

**Towards Employment mission:**



**Empower Individuals to Achieve and Maintain  
Self-Sufficiency through Employment.**



## >> Introduction, cont.

- ▶ Since 1976, TE has assisted over 100,000 disadvantaged adults ***transition off of welfare, out of prison, or off of the streets and into employment.***
- ▶ In addition we have helped over 10,000 ***working poor*** gain skills and stability needed to move on to better jobs.
- ▶ Since 2004, we have placed over 1000 individuals with a criminal record in full-time permanent employment.

# Our services:

➤➤ Prepare for the job, Get the job,  
Keep the job, Advance in career



Towards Employment

- Job Preparation, Placement and Retention
  - Transitioning off of welfare (since 1998)
  - Individuals with criminal background (since 2004)
  - Other collaborations
- Supportive Services (since 1976)
  - Includes Legal Services
- Employee Retention and Advancement
  - *Achieve* Social Enterprise: since 2002
  - Key Bank Advancement Academy (new in 2011)
  - WorkAdvance (new in 2011)

# >> Services and Outcomes 2010



Towards Employment

- > Placements: 319
  - > Avg. wage: \$9.00; consistently exceed performance benchmarks for job retention
- > Supportive Services
  - > 5,760 services to 1,182 clients
- > Legal services in the areas of: *Credit/Debt, Bankruptcy, child support, criminal defense, clearing warrants, background checks, eviction or foreclosure prevention*
  - > 1,605 services to 1,174 clients
- > Retention and Advancement (*Achieve*)
  - > 3,161 services to 668 low wage employees across 6 employers



# >> Our Services: new in 2011

- > Key Bank Advancement Academy
  - > for TE graduates already working in entry-level gateway jobs. Goal is to help them find jobs with a “pathway” employer – one that offers opportunity for career advancement.
  - > Will offer One-on-one career coaching and group sessions on Saturdays or evenings for educational, motivational and networking opportunities. Target: serve 50 in first year
- > Career Pathways: Manufacturing and Health Care
  - > WorkAdvance offers training and wraparound supports to new entrants to the **health care and manufacturing** workforce, and continued career coaching for up to 2 years after hire.
  - > Target: to serve 280 in first year
  - > Multiple partners

# Best Practices: Holistic Approach

- ▶ Track record of *successful collaboration* with other agencies to holistically address complex needs
- ▶ In-house Legal Department to *remove legal barriers*, including issues related to child support arrears
- ▶ Ongoing Support Services up to a year after starting a job (will be able to extend for longer for participants in WorkAdvance and the Academy)

# Best Practices: Collaboration is Essential



- ▶ Collaboration with other social services or resource organizations that address complementary issues
- ▶ For ex.:
  - ▶ Recovery Resources delivers 8 hr prevention education series as part of TE's job readiness workshop
  - ▶ WECO provides sessions on financial literacy and 1-1 counseling on credit/debt issues
  - ▶ Child Support Resolutions takes referrals to assist in mediating child support orders.
  - ▶ Lakewood ABLE provides GED classes on-site 2x/week

# Best Practices: Structure and Accountability



- ▶ Two and four week workshops with attendance and disciplinary policies that mirror the workplace
- ▶ Strong follow up and tracking systems, with staff and client incentives tied to successful outcomes
- ▶ Focus on changing behaviors: emphasis on consistently practicing and rewarding the behaviors that will lead to success on the job.
- ▶ Critical pre-requisite to more expensive investment in technical skills training.

# Training Focus: Soft skills and Life skills

- How to complete a resume and interview with confidence
- How to address a criminal background in an application/interview
- How to set up an email account and fill out a job application online
- The “soft skills” of communication and behavior that will help them be successful in the workplace culture
- What to do with their first paycheck, and manage their resources for the future
- Career planning with short and long-term goals
- Work-life balance

# Employer Engagement and Job Retention



Towards Employment

- ▶ Dedicated job development staff to identify employment prospects and understand employer requirements
- ▶ Dedicated career coaching staff to help match individuals with appropriate opportunities, and to work with them to stay focused and motivated
- ▶ Career coach continues to support graduate after placement, to help with successful transition to the job as well as with any other issues that may come up that could interfere with success on the job.



# National Recognition



Towards Employment

- Profiled in “***Good Stories Aren’t Enough: Becoming Outcomes Driven in Workforce Development***,” Martha Miles, Public/Private Ventures, 2006
- Listed as a best practice in: “***Here to Stay: Tips and Tools to Hire, Retain and Advance Hourly-Wage Workers***” Carol Clymer, Public/Private Ventures, 2007
- Participant, 2008 class of **Community Wealth Ventures**, a year-long workshop to develop business plan for social enterprise
- Participant, 2009 class of **Sector Skills Academy**, a year-long, national leadership academy for workforce development professionals, sponsored by The Aspen Institute.
- Competitively selected as lead agency for **national Social Innovation Fund grant (WorkAdvance)**

# >> How to Make Referral

- > For more information on the programs available and entrance criteria please contact:

LaShon Sawyer, MSSA, LISW-S  
Senior Program Manager  
216-696-5750