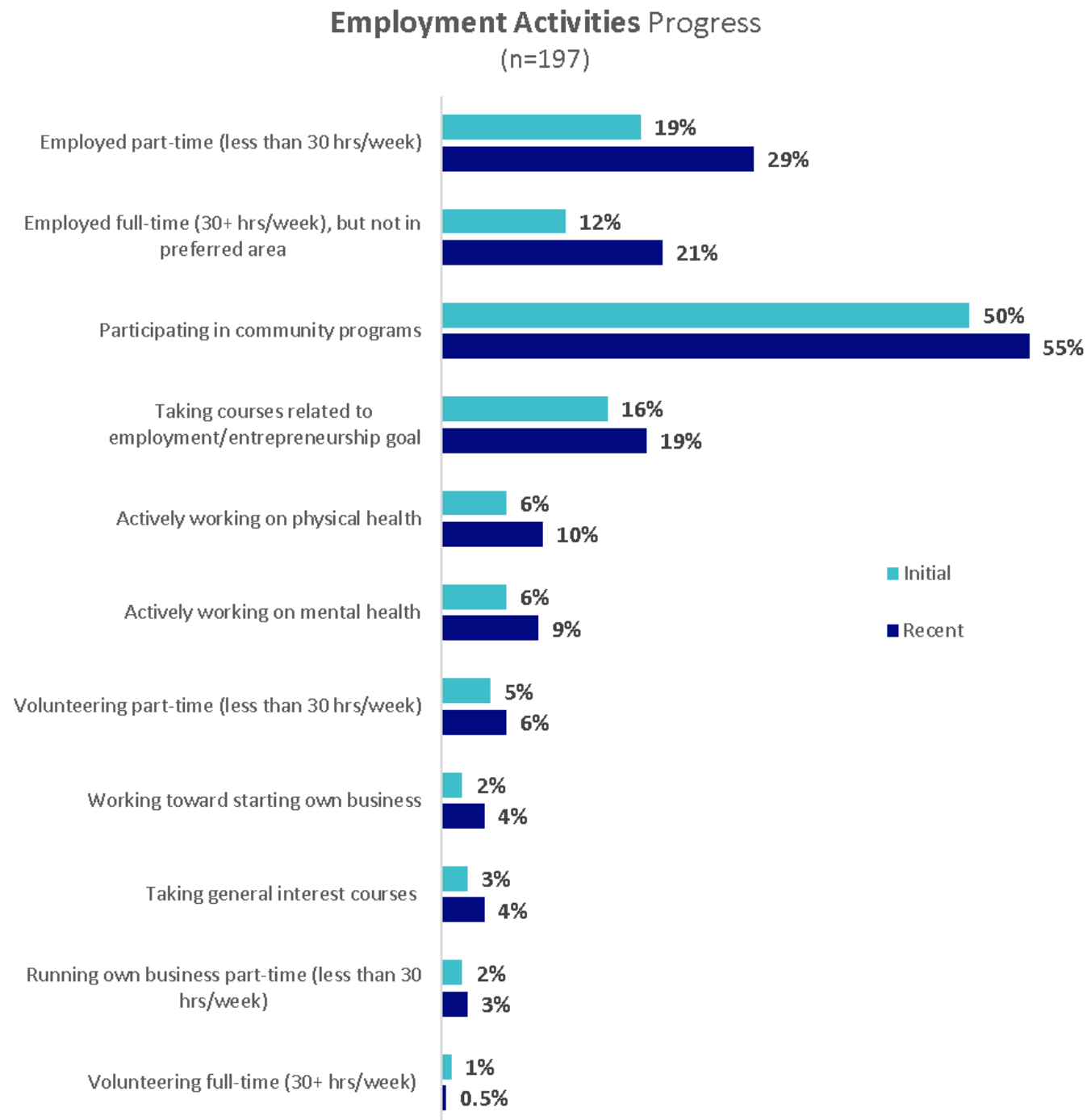




Client Activities



- 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

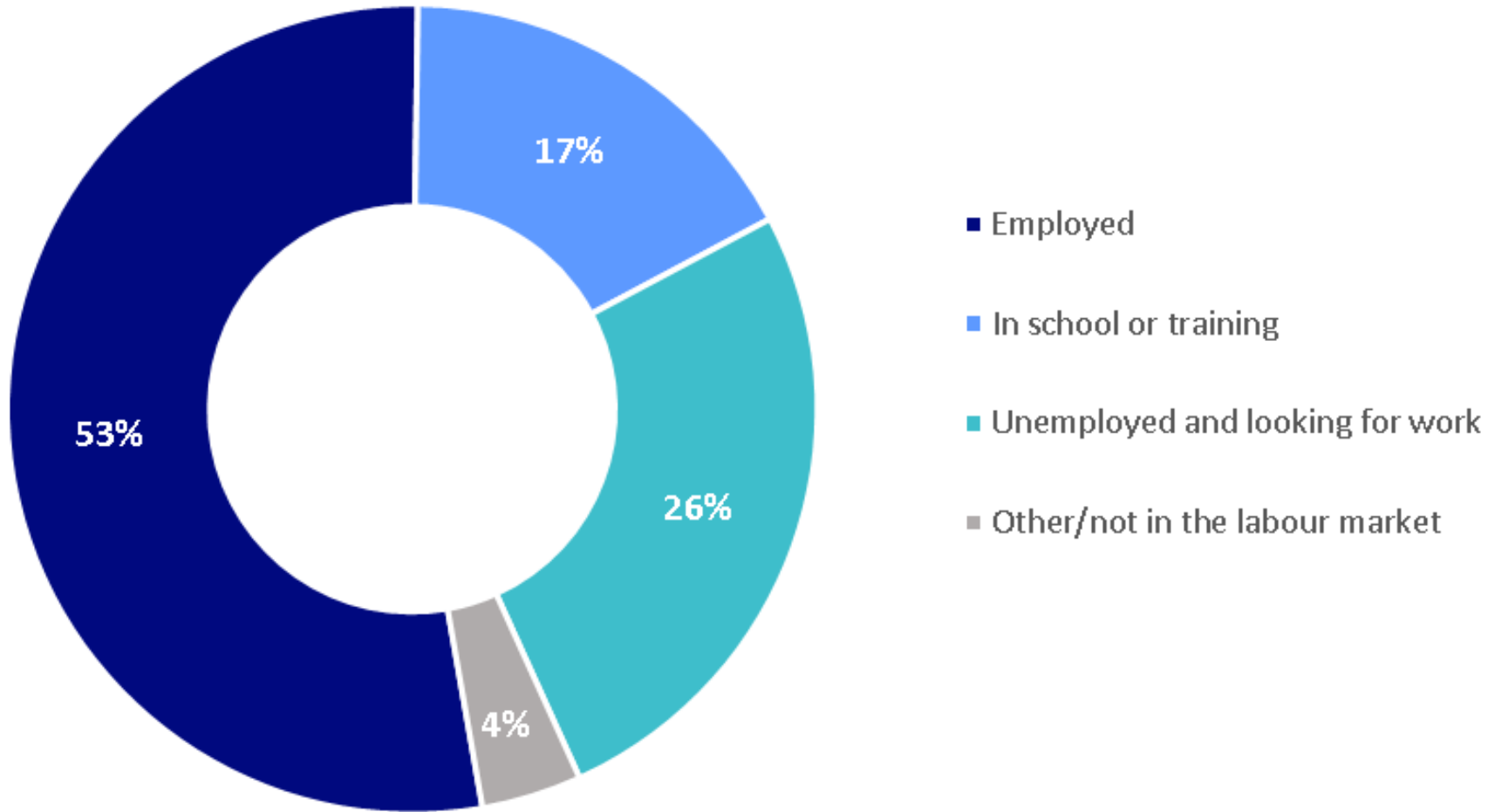


Client Outcomes



Client Outcomes

Outcome Results (n=182)



- 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, user-
friendly



In their own words...

“Switching to PRIME was like turning on a light in the dark”

“This has been the most successful and insightful work-learning experience I have ever had”

“Keep this tool. It’s effective, client-centered and relevant”

“Please allow us to keep using PRIME”



Questions?
Comments?
Deep
Thoughts?



Thank You!

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