

ADA Compliant Transcript
WIOA: Implementing Change
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Title Slide

Strategies for Serving Special Populations: Older Workers

Presented by

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Slide 2

Older workers are important to Ohio's economic growth....

Slide 3

Projected Change in Labor Force by Age Group, 2012 - 2022 (in thousands)

Graph showing comparative growth in labor force by age group. Groups under age 55 show decrease, those above age 55 show increase in labor force.

Source: Ohio Department of Jobs and Family Services (2014). 2022 Ohio job outlook: Employment Projections.

Slide 4

Ohio Labor Force Distribution by Age Group – 2000 to 2022 (percent)

Graph showing comparative growth in labor force by age group and a percent. Those above age 55 projected to represent 27.3 of the labor force.

Source: Ohio Department of Jobs and Family Services (2014). 2022 Ohio job outlook: Employment Projections.

Slide 5

Ohio Labor Force Participation – Rates: 1992 – 2022 by Age Group

Graph showing comparative participation in labor force by age group and gender.

Sources: U.S. Bureau of Labor Statistics, Local Area Unemployment Statistics (1992, 2002, 2012); Toossi, 2013. Data are extrapolated to 2022 by authors.

Slide 6

SCSEP and Older Workers

Picture of individual with accompanying background information

- Uneven work history, long periods of unemployment
- Disability hindrance to employment
- Received degree in Social Work
- Mature Services placed Fred with a program that assists people with chemical dependencies
- Now employed full-time at Oriana House

Slide 7

WIA and Older Workers

Picture of individual with accompanying background information

- In 2007, Barb lost her job at a small factory in Marietta
- Received WIA benefits and enrolled in a training program at Washington County Career Center to become Certified Medical Assistant
- Is now the blood bank coordinator at a local hospital
- Less physically demanding work
- Advocate for adults to return to school
- Importance of support from multiple sources

Slide 8

U.S. Health and Work Restrictions by Age Group: 2013 (percent)

Graph showing comparative health and work restrictions in labor force by age group. 26.3 % over age 55 are unable to work due to health reasons. 14.9% are limited in work activities for health reasons.

Source: Minnesota Population Center and State Health Access Data Assistance Center (2012).

Slide 9

Social Security and Continued Work

- Average annual Social Security benefits are \$15,936 in 2015
- For many older adults, Social Security is their primary source of income
- Many older adults, especially lower income older adults, remain in the labor force for financial reasons

Sources: <http://www.ssa.gov/news/press/factsheets/colafacts2015.html>;
http://www.ebri.org/publications/ib/index.cfm?fa=ibDisp&content_id=5513

Slide 10

Sources of Income in Retirement by Income Level

Graph showing comparative source of income for the aged. 83.2 % in the lowest quintile derive their income from Social Security. 15.9% in the highest quintile derive income from Social Security

Source: Income of the Aged Chartbook, 2012

Slide 11

Working at Older Ages

- Older workers often expect to work in retirement but are unable to find employment
- Increasing job mobility
- Flexible work arrangements
- Part-time vs full-time work

Slide 12

Work Trends

- By 2018, there could be at least 5 million potential job vacancies in the United States. (Source: encore.org)
- This labor shortage could limit the growth of needed services and cost the economy as much as \$3 trillion over the five-year period beginning in 2018. (Source: encore.org)
- Today, seven out of ten pre-retirees say they would ideally like to include some work in their retirement years. (Source: Merrill Lynch Retirement Study 2013)

Slide 13

Senior Community Service Employment Program (SCSEP)

- Provides low-income individuals age 55 and older with paid work experience to help them transition to unsubsidized employment;
- Participants are limited to 48 months of lifetime enrollment, provided they continue to look for unsubsidized employment while enrolled;
- Participants can take advantage of training opportunities including:
 - On-the-Job experience covering wages (up to 12 weeks) for employers willing to train participants for openings;
 - Training is driven by the individual participant's Individual Employment Plan;
 - Dual Enrollment with One-Stop partners is encouraged.

Slide 14

Senior Community Service Employment Program

- Participants must be age 55 or older, unemployed and 125% of poverty;
- Participants earn minimum wage for 20 hours per week;
- SCSEP wages do no effect individuals unemployment payments.

Slide 15

Collaboration Helps Programs Serve the Hard-to-Serve

- One-Stop Access Point for Mature Workers in Akron provides three-week intensive job search seminars followed by individual employment counseling, case management and hiring events such as Reverse Job Fair;
- One-Stops make great host agencies because the agencies share the goal of helping individuals find employment;
- Mature Workers can provide peer or intergenerational support to many of the job seekers at resource center.

Slide 16

Promising Practices and Collaborations with WIOA

Dual-enrollment between WIOA and SCSEP

Picture of an individual

Slide 17

Collaboration and Best Practices

Specialized Workforce Development Services

- Provides intensive services to help participants develop pro-active job search strategies
- Seminars are followed up with wrap around services including individual employment counseling, job search coaching, job fairs, LinkedIn groups
- Opportunities for peer-to-peer support and collaborative job search
- Linked with Ohio's One-Stop System, services are offered at access points where customers can obtain services targeting the needs of mature workers

Pictures of a training classroom

Slide 18

4 pictures of individuals at a job fair.

Reverse Job Fair for Older Workers held at Ohio Means Jobs of Summit County

Slide 19

Encore Career Network

- Nonprofit and government agencies only
- Encore placement receives \$10/hr
- Agency pays \$15/hr
- Ongoing or short-term projects (3 months minimum)
- Candidates will be near or at retirement age (50+)
- Placements work 15-25 hours/week
- Includes payroll
- Provides opportunity for internships for older workers with costs covered by the participating agency
- The Encore positions can be coupled with job training services which will help the long term unemployed return to the labor force
- Opportunities for One-Stop systems or partners to benefit from the capacity building by hosting an Encore employee

Slide 20

Strategies in Workforce Development

Presented by

Kerry Austin and Tori Turner - Talbert House of Cincinnati, Ohio

Slide 21

Needs of the Clients – Considerations

- Socio-Economic Background
- Education Status
- Work-Related Skills Competency
- Current employment status
- Employment history

Slide 22

Opportunities – Where are they?

- Food Service
- Manufacturing
- Janitorial/Maintenance
- Agency Partnerships
- Small Business Enterprises
- Entrepreneurships

Slide 23

Employer Engagement Keys

- Honesty
- Consistency
- Mutual Respect
- Clear Communication
- Responsive to Issues

Slide 24

Employer Relationships

Graphic drawing with the words “In this we trust”

Slide 25

Employment Services

Navigating through barriers:

In what direction should I take my next step

Graphic illustration of a figure pondering directions

Slide 26

Preparation and Understanding

- Job Search
- Interview
- Follow Up
- Acceptance of the position
- First 90 days on the job
- Navigating career:
 - Growth
 - Transition

Slide 27

Towards Employment

3 pictures of employees

Empowering individuals to achieve and maintain self-sufficiency through employment.

Slide 28

Career Pathways Approach

Chart showing progression from

1. Prepare for job – job readiness training
2. Get a job – job search and placement services
3. Keep a job – coaching and support for long-term success
4. Advance in career – ongoing coaching and credentialed training for career growth

Slide 29

2014 Impact

- 464 people placed in good jobs
 - Average starting wage of \$10.19 (min wage = \$8.10); exceeded performance benchmarks for job retention
 - 290 individuals placed had criminal backgrounds
- 92 industry recognized credentials earned
- 128 people advanced on the job
 - Average wage increase was over \$2.00 hourly
 - Reentry advanced wage: \$10.57;
 - WorkAdvance advanced wage: \$13.26
- 290+ employers hired from TE; 82 hired more than once

Slide 30

2014 Other Services

- Supportive services: 1,200+ services
 - Childcare and transportation assistance; tools, uniforms, pre-employment screening services; community partner referrals
- Legal services: 1,027+ services
 - Credit/debt, bankruptcy, child support, criminal defense, clearing warrants, background checks, eviction or foreclosure prevention

Stock photo of people

Slide 31

Competency based model: What does it mean to be “job ready”?

A graphic representation of a model shaped as a pyramid, with ascending skill levels

1. Foundational - Personal Effectiveness Competencies; Interpersonal Skills, Integrity, Professionalism, Work Ethic, Willingness to Learn
2. Applied literacy - Academic Competencies; Reading, Writing, Math, Basic Computer, Communication
3. Soft skills - Workplace Competencies; Teamwork, Flexibility, Problem Solving, Business Fundamentals, Workplace Computer Skills, Scheduling and Coordinating, Creative Thinking
4. Technical skills - Sector Competencies; Driven by targeted industry and specific occupations

Adapted from www.careeronestop.org/competencymodel/

Slide 32

Barriers on the Path

Table listing various barriers in three categories:

- Family, legal, and logistical challenges (such as responsible for child care, transportation problems)
- Education and skills gaps (such as low education level, gaps in work experience)
- Needs related to responsiveness to interventions (such as lack of motivation, mental illness)

Slide 33

Industry Driven Training; Comprehensive Wraparound Supports

- Driven by the needs and requirements of targeted industry sectors
- Provides a set of aligned services that help bridge the gap to employment or advancement and provides ongoing supports for strong retention and continued career advancement

Graphic illustration showing support elements such as adult education, skills training, job matching, barrier removal, job readiness training.

Slide 34

TE Success factors

- Staff: 21% have been with TE for over 10 years. 55% of management started as front line workers. 11 are also TE program graduates. Key staff with industry knowledge
- Structure and accountability: Staff works with participants to ensure they meet standards and benchmarks throughout each phase of the program.
- Emphasis on behavior change: Use of role plays, interactive scenarios and rewards/opportunities that reinforce pro social behaviors and help participants develop job retention skills
- Focus on Advancement: Career planning, connections to credentialed training, and long-term wraparound supports to help graduates stay focused on steps leading to living wage jobs
- Availability of supportive services, including in-house Legal Services: Unique and critical service to remove legal barriers to getting/keeping a job
- Critical Partnerships: working with other organizations to leverage what they do best and vice versa

Slide 35

Job Readiness Training: Soft skills, Life skills, Job Search skills

Complete the Job Readiness Checklist:

How to complete a resume and interview with confidence (must pass 3 mocks)

- How to address a criminal background in an application/interview

Computer literacy

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
Individual Career Map: Career planning with short and long-term goals
Work Keys assessment for National Career Readiness Certificate

Slide 36

Special Population: Returning Citizens

Impact of Criminal Justice involvement

- 6000 people return to Cuyahoga County from state prisons each year; not including those with convictions who get probation or go to County Jail.
- Majority of those returning settle in 5 impoverished neighborhoods on the east side of Cleveland.
- The longer one stays in prison, the fewer networks or contacts one has to find jobs when released.
- In Cleveland, released prisoners who were able to find employment earned wages that were less than 82% of what they were earning prior to incarceration.
- “Serving time reduces hourly wages for men by 11%, annual employment by 9 weeks, and annual earnings by 40%.”

Source of information is

www.urban.org/UploadedPDF/411097_From_Prison_to_Work.pdf

The Pew Charitable Trusts, Collateral Costs: Incarceration’s Effect on Economic Mobility, Washington, D.C., 2010, pg 4, www.economicmobility.org

Slide 37

Employment Services for those with a Criminal Record: Networks 4 Success

- Partners: North Star Neighborhood Reentry Resource Center/Oriana House; OMJ; Recovery Resources; ABLE/GED; Cleveland Housing Network
- Model: 2 or 4-week full-time, interactive program with attendance and disciplinary policies; clearly articulated objectives include required “Job Readiness Checklist;” connections to employers
- Advancement Academy: Designed to assist program graduates employed in initial, gateway jobs. Services include career planning, group activities and training scholarships to help move into careers that pay a living wage with advancement potential

Results: 68% placement rate, 74% 90-day retention, and 65% 180-day retention. Only 3.8% of those who complete return to prison within 1 year after completion.

Slide 38

New Pathway Programming

- Department of Labor “Pathways to Work”
 - \$2 million, 39 month career pathways program targeting Halfway house population.
 - Building on WorkAdvance and Networks 4 Success models, opens up career pathways in manufacturing, construction and hospitality industries.

- Partners include: halfway houses, community college, Ohio Means Jobs, Industry Associations.
- Reentry ReDirection
 - Bringing job readiness programming into the County Jail offered in conjunction with behavioral health and literacy services, with post-release Pathway services.
- Move Up
 - Expanding work in health care sector focusing on career pathways for minority parents

Slide 39

Customized Employer Partnerships:

- Step Up to University Hospitals (hiring from surrounding neighborhoods)
 - 92 residents hired at \$10+/hr; 365 day retention higher than department average.
- Next Step: Internal Pathway to Patient Care Assistant (PCA) to Clinical Technical Assistant (CTA)
 - 25 advancements to date
- External pathway to PCA → CTA
 - 27 Hires to date
- Additional pathways under discussion: OR attendants, Medical Assistants, entry level IT positions

Slide 40

WorkAdvance

- Model: Sector-specific, career pathway program providing a 2 yr. continuum of aligned services to move low-income/low-skill participants into career pathways in manufacturing and healthcare and help them to advance along those pathways. Target population: under 200% of poverty.
- Partners: Center for Families and Children, Center for Health Affairs, Employment Connection, MAGNET, Literacy Cooperative, WIRE-Net, and multiple education/training providers.
- Results to date: 299 technical credentials attained; 391 employed at ave wage of \$10.74; 50% have advanced (wage gain w/in 2 yrs)
- National funding and Rigorous evaluation using randomized control trial conducted by MDRC

Slide 41

Key Learnings

- Training informed by industry needs: hire, partner or purchase expertise
- Align social supports with the participants progress along the “job readiness competencies”
- Introduce long-term career goals early on—then work backwards to identify barriers that will get in the way and plans to address
- Post-employment coaching and availability of ongoing supportive services is critical

Slide 42

2015 TE Social Enterprise: A Triple Bottom Line

1. Provide transitional and full-time employment opportunities to Towards Employment graduates.
2. Provide un-restricted revenue to Towards Employment for continued programming and growth.
3. Provide greater awareness for Towards Employment's mission.

Pictures of employees in a bakery, food.

Slide 43

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slide 44

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Slide 45

Questions?