Get a job, Keep a job, Get a better job – *Improving homeless veterans' employment retention*

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AHP

COLORADO COALITION FOR THE Homeless Creating Lasting Solutions

Agenda

1. Staying connected to labor market is a good thing.
2. Many reasons for job loss among veterans experiencing homelessness.
3. What strategies improve employment durability and job tenure.
4. What program features enhance retention.
5. Questions and Discussion

The median number of years that wage and salary workers in the US have worked for their current employer is currently 4.6 years (BLS 2018).

Job loss among veterans experiencing homelessness

- Personal challenges
  - Getting along with different personalities
  - Limited education
  - Poor skill performance
- Employer expectations
  - Working flexible hours
  - Arriving on time
  - Working independently
- Other
  - Job layoffs
  - Divorce/Spouse death
  - Family (of choice or origin) Tragedy

Personal Issues

Emotional history can be triggered by stressors and irritants on the job

Examples of triggers

- Easily bored
- Anniversary dates
- Being reprimanded
- More…

Possible reactions

- Anger
- Frustration
- Avoidance
- More…

Audience Question:

Do you conduct job matching activities with job seekers?

Strategies to improve employment durability and job tenure.

- Skills needed to navigate the work environment
- Helping clients understand their needs, interests and abilities that complement their job goal
- Plans to manage personal triggers
- Learning before job searching
- Understanding the veterans motivation for employment and building on it

WELCOME!

KEEPING UP THE GOOD WORK

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VETS

MENU | PRINT | GLOSSARY | BACK | NEXT

Module 1: An Introduction to the Course

Module 2: How People Keep Their Jobs

Module 3: Why People Lose Their Jobs

Module 4: Managing Stress on the Job

Module 5: Using Supports for Long-Term Success and Stability

Module 6: Summary and Conclusion

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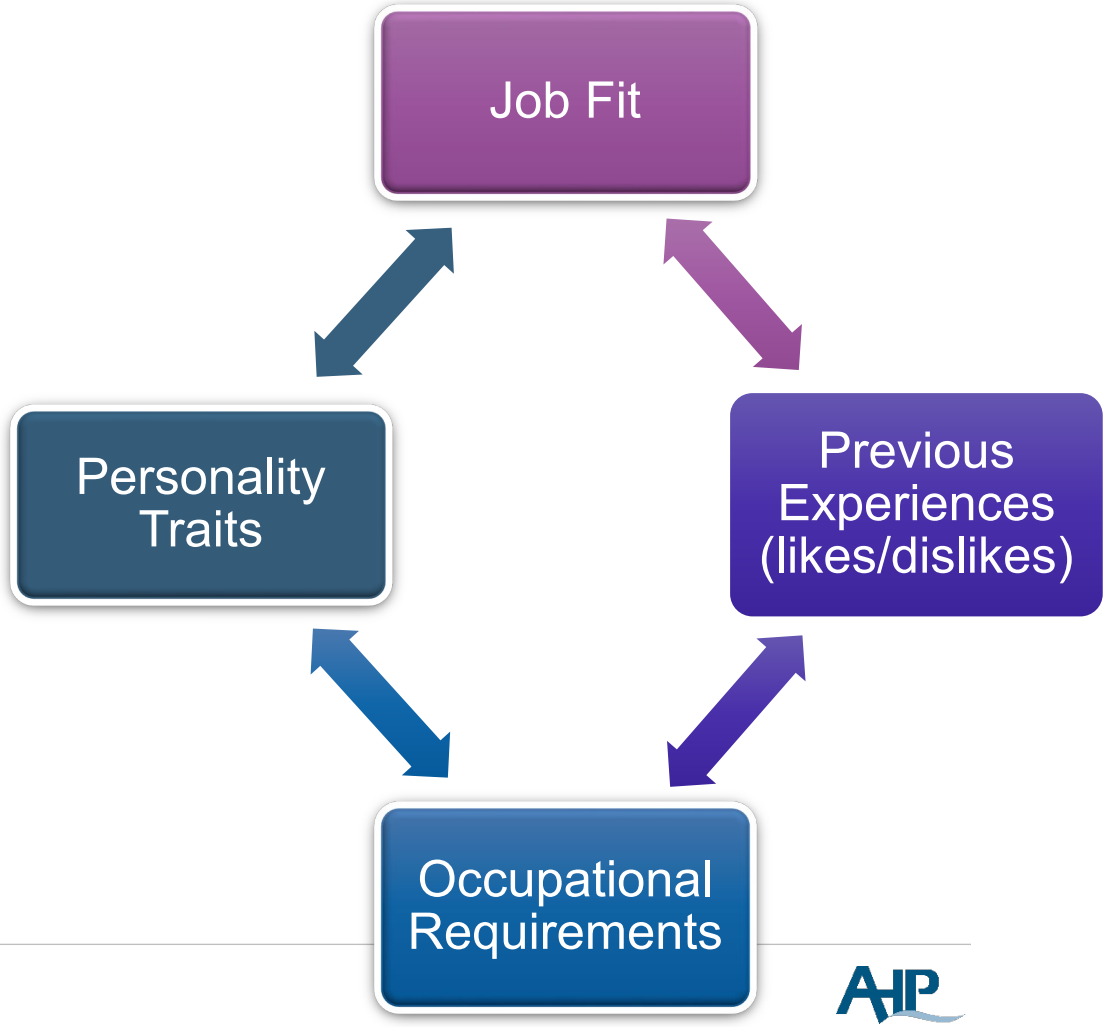
What Would YOU Do?

Situation #2

You are new on the job and quickly become friendly with a few other veterans on the job site. It's your first payday and the group is going to a local bar for happy hour. You are five weeks sober and you are afraid if you go, you will not have the strength to drink only water or soda. But, you are also afraid that if you don't go you will be seen as someone who is not friendly.

Job Matching

…a fit between your personality traits, your likes and dislikes based on previous work experience, and the occupational requirements of the job…



Job Matching - Interests

- Harrington-O'Shea Career Decision Making System
- O'NET Interest Profiler
- Self-Directed Search
- Career Occupational Preference System (COPS)
- Strong Interest Inventory Adult General

Additional Tests

- Work Personality
  - The Myers Briggs Type Indicator (MBTI)
  - Work Personality Index
  - Hogan Personality Inventor
- Aptitude
  - Numerical and Verbal Reasoning Tests
  - Situational Judgement Test
  - Diagrammatic Reasoning Tests

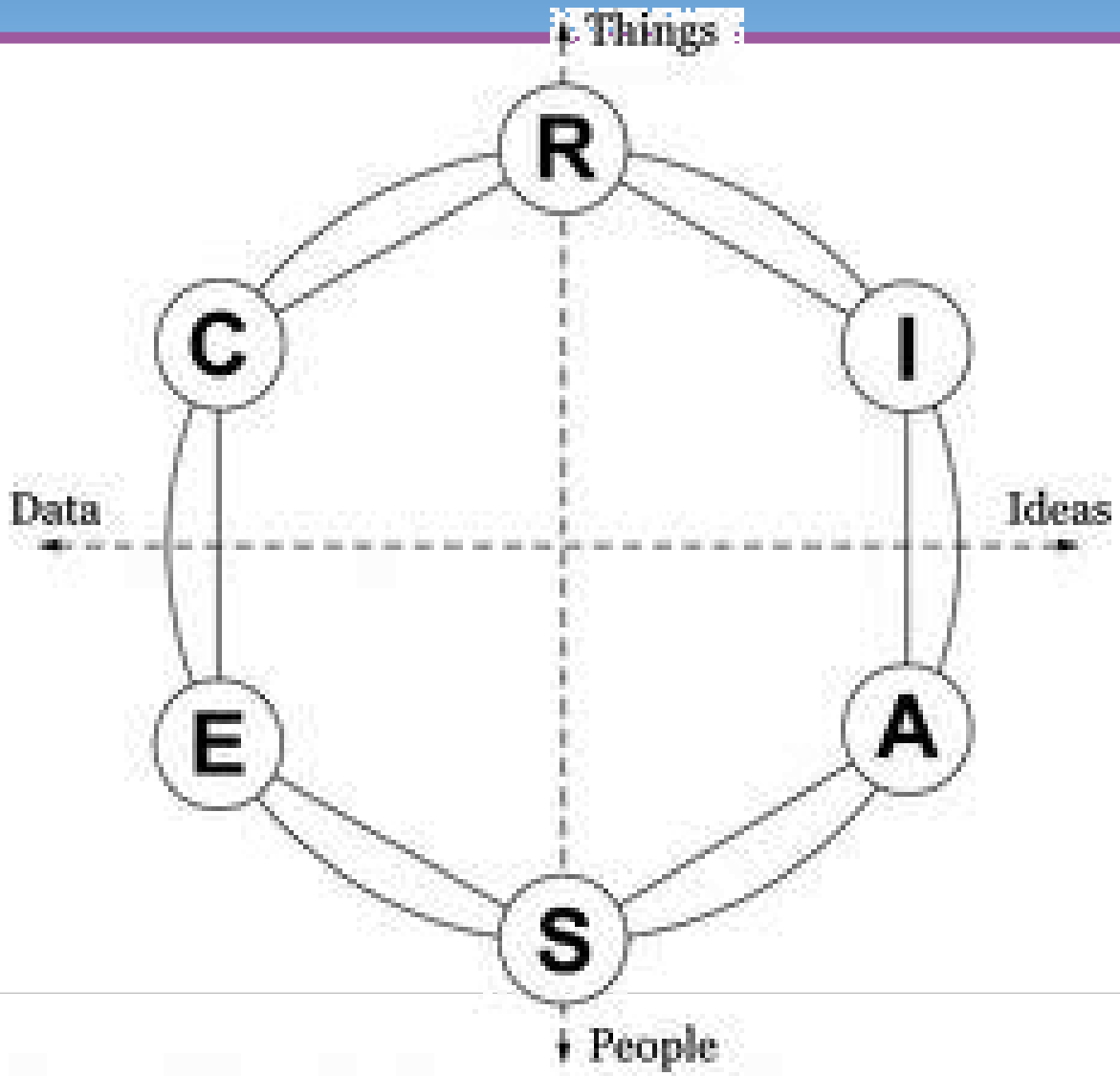
Holland Types

Holland Types

- Realistic
- Investigative
- Artistic
- Social
- Enterprising
- Conventional

http://www.mynextmove.org/explore/ip

Your 3 Letter Code



Strategies Post Placement

Audience Question

How many use incentives to reward clients for achieving certain job retention milestones?

Dale Carnegie, How to Win Friends and Influence People

Post placement supports

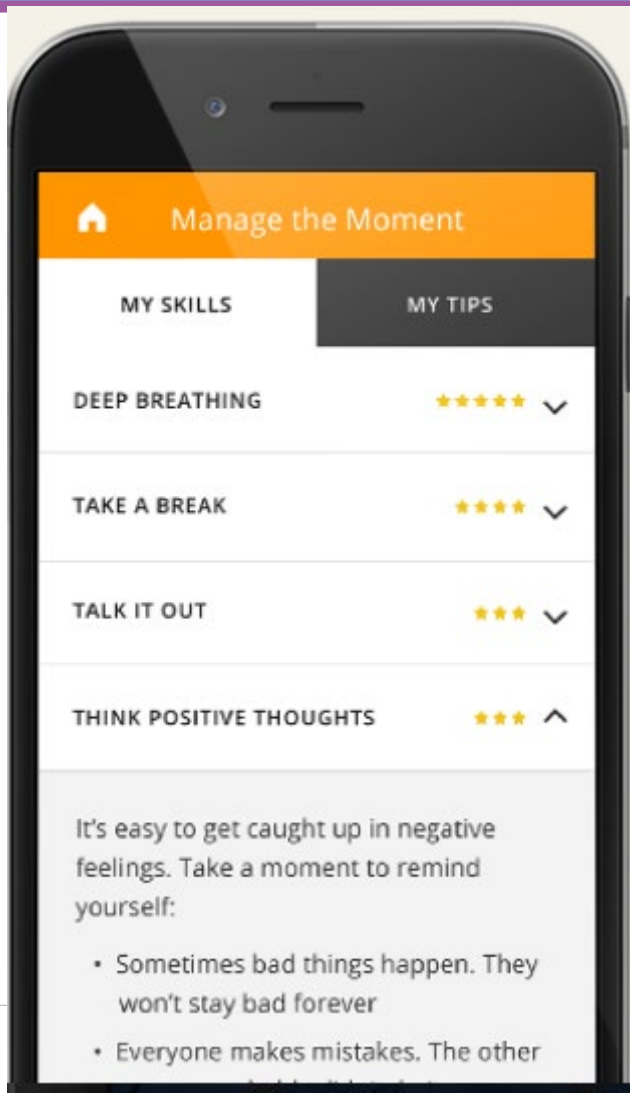
- Communication with the worker and employer
- Multi-media interventions
- Job coaching
- Benchmark incentives

Communication with the worker and employer

- Make sure you have permission (signed ROI) from the veteran to speak with the employer
- Ask the veteran and employer how they like to communicate. Voice, email, text, other
- Weekly following placement for 3 – 4 weeks
- Monthly until the end of the follow up period

Multi-media interventions

- Using text messages
- Social Media
- Blogs
- Email Blast
- Messenger Apps
- Using internet creatively
- Smartphones



http://www.fortpointdesign.com/projects/working-well/

Job coaching

- Follow up, follow up, follow up
  - Call, text or email the veteran on their first day
  - Set follow up check in times
  - Go to the job site (if you have permission)
  - Ask open ended questions

“You get ½ of what you expect, but 100% of what you inspect”

Unknown Author

Benchmark incentives

- Incentive at placement
- Quarterly incentives for job retention
- Wall of Fame
- Other?

Some Program Features to Enhance Retention Outcomes

Create a job retention culture

- Talk about job retention from day one, even before the veteran is employed
- Make sure the veteran knows they can reach out when having a bad day and you will talk them through it
  - That may mean finding another job if they are unhappy but not leaving their current job without notice

Provide Job Re-Placement Assistance

- Orient re-placements toward career paths
  - Utilize an Individual Employment Plan (IEP)
- Connect learning/education/credentials to job advancement
  - WIOA
  - Vocational Rehabilitation (Federal and State)
  - Registered Apprenticeships

Consider Mentoring

- Invite successful program participants to mentor newly employed clients
- Provide training and support for mentors
- Acknowledge mentoring successes

Summary – What is needed to improve retention outcomes

1. Provide ongoing support services
2. Help people identify and nurture intrinsic rewards
3. Improve job satisfaction through better matches
4. Attachment to better paying, ‘benefited’ jobs and or ones with potential
5. Recognize and incentivize progress
6. Teach skills, “soft” skills, retention strategies, etc.
7. Manage a job retention culture in your program

Not All Programs Measure Retention (and they don't necessarily measure it the same way)

Resources

- https://cpr.bu.edu/app/uploads/2011/09/Job-Development-and-Job-Retention-for-Persons-in-Recovery1.pdf

Advocates for Human Potential, Inc.
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