

VIRTUAL LEARNING CLASSROOM

Session 5: Case Management,
Addressing Barriers, & Building Skills



Meet Your Facilitators



Nicole LaCorte-Klein, MA, CRC

Training Consultant at Atlas Research, Nicole brings years of experience providing job placement, vocational case management and direct service to individuals who are homeless. Nicole has provided technical assistance to HVRP, SSVF and other Veterans Administration staff for years, offering her experience as both direct service provider and trainer.



Cori Di Biase

NVTAC Project Director at the Manhattan Strategy Group, Cori has provided services and consultation to support veterans and civilians in employment for more than twenty years. Cori prides himself on serving the staff and leaders who have dedicated themselves to serving our country.



Cindy Borden

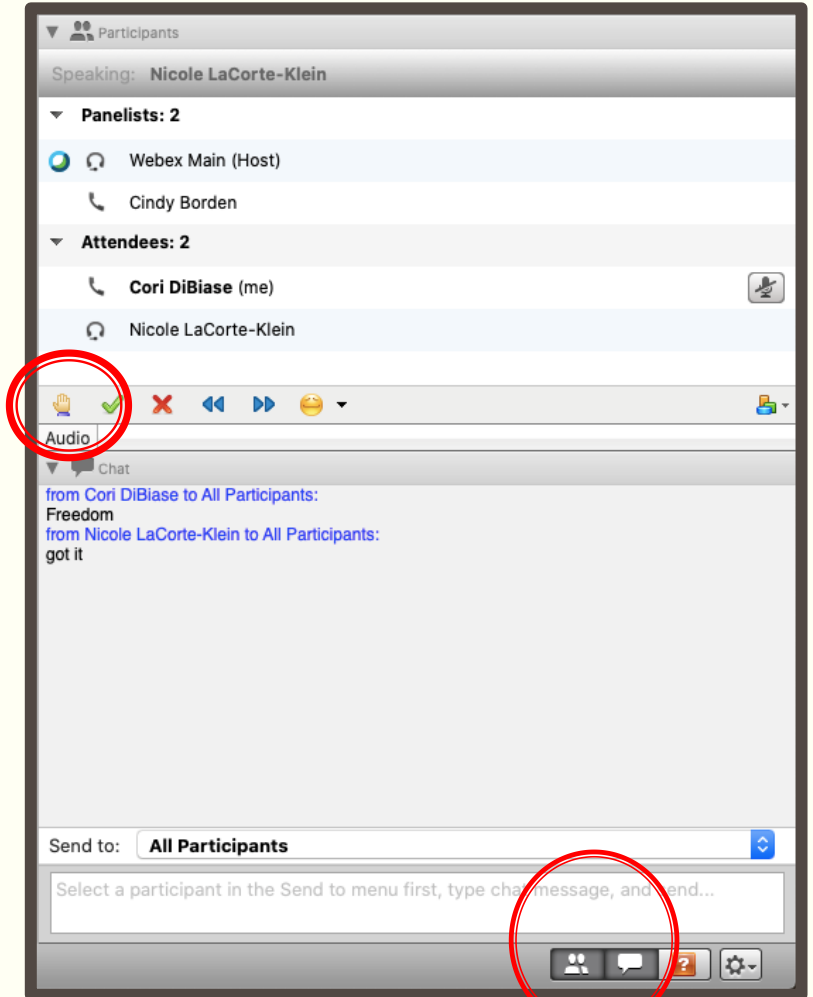
As the Director of Technical Assistance and Training for the National Coalition for Homeless Veterans (NCHV), Cindy conducts training, develops resources, and provides intensive coaching in program design and implementation to veteran service organizations. Cindy brings more than 20 years of experience in both direct service and technical assistance to help organizations increase capacity and improve services.



We want to hear from you! Mac Version

If you have a question, and want to speak, **raise your hand** to get your mic unmuted.

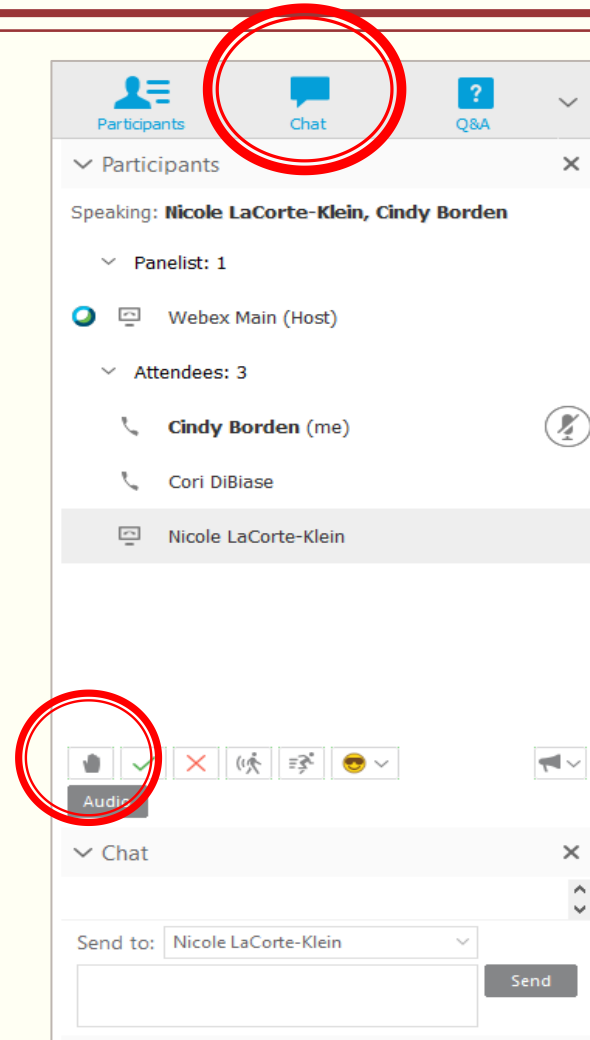
If you don't want to speak, **use the chat box** to share thoughts, question and observations with **all attendees!**



We want to hear from you! – PC Version

If you have a question, and want to speak, **raise your hand** to get your mic unmuted.

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CASE MANAGEMENT FOR CAREER DEVELOPMENT

Review of Core Staff Functions

- Engagement
- *Case Management*
 - Understanding
 - Coordination
 - Complementary Services
- Career Development

Case Management

Case Management is a process for helping veterans access housing, supportive services, and training to address barriers and achieve employment goals.

Case Management as a Process

Case management is the process or vehicle for accomplishing the tasks that lead to the desired outcomes.

Tasks	Strategies	Goals
What are you doing?	How are you doing it?	Why are you doing it?
Assessment <ul style="list-style-type: none"> • Initial • Ongoing Meetings with CM/ES/JD IEP Creation and Revision <ul style="list-style-type: none"> • Goals Setting, including Career Goals Training Housing Access/Acquisition Supportive Services Provision	Motivational Interviewing Peer Support Networks <ul style="list-style-type: none"> • Mentoring • Job Clubs Job Negotiation	Engagement <ul style="list-style-type: none"> • Veterans • Employers Career Development/Job Placement

CASE MANAGEMENT TASKS

Assessment

What is assessment?

1. Process
2. Discrete event/tool

The purpose of assessment is to learn about and gain understanding of veteran

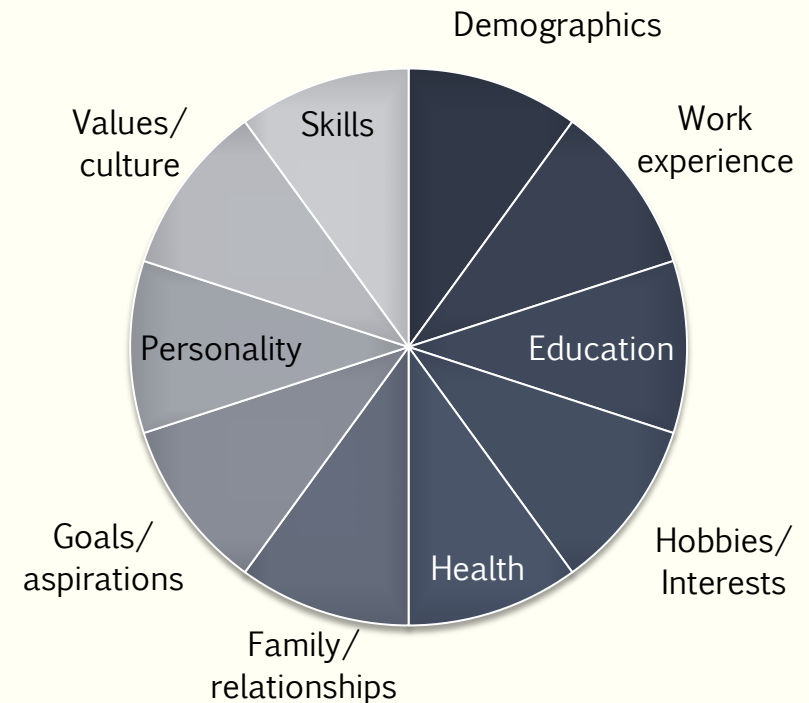
Assessment: Methodology and Timing

- Examples of Formal Testing?
- Examples of Informal Information Gathering?
- Thinking about timing: to promote engagement and understanding, consider what assessment activities are most appropriate for the veteran you are serving, right now?

Assessment for Understanding

A Holistic View:

- Gathers information on veteran's wants, needs, hopes, skills, barriers and challenges
- Requires time and patience
- When done well – not only leads to better understanding but also builds trust, connection and engagement.



Using the Information

The assessment process should reveal information about the veteran's:

- Foundational, hard, and soft skills
- Interests and goals
- Past experiences
- Preferences for work culture
- Social, emotional, and physical needs and limitations

This information becomes the basis for helping the veteran to create an employment goal

Individual Employment Plan (IEP)

A concrete plan for achieving the employment goal:

- Based on the information learned in assessment
 - Adapts to reflect new information or changing circumstances
- Includes timelines, action steps, interim goals, and responsibilities
- Addresses gaps in skills and experience or other barriers to achieving goal
- Multiple facets – training, supportive services, housing, transportation, etc.
- Customized for and driven by the veteran

The Employment Goal

- May include industry, work task, salary, hours, environment, etc.
- Short-term job, long-term career, or both?
- Based on information shared or discovered through assessment and engagement.
 - Balanced against knowledge of Labor Market Information
- Identify – and address - gaps in skills and experience or other barriers to achieving goal.

Developing the Employment Goal

The Veteran

- Skills, experience, training.
- Hobbies, interests.
- Preferences for:
 - Work Environment;
 - Social interaction; and
 - Management style.
- Short and long term goals and income needs.

Employers

- Skill Needs
 - 'Explicit'
 - 'Hidden'
- Environment
- Management and Social Style

Goal Setting: Career, and Interim

- The IEP is ultimately a vehicle for the veteran's employment/career goal.
- The IEP process will necessarily include a number of interim goals, allowing HVRP staff and the veteran to:
 - Identify each step of the process;
 - Clarify the roles and responsibilities of the veterans, HVRP staff, and others involved in the process; and
 - Celebrate – or recalibrate – based on the status of each individual goal.

TRAINING & CAREER PATHWAYS

Training

- Hard Skill Needs
 - Certification
 - 'Updating' Existing Skills
- Soft Skills
 - Professional Dress and Behavior
 - Managing the social aspects of professional life
 - Schedule and Money Management
 - Life Skills

Training

Type of Training

- Classroom
 - Workshops
 - Longer-Term Classes
- ‘On the Job’ (OJT)
- Apprenticeships

Considerations

- Veteran Skill Gaps
- LMI and Veteran Goals
- Training Providers
 - AJC & the ETPL
- Partner Resources and Support

Career Pathways

- Based on veteran preference, shift the focus from job placement to career development.
 - Re-focus short and long-term goals.
 - Include more long-term (including post-HVRP) planning.
- Training goals shift to include ways to build toward longer-term objectives.
- Post-placement support expands to include consideration of retention and career growth.



SUPPORTIVE SERVICES

Housing and Supportive Services

- *Case Management* means coordination as well as service delivery.
- Goal setting will include considerations of housing and other support needs.
- Knowledge of resources available in your community will be essential to meeting these needs.

Supportive Services Include

- Housing
- Benefits Management
- Clothing
- Equipment
- Legal Services
- Securing a Driver's License
- Mental and Physical Health and Wellness

BREAKOUT SESSION

Sample IEP

In your Breakout Rooms, group members will review the sample IEP and discuss the following:

- What is useful or effective?
- What is unhelpful or irrelevant?
- What is missing from this IEP?

Questions?

E-mail questions to:

contact@nvtac.org



Continue the conversation at:

nvtac.org/nvtac-knowledge-network/

Contact Information

Cori Di Biase-Dallas Region

Manhattan Strategy Group

cdibiase@manhattanstrategy.com

Cindy Borden-Atlanta, San Francisco and Philadelphia Regions

NCHV

cborden@nchv.org

Nicole LaCorte-Klein-Boston and Chicago Regions

Atlas Research

nlacorteklein@atlasresearch.us