Get a job, Keep a job, Get a better job –

*Improving homeless veterans' employment retention*

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Agenda

1. Staying connected to labor market is a good thing.


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
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
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
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.
…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 Inventory

- Aptitude
  - Numerical and Verbal Reasoning Tests
  - Situational Judgement Tests
  - Diagrammatic Reasoning Tests
Holland Types
Holland Types

- Realistic
- Investigative
- Artistic
- Social
- Enterprising
- Conventional
Welcome to the O*NET Interest Profiler!

The O*NET Interest Profiler can help you find out what your interests are and how they relate to the world of work. You can find out what you like to do.

The O*NET Interest Profiler helps you decide what kinds of careers you might want to explore.

On each screen, click the Next button at the bottom to continue. You can use the Back button at the bottom to re-read the instructions or change your answers.

User Agreement Proper Use

Taken the Interest Profiler before? Enter scores

Start Interests Results Job Zones Careers
Your 3 Letter Code
Strategies Post Placement
How many use incentives to reward clients for achieving certain job retention milestones?
“People work for money but go the extra mile for recognition, praise and rewards”
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 $\frac{1}{2}$ 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

CONTACT US TODAY

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