

PSE "INTENSIVE TRANSITION TRAINING" PROGRAM - NARRATIVE AND TRAINING PLAN

This proposal is for the training of ten participants to function as peer counselors (coaches) and job developers (advocates) for other Portland CETA participants. As an integral part of their training participants will formulate and work through their own employment transition.

The training program is comprised of two parts. An intensive nine day training period followed by seven to eight weeks of supervised work as coach and advocate.

Participants will be trained to function with CETA assigned caseloads of clients from a wide variety of backgrounds and with varying skills, aptitudes and interests. They will learn to coach clients in securing jobs by furthering client job self-assessment, decision making, problem solving and job hunting skills as needed by the client. They will learn to advocate for clients with potential employers and others to help develop networks, job opportunities and placements for their clients.

Participants will be recruited and screened initially by Portland CETA. It is essential that all participants begin with the nine days of intensive training. Consequently it is recommended that the program be over-enrolled, if possible twelve or thirteen participants, to allow for ten completing the program.

PRINCIPLES AND AREAS OF TRAINING

Basically, participants will learn to take clients where they are in their job transition process and help them secure jobs utilizing to the extent possible the clients own resources.

As career coaches, the participants task is to empower their clients to be actively involved in deciding and effecting their next step career direction. This means giving clients appropriate resources, support and encouragement to keep moving ahead.

As career advocates, the participants task is to identify appropriate employment opportunities and approach potential employers on behalf of their clients where by reasons of circumstance the clients cannot undertake this task themselves. This means responsiveness to a range of needs of individual clients, from information for some to job placement for others with the client taking as active a part as possible in the process.

As an integral part of the training, participants will learn by working through their own planning and job hunt.

To function as coaches, participants will be trained in two basic areas.

- I. A highly adoptive Life/Work Planning Process
- II. Peer counseling or coaching others in working through a process of Life/Work Planning.

I. Participants will learn a process of Life/Work Planning by working it through. Life/Work Planning is a process of self assessment, job assessment and job hunting. The more complete the self assessment and job assessment, the easier the job hunt and the greater probability the job will be held on to.

Self assessment means: What skills do I have, enjoy and do best? Where do I want to use those skills geographically, in terms of kind of organization and working conditions, in terms of special knowledges, in terms of the people worked with and/or served, in terms of values and goals of the organization, in terms of level of responsibility and salary or wage.
What goals and interests do I want to be serving in my work?

Job assessment means: Finding out the name or names of the jobs which fit the self assessment. Finding out the names of those organizations within my preferred geographical area where such jobs might exist.

Job hunting means: Knowing and using alternative means of securing the job including research, resume writing and interviewing. Holding on to the job and getting ahead.

II. Peer counseling means coaching others in working through their process of Life/Work Planning. Some clients will have been exposed to a process of Life/Work Planning. Others will be starting from the beginning. The point is to help the client move on by discerning where they are stuck and helping them move on from there. Participants will learn:

1. Principles of coaching including: diagnosing the problem and knowing resources to solve it; encouraging, supporting and catalysing; relational skills such as active listening, assertiveness, feed-back and active involvement, attention to client and coach self-esteem; confidentiality; record keeping; knowing what you can do and getting help with what you can't do.

2. Developing awareness of the significance of work:
What employment means to people; stages of adult
development and their relation to job choice and change;
managing transitions.

The process of Life/Work Planning which the participants will themselves use and utilize as a guide in helping others draws on the work of Richard Bolles, Bernard Haldane, John Crystal, John Holland and Joseph Dubay. It is highly adaptable to the needs and experience of individual clients and has been used successfully with such diverse groups as Portland General Electric Self-Directed Career Program, Washington County Corrections, U.S. Forest Service, Bureau of Land Management, displaced homemakers, high school drop-outs and Ph.D.'s.

To function as advocates, participants will be trained in three basic areas.

I. Researching and identifying appropriate employment opportunities and community resources for help in job search and placement. Knowing published resources.

II. Contacting and relating to potential employers to establish interview and placement for clients.

III. Aiding each client in establishing a network - a self managed group of people the clients can ask for information about the job area that holds most interest.

I. Participants will learn how to field research and telephone interview to identify appropriate employment opportunities for their clients. They will learn to network, interview, develop contact lists, follow up on contacts. They will also learn published and community resources that can be used on behalf of themselves and their clients.

II. Participants will learn to relate to potential employers for information, arranging interviews and placement. They will learn to understand the needs of the employer; what information to secure and how; how to advocate for the client; contact follow up; telephone communication skills.

III. Participants will learn to aid clients in establishing ongoing networks by utilizing their circle of friends and contacts and expanding their contacts with people who will be helpful in their job hunt.

THE PROGRAM

The program is comprised of three parts.

1. An intensive nine day period of training in coaching and advocating as outlined in the section Principles and Areas of Training.
2. A one day orientation to Portland CETA procedures, appropriate personnel and case load assignment.
3. Seven to eight weeks of supervised functioning as coaches and advocates with CETA assigned case load. Continuation of own employment development program.

PROGRAM PART I

A. First five days: Coaching

1. Learning by working through for themselves a Life/Work Planning Process.
2. Learning to coach others in Life/Work Planning.

B. Sixth through ninth day: advocating

1. Learning to research and identify appropriate employment opportunities and community resources for help in job search and placement. Learning published resources.
2. Learning to contact and relate to potential employers to establish interviews and placement for clients.
3. Learning to aid clients in establishing a network.

PROGRAM PART II

One day orientation to Portland CETA Presentation of information on CETA procedures, assignment of case loads.

PROGRAM PART III

Seven to eight weeks of work with CETA assigned case load under trainer supervision.

1. During the first four weeks participants will work on their assigned case loads meeting as a group for one to two hours per day with a trainer for supervision, problem solving, sharing and feedback. Focus of the first week will be contacting and getting to know clients and their needs.
2. At the beginning of the fifth week, participants will meet with trainers for a day long workshop for performance evaluation, problem solving, review and feedback.
3. During the sixth, seventh and eighth week, participants will meet as a group with a trainer for a three hour period each week for supervision, problem solving, sharing feedback and closure of the program.

EVALUATION

Primary benefits of the program are in the self placement of participants and in increased placement rates of their case load clients. Another major benefit is the pilot project testing of a coaching-advocacy program and method which may find extended use.

Program evaluation procedures will be developed with CETA supervision. The program director will make progress reports to CETA on programs and participant progress in a form determined mutually by CETA and the program director.

TRAINING METHODS

Presentations, structured exercises, field work, case studies and supervised practice will be used in the training. Special features of the training include:

1. Participants learn a Life/Work Planning process as a guide for coaching others by working through the process themselves.
2. While functioning as coaches and advocates, participants will also provide role models for clients and check out strategies they are using in developing jobs for themselves.
3. Phased decrease of job supervision.
4. Team building and team support for the participants.

TRAINERS AND STAFF

Trainers are experienced specialists in the training areas.

JOSEPH A. DUBAY, Program Director and Chief Trainer
Specialist in Life/Work Planning, counselor training and
Human Resource consultant with over ten years of experience.

ALISON JOHNSON, Specialist in Life/Work Planning and career
counseling. Currently teaching at Portland Community College
and in private practice.

MARY LANSING, Communication and Self-Management specialist with
extensive consulting and training work in communications,
time and stress management currently in private counseling,
consulting practice.

SANDY CULVER, Job Development and Community Resource Specialist
with over three years experience with Multnomah-Washington CETA
consortium.

PRELIMINARY TRAINING SCHEDULE

PROGRAM PARTS I & II

FIRST WEEK

MON. A.M.	TUES. A.M.	WED. A.M.	THURS. A.M.	FRI. A.M.
INTRODUCTIONS	SKILLS ASSESSMENT 3 Types of Skills	IDEAL JOB DESCRIPTION	FEEDBACK ON FIELD EXPERIENCE	COACHING TRAINING Meeting clients
ORIENTATION TO AND OVERVIEW OF PROGRAM People & Work	Skills Exercises and Resources	Practice & Use INTRODUCTION TO INFORMATION RE- SEARCH	NETWORKING	Learning their needs Establishing a working agreement Coaching self- assessment, method resources. Helping clients identify Jobs
	INTERESTS AND WORK- ING CONDITIONS ASSESSMENT Exercises & Re- sources		JOB HUNT SKILLS Resume & Inter- views	
MON. P.M.	TUES. P.M.	WED. P.M.	THURS. P.M.	FRI. P.M.
TEAM BUILDING	IDENTIFYING JOBS TO FIT SELF ASSESSMENT Practice	FIELD WORK ON INFORMATION RE- SEARCH	RELATIONAL SKILLS Assertiveness Listening Feedback Active Involvement	ADVOCACY TRAINING Helping clients information research Placement interview Resumes. Dealing with client binds and fears Reality checks.
PARTICIPANT SELF- ASSESSMENT	GOAL SETTING			

150117

PRELIMINARY TRAINING SCHEDULE PROGRAM PARTS I & II

SECOND WEEK

MON. A. M.
INTRODUCTION TO
JOB DEVELOPMENT
& PLACEMENT
Employee needs
Employer needs
Information
needed

TUES A.M.
SUPERVISED PRACTI-
CE IN JOB DEVELOP-
MENT & PLACEMENT
Job-Client Match

WED. A.M.
FOLLOW-UP
RECORD KEEPING
TIME MANAGEMENT
AVOIDING BURNOUT

THURS. A. M.
COMMUNITY RESOUR-
CES FOR JOB
DEVELOPMENT &
PLACEMENT
VOCATIONAL TESTS
Understanding
Test Results

FRI. A.M. & P.M.
PROGRAM PART II
TRANSITION
ORIENTATION TO
CETA
CASE ASSIGNMENTS
CLOSURE ON FIRST
PART OF TRAINING
TEAM BUILDING

MON. P. M.
JOB DEVELOPMENT
RESOURCES
Contact lists
Networking

TUES P. M.
SUPERVISED PRACTI-
CE IN JOB DEVELOP-
MENT & PLACEMENT

WED. P.M.
OPEN SESSION FOR
FEEDBACK &
TROUBLE SHOOTING

THURS. P.M.
SIGNIFICANCE TO
PEOPLE OF WORK
HELPING PEOPLE
MAKE TRANSITIONS

Code	Object Title	Participant Wages and Fringe	Participant Services	TOTAL		
110	Full-Time Employees					
120	Part-Time Employees					
130	Federal Program Enrollees	23,582		23,582		
140	Overtime					
150	Premium Pay					
170	Benefits	1,887		1,887		
190	Less-Labor Turnover					
100	Total Personal Services	24,469		24,469		
210	Professional Services					
220	Utilities					
230	Equipment Rental		1,200	1,200		
240	Repair & Maintenance					
260	Miscellaneous Services					
310	Office Supplies		260	260		
320	Operating Supplies					
330	Repair & Maint. Supplies					
340	Minor Equipment & Tools					
350	Clothing & Uniforms					
380	Other Commodities--External					
410	Education					
420	Local Travel		520	520		
430	Out-of-Town Travel					
440	Space Rental		1,080	1,080		
450	Interest					
460	Refunds					
470	Retirement System Payments					
490	Miscellaneous					
510	Fleet Services					
520	Printing Services		350	350		
530	Distribution Services					
540	Electronic Services					
550	Data Processing Services					
560	Insurance					
570	Telephone Services		800	800		
580	Intra-Fund Services					
590	Other Services--Internal					
200-500	Total Materials & Services					
610	Land					
620	Buildings					
630	Improvements					
640	Furniture & Equipment					
600	Total Capital Outlay		-0-	-0-		
700	Other		4,210			
	TOTAL	24,467	4,210	28,677		

BUDGET JUSTIFICATION
MATERIALS AND SERVICES

DATE 7/22/80

PROJECT NO. _____

PROJECT TITLE HRB Intensive Transition Training

To extent possible, use format indicated below.

CODE	DESCRIPTION OF ITEM AND BASIS FOR VALUATION	ITEM TOTAL	CATEGORY TOTAL
230	Furniture rental - 13 desks, chairs, side chairs, 3 file cabinets @ \$600/mo x 2 mo (includes delivery cost)	1,200	1,200
310	Office Supplies @ \$20/person	260	260
420	Local Travel - bus tickets or mileage @ \$20/mo/person	520	520
440	Space Rental @ \$540/mo x 2	1,080	1,080
520	Printing Services	350	350
570	Telephone Services - 6 phones, 3 lines \$470 hook up fee 165 monthly fees x 2 mo	800	800

50112

BUREAU	POSITION	CODE	NO.	HRLY RATE	F/B RATE	START DATE	TERM DATE	# OF MOS	MONTHLY SALARY	CETA WAGES	COSTS FRINGE	GEN FUND WAGES	COSTS FRINGE
Human Resources Bureau	Staff Assistant	0900	13	\$5.23	8%	8-4-80	9-30-80	2	907.00	23,582	1,887	-0-	-0-

ORDINANCE No. 150117

An Ordinance authorizing the creation of thirteen (13) positions within the Human Resources Bureau for the period beginning August 4, 1980 and ending September 30, 1980; creating thirteen (13) Public Service Employment positions under CETA Title IID costing \$28,677; and declaring an emergency.

The City of Portland ordains:

Section 1. The Council finds:

1. The City of Portland has been designated by the United States Department of Labor as Prime Sponsor for administering funds under the Comprehensive Employment and Training Act (CETA) Title IID to provide employment and training opportunities for unemployed persons.
2. The Human Resources Bureau is requesting authorization to utilize thirteen (13) CETA Title IID positions in an "Intensive Transition Training" program to augment the Training and Employment Division's Case Management Unit in its effort to counsel and find permanent, unsubsidized employment for all participants currently enrolled under the Public Service Employment program. The cost of the "Intensive Skill Training" program will not exceed \$28,677.
3. The Human Resources Bureau, through its Training and Employment Division, offers training and transition potential within the overall program for entry level positions.
4. The positions requested have the approval of the Training and Employment Division's Program Development Unit, Training and Employment Division Manager and the Executive Director of the Human Resources Bureau.
5. Funds are available within the CETA Fund in the FY 1980-81 Budget to provide for the cost of these positions.
6. A narrative description of the program, the training provided and position titles, wages and fringe benefits are set out in Exhibit "A".

Calendar No 2735

ORDINANCE No. 150117

Title

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THE COMMISSIONERS VOTED AS FOLLOWS:		
	Yeas	Nays
Ivancie	1	
Jordan		1
Lindberg	1	
Schwab	1	
McCready	1	

FOUR-FIFTHS CALENDAR	
Ivancie	
Jordan	
Lindberg	
Schwab	
McCready	

INTRODUCED BY
COMMISSIONER IVANCIE

NOTED BY THE COMMISSIONER
Affairs
Finance and Administration
Safety
Utilities <i>FJI mk</i>
Works

BUREAU APPROVAL
Bureau: Human Resources
Prepared By: <i>Joseph P. Gonzales</i> Date: <i>7/22/80</i>
Budget Impact Review:
<input checked="" type="checkbox"/> Completed <input type="checkbox"/> Not required
Bureau Head: <i>Erma E. Heppburn</i> by <i>gpl</i>

NOTED BY
City Attorney
City Auditor
City Engineer

Filed JUL 24 1980

GEORGE YERKOVICH
Auditor of the CITY OF PORTLAND

By *Gordon*
Deputy