



# Employment Readiness: Strategies and Assessments

Thursday, May 11 2:00 pm EST

**Ian Lisman**

Senior Program Associate  
Advocates for Human Potential, Inc.

**Nick Bassitt**

Manager of Veteran Services  
Goodwill Houston

- 
- This training is supported by the U.S. Department of Labor, Veterans Employment and Training Services (DOL-VETS), under a cooperative agreement with Advocates for Human Potential Inc., and the National Coalition for Homeless Veterans.
  - The content of this presentation does not necessarily reflect the views or policies of DOL-VETS. The training should not be considered substitutes for guidance on rules and regulation governing HVRPs.

# Logistics

---

- Asking questions during the webinar:
  - All participant phone lines are muted.
  - You will be unable to ask questions by phone.
  - Submit questions through the on screen questions box.
- After the webinar you will receive an email with a link to the recording and the survey.
- Handouts available
  - Tab on GoToWebinar dashboard
  - Linked on NCHV.org

# Audience Polls

---

- What title best describes your position?
  - Program Manager / Director / Coordinator
  - Case Manager
  - Employment Specialist
  - Outreach Specialist
  - Other
- How experienced are you in working with HVRP?
  - 0-1 year
  - 1-2 years
  - 3-4 years
  - 4+ years
- How long has your organization been an HVRP grantee?
  - 0-1 year
  - 1-2 years
  - 3-4 years
  - 4+ years

# What Does the Grant Say about Job Readiness?

---

- From the 2015 Special Grant Provisions:

*“The grantee will be responsible for providing or referring each participant to employment services such as job search workshops, job counseling, mentoring, assessment of skills, resume writing techniques, interviewing skills, OJT, job development services, job placement into unsubsidized employment, and job placement follow-up services to enhance retention in employment as deemed appropriate to benefit the participant.”*

# What Does the Grant Say about Job Readiness?

---

- From the 2015 Special Grant Provisions:

*“The grantee will be responsible for providing or referring all participants to supportive services such as basic skills instruction, remedial education activities, life skills and money management training.”*



# What Does the Grant Say about Job Readiness?

---

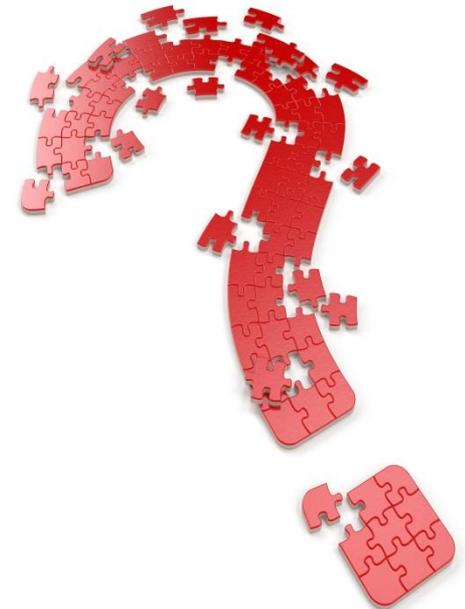
- From the 2015 Special Grant Provisions:

*“The grantee will be responsible for providing or referring each participant to additional job skills and training services such as: classroom training, on-the-job training, occupational skills training, apprenticeship, upgrading/retraining and skill specific vocational training, specialized and/or licensed training programs, and other formal training programs. All proposed training programs should be completed within the program year. **At least 80% of the enrolled HVRP participants must participate in these additional job skills training activities.** Providing basic skills instruction, remedial education activities, and life skills and money management training are not considered training activities and do not contribute to the 80% training requirement.”*

# Why do we care about job readiness?

---

- Client success – getting and keeping a job
- Placement and retention – program outcomes
- Program success: good numbers = good program
- Broader economic outcomes, community issues
- Cultural values: “work ethic,” “work is good”
- Keeping employers happy
- What else? (Learner feedback)



# What is Job Readiness?

---

Job readiness is a broad concept; leaders in the field have attempted to narrow what this includes. Generally speaking, employment service providers look for:

- Level 1: Can they legally work?
- Level 2: Can they show up? Can they present themselves? Have they been coached?
- Level 3: Program level aspects (e.g., Do we think this veteran is going to get a job or have a chance at getting a job?)

# Job Readiness: How do we measure it?

---

- Can anyone predict whether or not an individual is job ready?
- There is no rigorous, experimental research body of evidence to support what predicts job readiness.
- However, there is an intuitive argument that says certain basic skills and behaviors help make one more prepared for competitive employment than individuals who lack such skills and behaviors.
- Although each job may have specific demands by an employer for certain abilities, it is believed that certain skills are necessary regardless of the specific occupation or work environment.

# Job Readiness – Basic Assumptions

---

- Being prepared for competitive employment means you possess the fundamental abilities to navigate job demands such as reading for information, applied mathematics, locating information, problem solving, and critical thinking and soft skills, which are defined as personal.
- Characteristics and behavioral abilities that support an individual's interactions, job performance, and career prospects such as adaptability, integrity, cooperation, and workplace discipline.



# Elements of Job Readiness?

---

- All potential participants should be assessed to determine employability and whether they have the proper work credentials (e.g., identification, Social Security cards). If not, help them get those credentials.
- Discover the veteran's limitations of employment (e.g., physical limitations, legal restrictions), these should be noted in the assessment process.
- If clients are fully work-disabled, unable to work, or unwilling to work, they are not a good fit for the program; remember, HVRP is an employment program.

# Job Readiness: Next Level

---

- How well-prepared job seekers are to:
  - Set a vocational goal;
  - Interview for competitive employment;
  - Perform soft and hard skills of a position; and
  - Manage personal challenges to retain a job in the local job market
  
- Varies from person to person. We seek to start our assistance from where the individual is at.



# Job Readiness: Helping the Veteran Think It Through

---

1. Learning about yourself (e.g., interests, transferable skills from military life to civilian life, what I am best at)
2. What careers interest you?
3. Understanding the fundamentals of the local labor market
4. The basics of specific occupations - jobs, pay, credentials needed, job descriptions
5. Career vs. job



# Job Readiness: A New Landscape

---

- The new world of job searching, via the computer and online sites
- Resume writing
  - Chronological, Skills-Based,
  - One-Page
- Cover letters
- References
- Thank-you letters



# Job Readiness: Soft Skills

---

Communication skills: speech patterns, vocabulary, body language, eye contact, writing skills, etc.

Problem-solving skills: evaluation, mapping, thought process, options

Organizational skills: scheduling, time-management, file management, etc.

Anger management skills: de-escalating, stress reduction, cognitive behavioral techniques, conflict resolution skills, etc.

# Job Readiness: The Interview

---

- Mock interviews are key!
- First impressions: when the decision is made
- New interview trends: situational questions
- New interview trends: process questions
- The big question: Will this person fit in with our workplace culture?
- Illegal questions: how to handle them



# Job Readiness: Proficiencies

---

- Money management
- Financial literacy
- Basic computer skills
- Social Media skills
- Job skills
- Certifications
- Adaptability



# Job Readiness: On the Job

---

- Workplace etiquette – do's and don'ts
- Dress and grooming – varies by industry, basic hygiene, appropriate clothing
- Professionalism
  - Being on time
  - Good mood and attitude



# Job Readiness: Coaching

---

1. How to discuss your particular situation and your military history
2. Staying connected to veterans services and treatment and recovery
3. Ask for help when having difficulties - from whom and when



# Job Readiness: Sample Forms and Instruments (Found on [www.nvtac.org](http://www.nvtac.org))

---

- [Assessment Sheet](#) -
  - Preliminary assessment sheet to gather general information from client
- [Determining Readiness for Employment](#) -
  - To determine job readiness
- [HVRP Eligibility Assessment Form](#) -
  - To determine client eligibility for HVRP benefits
- [HVRP SSVF Employment and Education Assessment](#) -
  - Assess clients' HVRP/SSVF employment eligibility and educational history
- [Veterans Work Program Intake Application Assessment](#) -
  - Is your client eligible for the Veterans Work Program?
- [Vulnerability Index and Services Prioritization Decision Assistance Tool \(VI-SPDAT\)](#) -
  - Used to prioritize the client's needs of the client
- [Supportive Service Needs Checklist](#) -
  - To determine the client's primary needs

**Grantee Perspective:  
Nick Bassitt  
Manager of Veteran Services  
Goodwill Houston**

# Employment Readiness Strategies

Nick Bassitt

Goodwill Industries of Houston  
(HVRP, HFV-VWF, IVTP, SSVF)

# Intake and Assessment

---

- Orientation
  - Housing
  - Employment
- Individual Development Plan
  - Part 1: Job Search Knowledge Evaluation
  - Part 2: Workplace Success Evaluation
  - Part 3: Employment Skills Evaluation
  - Part 4: Financial Knowledge Evaluation
- Screening for Housing Assistance

# Job Readiness Classes – Financial Literacy

---

- Goodwill International Curriculum
  - My Next Steps – Job Readiness Skills
  - Workplace Skills
  - Yes I Can – Personal Development Workshop
- Financial Literacy
  - Basic budgeting
  - Credit Score
  - Bank Partnership
  - Financial Coaching

# Case Management

---

- Community Partnerships
  - Health, VA and other
  - VA Benefits
  - Housing
  - Community Colleges
  - American Job Centers – Workforce Solutions
  - Local Veteran Support Organizations (Peer to Peer counseling, networking)
- In House
  - SSVF Housing Assistance
  - Financial Coaching
  - Other employment programs (Operation: Good Jobs, self funded Vets Program, DARS, Youth Services).

# Job Fairs

---

- Coincide with Job Readiness Workshop
  - Mock Interviews (Advisory Council, Volunteers, Other Staff)
  - Job Application Assistance for employers actually attending
- Exclusive to your clients
  - “Big” Job Fairs can help bring in additional veterans and keep employers happy
  - “Small” Job Fairs to target your client pool qualifications
  - Small to medium sized companies and or low barrier to entry

# Supportive Services, Vocational Training, OJT

---

- Supportive Services
  - Transportation Assistance (Metro Cards, Gas Cards)
  - Occupational Clothing/Tools
- Vocational Training
  - Align with stated goals in the Individual Development Plan (IDP)
    - Goals updated if changed
  - Credentials – CNA, HVAC, etc.
  - Transportation Worker Identification Credential (TWIC)
  - Forklift Certification, Barber License
- On the Job Training
  - Host Sites

# Discussion Questions and Comments

---

- What does job readiness mean?
- What does a job-ready veteran look like?
- What is motivation anyway and is it important?
- Common misconceptions?
- What to do with veterans not ready for work?
- As more homeless veterans go to work, we are likely to see ill-prepared veterans. What are we to do?



# Employment Outcomes

---

- Entering a job or job placement
- Job retention
- Increasing work hours
- Income gains



**Q & A**

# FOR INFORMATION ...

US DOL-VETS Region	Staff	Contact information
Atlanta, Philadelphia, San Francisco	Cindy Borden	<a href="mailto:cborden@nchv.org">cborden@nchv.org</a> (202) 546-1969 (Office)
Dallas	Ian Lisman	<a href="mailto:ilisman@ahpnet.com">ilisman@ahpnet.com</a> (240) 912-3851 (Office) (508) 314-8972 (Cell)
Chicago	Pat Tucker	<a href="mailto:ptucker@ahpnet.com">ptucker@ahpnet.com</a> (312) 376-1871 (Office) (773) 655-6059 (Cell)
Boston	John Rio	<a href="mailto:jrio@ahpnet.com">jrio@ahpnet.com</a> (281) 815-7436 (Office) (914) 433-5192 (Cell)

Or email: [NVTAC@ahpnet.com](mailto:NVTAC@ahpnet.com)



**THANK YOU**