h2 Communication
HVRP TA provider

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The “triple play” is an Employment Retention-based Job Readiness Training (JRT) three stage process that HVRPs will provide to Adult Reentry participants with significant barriers to employment (SBEs).

- Employment Specialist
- Community Resource Navigator
- Job Placement Specialist
Employment Specialist services

Using referrals obtained from partner agencies this position conducts, training, case management, and administers two psychological assessments the Employment Value Orientation Scale (EVOS) and one career assessment (e.g., the Holland based Interest Profile). These scores will be used to determine the retention readiness of the Adult Reentry Participant.
Community Resource Navigator

The role of the Community Resource Navigator is to help reentry clients access social services and other community resources that are available to them. Furthermore, this person will assist clients in identifying benefits and services.
Job Placement Specialist

Job Placement Services
This person builds and maintains employment relationships, works closely with the hiring employer, and collaborates with businesses to resolve any employee-specific issues; administer two psychological assessments the Employment Retention Inventory (ERI) and the Retention Ready Assessment (R2A). These scores will be used to confirm the retention readiness of the Adult Reentry Participant.
Stages of Triple Play Services

Employment Specialist
- Receive referral
- Conduct assessment
- Develop EDP
- JRT trainer

Resource Navigator
- Identify community resources
- Establish and maintain community resource partnerships
- Assist client in determining applicable benefits

Job Placement Specialist
- Build and maintain employment relationships
- Trouble shoot barriers to employment placement and retention
- Intervene to reduce job loss indicators
Points to consider

As you navigate the stages of this process, below are factors that might influence your service delivery:

- The state of the client
- Economic climate
- Availability and access to resources
- Public perception
- Family influences
Why employment?

Because employment provides three important psychological factors:
- Identity
- Purpose
- Self efficacy
CAREER

ASSESSMENTS
At the end of this lesson you will be able to:

-describe the differences between Structural and Developmental Career theories.
-determine your own Holland Code and explain what it means.
-identify the primary elements RIASEC
-define the term vocational self concept
Structural Career Assessments

Individual Traits + Job Traits = Job Success
Formal Career Interest Assessments Exercise

- Work with assigned assessment from packet
- Evaluate the purpose of assessment for your audience
- Evaluate the usability of assessment for your audience
Definition of Career

combination of activities in all life roles at a specific point in time (life-span)
Concept 1: People can be described as a combination of six personality types

- Realistic
- Investigative
- Artistic
- Social
- Enterprising
- Conventional
Concept 2: A Holland code can be used to identify
- Occupations
- Jobs
- Schools
- Majors
- Leisure Activities
Concepts 3 & 4:
- People of a given type are drawn to an environment of the same type.
- When person and environment types are matched, people are likely to be satisfied and productive.
John L. Holland

- Realistic
- Investigative
- Artistic
- Social
- Enterprising
- Conventional
Activity
Well-Differentiated Profile

![Graph showing a profile with score levels for different categories: R, I, A, S, E, C.]
High, Flat Profile
Low, Flat Profile
Developmental Career Assessments

Career Patterns

Socioeconomic Factors

Personal Characteristics

Life Expectancies

Mental/Physical Abilities
Informal Assessment

Types

- Forced-Choice Activities
- Card Sorts
- Checklists
- Structured Interviews
- Simulations (games)
Forced Choice assessment

Choosing items from a list that indicates preferences or personal characteristics
Interests & Skills Checklist

- Complete questionnaire about interests and work experiences
- Once completed, tally scores for all six categories
- Draw profile
- Join in group discussion
Structured Interview

One-on-one conversation in which the facilitator’s part of dialogue is preplanned.
Performance Objective

At the end of this lesson you will be able to:

❖ list and describe the foundational principles of one-on-one facilitation.
❖ define and describe advantages and disadvantages of open- and closed-ended questions.
❖ define and describe the skills of reflection and questioning in an interview.
Basic Principles of Facilitation

- Genuineness
- Understanding
- Acceptance
- Empathy
- Respect
- Trust
One-on-One facilitation

- S - Square up to client to display undivided attention
- O – Open posture
- L – Lean in
- E – Eye contact
- R - Relax
# Closed-Ended Questions

<table>
<thead>
<tr>
<th>Advantages</th>
<th>Disadvantages</th>
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<tbody>
<tr>
<td>• Easy for job seeker to answer</td>
<td>• Restrict job seekers to brief answers</td>
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<tr>
<td>• Yield or clarify information quickly</td>
<td>• Keep the questioner in control</td>
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<td></td>
<td>• May provide less information</td>
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<td></td>
<td>• May feel like an interrogation</td>
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<td></td>
<td>• Heard as advice or criticism</td>
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Open-Ended Questions

Advantages
• Invite job seekers to explore thoughts/feeling
• Gives some control
• Convey interest and respect
• Provide unexpected information

Disadvantages
• Allows job seekers to wander from topic and lose focus or avoid topics
• Leads to a series of “I don’t know” answers
Reflection

Mirrors both the *content* and *feeling*
Common Themes

• Mixture of feelings: fear, tentativeness
• Concern about fairness
• Concern about expectations
Initial Interviews

Convey interest and respect

Use open-ended questions to explore

Use closed-ended questions to clarify

Use reflection to demonstrate listening and understanding

Using Facilitation Skills
Initial Interviews

In triads, identify job seeker, job coach and observer. Roles rotate.

Read a brief scenario about an initial interview and role play scenario.

Your instructor will lead discussion of the role plays.

Repeat activity with two additional scenarios.