



A Short Motivation and Engagement Checklist

- ❖ Recruiting with materials full of benefits
- ❖ Having take home materials so person can excite family and build support
- ❖ Conducting an engaging/participatory orientation
- ❖ Selecting and using theme for program that meets a customer need
- ❖ Using a financial exercise so customers see how program helps them
- ❖ Overcoming common misunderstandings and objections to participation
- ❖ Using of encouragement letters as opposed to punitive letters
- ❖ Writing paperwork to customer's reading level
- ❖ Eliminating all jargon that customer's don't understand
- ❖ Conducting goal setting that is based on customer goals and not program goals
- ❖ Using customer goals in ongoing case management to maintain forward movement
- ❖ **Assessing in way that doesn't feel like paperwork exercise**
- ❖ **Using motivational assessment and follow along questions**
- ❖ Making plan match the assessment so coach and client stay on track
- ❖ Using behavioral economics fliers to keep customers focused on time clock and give sense of urgency
- ❖ Conducting meaningful follow along case management as opposed to administrative follow-along
- ❖ Triaging caseloads so those who are slipping get more intensive coaching
- ❖ Developing and using re-engagement protocol to re-energize the slipping
- ❖ Recognizing achievements continually throughout program
- ❖ Using incentives when possible
- ❖ Starting job search BEFORE training ends so customer has smooth transition from training to job
- ❖ Increasing the intensity of service during lonely job search component
- ❖ **Selling and delivering value in post placement**




Setting the Stage

The Initial and On-going Relationship Between the Case Manager and the Client is Crucial to Success.

4 Methods of Assess



- Self-Assessment
- Observation
- Structured Interview
- Formal Assessments



Review the Initial Assessment forms.

Discuss in group what you like and what improvements are needed.

STEP ONE:
Identify


Day Care

Social Media Page Cleanliness

Competitiveness of Resume



Certificate/Licenses Earned

What do we need to assess in order to make person job ready, retention ready?



STEP TWO:
Categorize and
Sequence


Categories of Assessment: What we need to know



- What job search tools they need.
- What job retention skills they need.
- What education and certificates they possess or need.
- What life challenges they face that need solutions or intervention.



STEP THREE:
Self Assessment or
Interview Question



Must Be Time Efficient for Case Managers and Coaches

What can be answered by client without need for professional?
Do you have a driver's license?
Have you worked before?

What information will require a longer answer and a trained professional to ask and listen?
Tell me about the past jobs you held....what you liked about them and what you learned on that job.
What happened in that job that made you leave it?

STEP FOUR:
Write Self Assessment


SELF ASSESSMENT

Job Search Tools

Yes No	Do you have a resume that you can use to apply for a jobs?	Yes No	Do you know how to answer difficult questions at a job interview?
Yes No	Do you know how to submit an online application?	Yes No	Do you have three professional references for a job?
Yes No	Do you have a cover letter that goes with your resume to submit for jobs?	Yes No	Do you know how to answer the “personality questions” asked on an online application?
Yes No	Do you have an email address for employers to use to contact you? If yes, what is it? _____	Yes No	Do you know what type of job you want to apply for?
Yes No	Do you have clothing that is appropriate to wear to a job interview?	Yes No	Employers will ask “why did you leave the job” on a job application? Are your answers positive?
Yes No	If an employer looked at your Facebook or other social media page, is there anything on it that you wouldn’t want a potential employer to see?	Yes No	Can you list 10 marketable skills to an employer during an interview?
Yes No	Do you know how to use the one stop job listing site, Indeed.com and SimplyHired.com?		

SELF ASSESSMENT			
Job Retention Tools		Job Retention Skills	
Yes No	When you have to attend an event, do you generally run a little late?	Yes No	Have you ever walked off a job without giving notice?
Yes No	If you asked to do something on a job that you do not perceive is your job, do you get upset?	Yes No	Have you had more than one job that lasted less than a year?
Yes No	Have you gotten angry enough at job to have a verbal fight with a co-worker or supervisor?	Yes No	Can you use all of your past employers as references?
Yes No	Do you need skills for how to handle conflict and other situations at work?	Yes No	Did you ever leave a job because of a conflict with a supervisor?
Yes No	Have you had an employee evaluation at work that was less than positive?	Yes No	Have you ever worked at a job where your hours were continually cut until you almost had no hours?
Yes No	Are there some jobs that you might not be able to do because of a conviction?	Yes No	Have you had any problems with punctuality or attendance at a job.
Yes No	When you get an employee handbook at work, do you read it right away?	Yes No	Have you had problems retaining a job?

Vocational Skills, Occupational Skills, Academics and Training		Challenges you might face to working at a job or going to school.	
Yes No	Can you navigate the internet and use a computer?	Yes No	Are you pregnant?
Yes No	Are you currently in training, high school, vocational school or working on your GED?	Yes No	Do you have reliable transportation?
Yes No	Do you have a high school diploma or GED?	Yes No	Do you have a valid driver's license?
Yes No	Have you earned any licenses, certificates or degrees?	Yes No	Do you have a social security card?
Yes No	Are you interested in going to school of any type?	Yes No	Do you have any mental or physical issues that might prevent you from going to school or going to work?
Yes No	If yes, which type of school would you like to attend? GED/HS diploma College, Certificate Program	Yes No	Have you ever been arrested or convicted of a crime other than a traffic violation? If so, explain.
Yes No	Do you know what kind of job you are interested in doing? If so, _____	Yes No	Where do you live? Own house Rent Live with someone Homeless Live in Shelter Other
Yes No	Do you have skills that you have developed through a hobby or volunteer job?	Yes No	Do you have reliable child care?




Key to Motivation Interviewing style

- ☐ Use (wide) open ended questions rather than closed to actively involve the participant in the process.
- ☐ Ask for their resources before you offer yours.

Example:

Do you have reliable childcare? (Closed)
What kind of childcare do you have? (Open)
What are the advantages of using licensed day care?

Do you have reliable transportation? (Closed)
What options do you have available for transportation when get a job? What considerations



Open Question Starters

CLOSED	OPEN
Did you get along with your boss?	Tell me about your relationship with your boss.

What...
Why....
How...
Can you describe..
Tell me about....
Can you say more about that?
What do you mean by _____ ?
How did you decide to.....?
What was it like to?

I'd be interested in knowing....
I'm not certain I understand.... Can you give me an example?
What examples of that come to mind?
Say more.
What would you like to know about _____?
I'd like to help you find the best possible information. Can you tell me more about your interest?

STEP FIVE:
Write Interview Questions

Draft Structured Interview Questions

Job Search Tools	Draft Structured Interview Questions:
Job Interviewing	So when was the last time that you can remember having a face to face job interview? How did you feel about your interview skills? What did you think you could have done better?
Resume	Tell me about your resume and what parts you are proud of and which areas you think might need improvement.
Voicemail	When you think about the voice mail message that you use and you think about a business person or possible employer calling it, what impression do you think your voice mail message would give the caller?
References	Tell me who you would use for a job reference (how you know the person, how long you have known them, and what you think they would say).

Draft Structured Interview Questions

Job Retention/Work Habits	Draft Structured Interview Questions:
Punctuality	When you have an appointment at an office or are invited to an event, how would you characterize your punctuality? Generally would you be early, right on time or often running a little late? Talk about that.
Reasons for leaving	Think about the last three jobs you have held. Can you tell me the job and tell me what happened that made you leave those job?
Communication skills	Tell me about a time that you had a conflict on a job. Tell me what happened and how you handled it.
Attitude about self	What are your greatest strengths at a job and what are things you need to work on and improve?

Draft Structured Interview Questions

Occupational Skills, Licenses, Diplomas, Credentials, Academics	Draft Structured Interview Questions:
Occupational Skills	Tell me about your marketable skills. What things can you do and which of those things are you really good at?
Education	Give me a run down of all of your education starting with high school. Tell me what certificates, diplomas, licenses and such that you have earned that might help you to get a job.
Vocational programs	You indicate that you want to be (fill in occupation) and that you want to go to school. Can you talk a little bit about how you decided that (fill in occupation) was what you wanted to do.
Work Experience, Internships, Community Service	We have business and non-profit partners who accept people for work experience, internships and community service projects. These types of programs help people get some real world experience in a particular field. What might be some advantages to you of using these services?

Draft Structured Interview Questions

Plans for Outside Challenges (Housing, Legal, Family Management, Mental/Emotional, Physical Health)	Draft Structured Interview Questions:
Legal	Some occupations and professions prohibit individuals with certain criminal convictions from working in that field. Can you tell me about any legal issues that you have dealt with which could be a consideration for school or a job.
Financial Stability	In order to be able to go to school, you have to have some way to support yourself during that time. What ideas do you have about how you could live financially while you work toward increasing your skills?
Health considerations	So talk a little about your general health and how any health concerns could impact your ability to complete training or work at a job.
Family Support	What kind of assistance will your family or friends provide to help you get through the training?

