

FSC Innovation Service Delivery Model

Tony Dziedzic, Beki Lockery
Directors | Forward Service Corporation (FSC)

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Case Management Model

Intake

Assessment

Goal Setting

Action Planning

Monitoring and Evaluation

Re-Planning

Intake

Data Collection: Enrollment and Placement

Assessment

Relationship Building

Motivational Interviewing

Needs and Wants- “where are you, and where would you like to go?”

Assessment

Informal and Formal Assessment

Basic Needs (Supportive Services)

Educational Needs

Basic Skills, Abilities, Values, Interests

CWW, WWP

WOWI (World of Work Inventory)

TABE (Test of Adult Basic Education)

Goal Setting

Using Intake information and Assessment results to create a **vision**...

Where do you want to go?

What do you want to have?

Who do you want to be?

(Immediate and Long-Term)

Can you begin to see it?

Action Planning

Moving the Goals and Vision to a Plan of Action- How do we help?

(Personal Needs and Program Requirements)

Employment Planning

Job Readiness

“Ladder Approach”

Financial Literacy, Adult Basic Ed, Job Skills Training, Voc Tech Training, Work Experience, OJT, Employment

Resource and Referral

Supportive Services

Monitoring and Evaluation

Ongoing Case Management

Continued Needs Assessment

Scheduled appointments, meetings, and activities

Attendance and Participation Progress

Resource and Referral Follow-Up

What's working, What isn't, What's next...

Re-Planning

Data gathering, Analysis, and Evaluation- What **adjustments** are needed for successful outcomes?

Ongoing Assessment: Needs, Readiness, Resources, Employment Ladder...

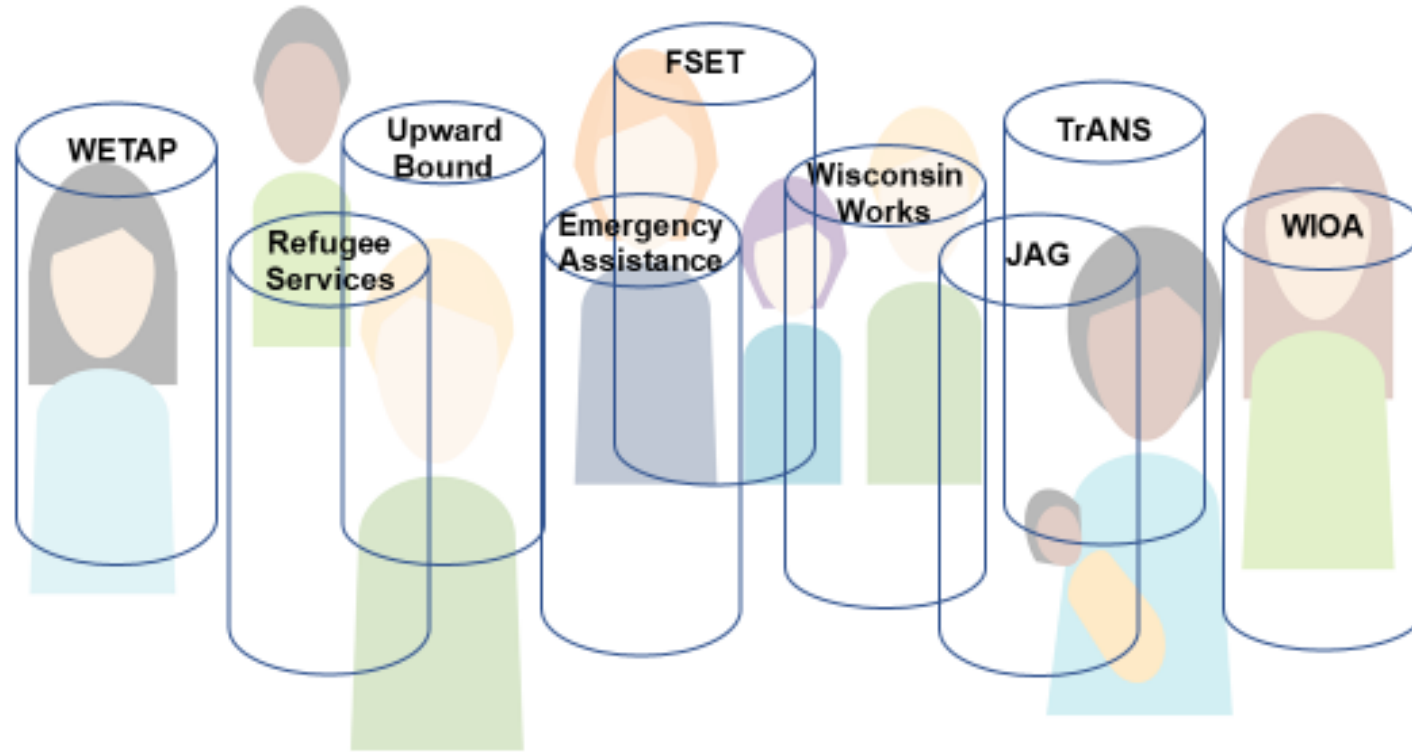
What can we do better?

Making Dreams a Reality

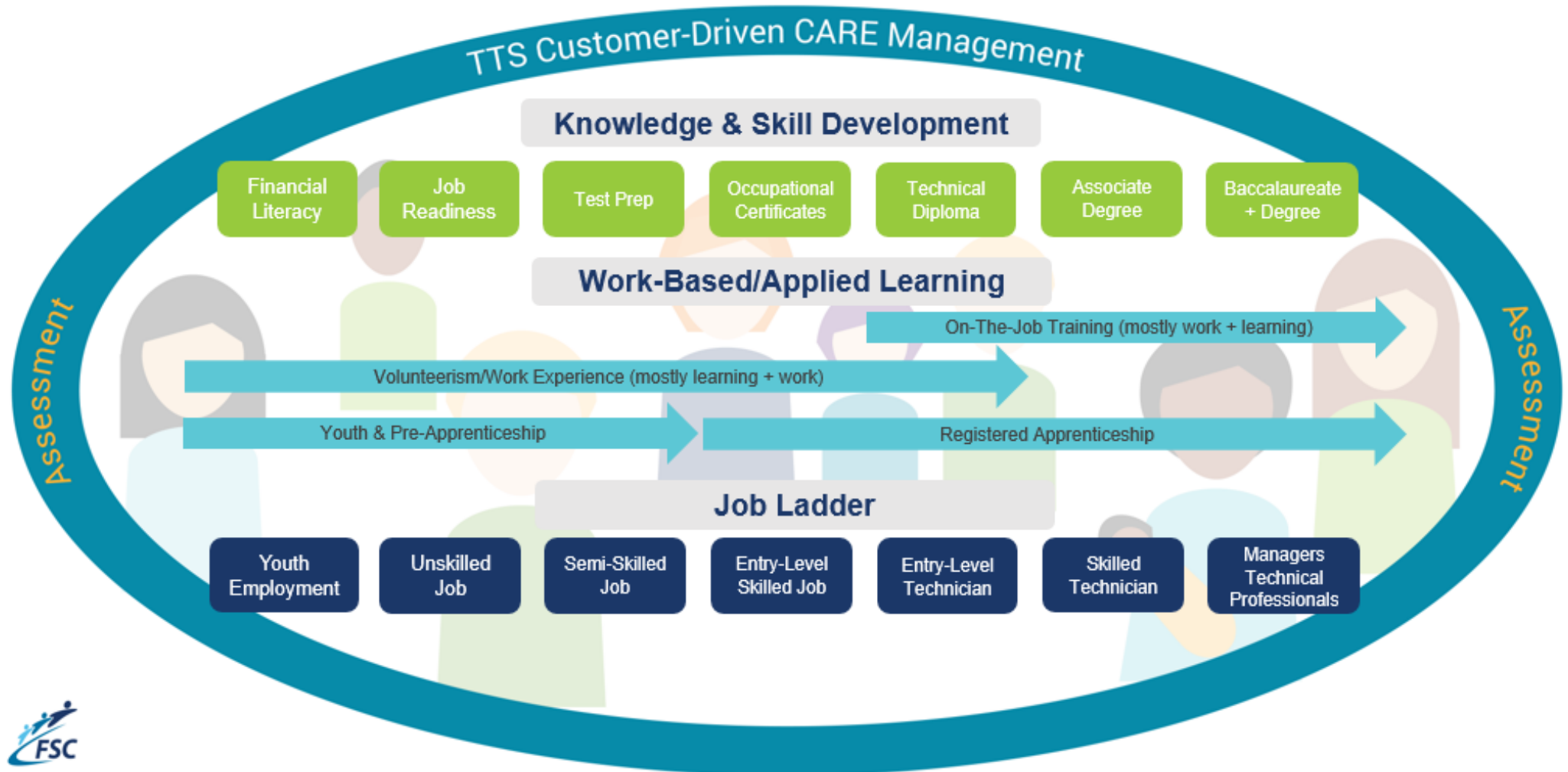


Why Transition To Success at FSC?

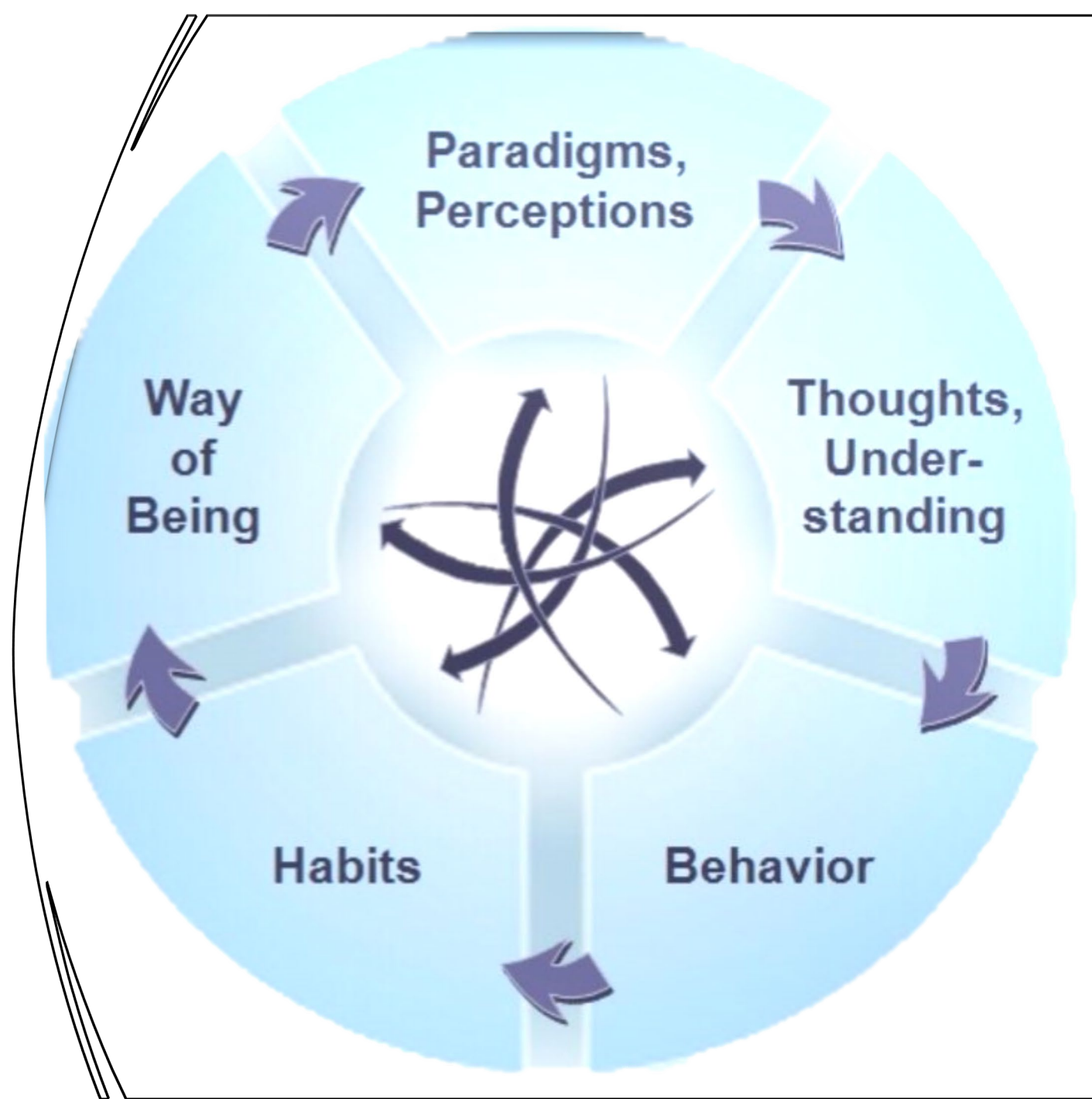
Connecting 'Siloed' Services



TTS Framework for Employment



A Paradigm Shift



What Is Your Dream?

- We ask this to:
- Inspire Hope
- Build Trust
- Increase belief that Dreams are possible



Life Area Survey

- Where am I today?
- 21 Domains
- Client Identifies Priorities
- Begin Mapping the Dream

MAP OF MY DREAMS®
LIFE AREA SURVEY

My Dream Is: _____

Date: _____

| Life Area | 1 | 2 | 3 | 4 | 5 | My Score | Priority Areas |
|-------------------------|---|--|--|---|---|----------|-----------------------|
| Food | I/We don't have enough food and/or the ability to cook or store food. I/we need food. | I/We need food stamps/ government support for food. | I/We can usually get by but sometimes I/we need help. | I/We have enough food on a budget without assistance. | I/We can buy the all the food I/we want without assistance. | | <input type="radio"/> |
| Housing | I/We are homeless or I/we are afraid of losing my home. | I/We live in temporary / unsafe and/or can't afford housing. | I/We live in stable housing but it doesn't meet my needs. | My house is safe but government or family support is needed. | My house is safe and affordable. | | <input type="radio"/> |
| Money | I/We have no money coming in. | I/We don't have enough money. | I/We can make ends meet with additional assistance. | I/We just get by without help. | I/We make enough money and manage it well. | | <input type="radio"/> |
| Mental Health | Sometimes I want to hurt myself or others. | I struggle with depression or other mental health issues. | Sometimes I struggle with my feelings. | I deal with my emotions and stress and do not need help. | I deal with my emotions and stress and seek help when needed. | | <input type="radio"/> |
| Drugs / Alcohol | I think I have a problem with street drugs/ prescription medication and/or alcohol. | I think about drugs/ alcohol - I worry about withdrawal symptoms. I have health, relationship and/or money problems because of my drug/ alcohol use. | I used within the last 6 months. I worry about my use of drugs/ alcohol and/or sometimes take risks (driving drunk, using on the job). | I have used in the last 6 months but it is not a pattern and I do not take risks (driving drunk/ using on the job). | I have not abused drugs/ alcohol in the last 6 months. | | <input type="radio"/> |
| Health Insurance | I/We don't have health insurance and I, or a family member, need help right away. | I /We don't have health insurance and I, or a family member, need medical care. | I have Medicaid/ Medicare. | All my family members can get medical care but costs of medicines strain our budget. | All my family members have affordable and available health insurance. | | <input type="radio"/> |

TRANSITION **to** SUCCESS[®]

Map of My Dreams[®]

Map of My Dreams[®]

WORKBOOK AND GUIDE

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“The future belongs to
those who believe in
their dreams.”

Eleanor Roosevelt

Your Journey Begins Here...



Building the CARE Network

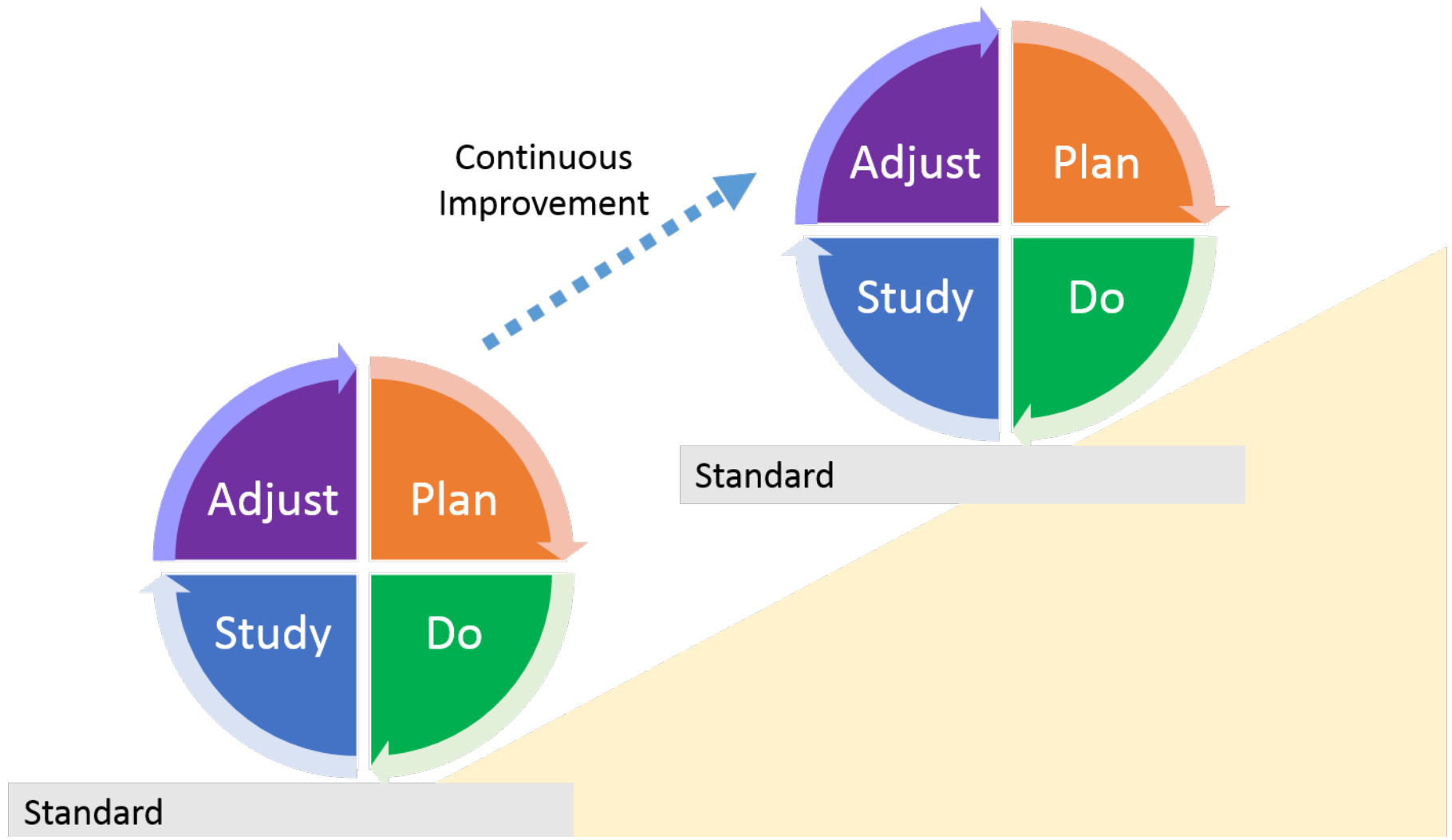


We Are The Champions: Accountability & Advocacy

Accountability: An obligation, responsibility and/or willingness to accept responsibility for one's actions or inactions or hold others responsible for their actions or inactions.

Advocacy: When people support, speak, or act on their own behalf or on behalf of someone who asks for assistance.





SUCCESS STORIES



I feel so **good about my life**, and the people around me are so happy for me. It only took me 57 years, but the little boy that dreamt of [being a truck driver] is **very happy**.

Andy
WIOA Participant

W-2 Education Navigator (EN) Program

Adult EN responsible for assessment, navigation, and coordination of General Educational Development (GED)/High School Equivalency Diploma (HSED) activities for eligible adults in the W-2 Assistance Group who have not earned a high school diploma (HSD) or equivalency.

Youth EN responsible for supporting educational attainment, addressing specific needs, and providing resources and referrals to W-2 youth at risk of not graduating.



Adult EN Program

- Assess for proper completion track (ABE)
- Navigating the process and system
- Coordinate resources and facilitate partner collaboration
- Provide supportive services



Youth EN Program

- Provide support for educational process and attainment
- Connect with resources relative to training, college/tech schools, and employment
- Collaborate with community agencies and resources
- Identify resources and supportive services based on need
 - Technology, Internet
 - Transportation
 - Supplies and other school related materials
 - School related extracurricular activities



EN Strategies

- System Navigation: Work closely with DPI for resources, key contacts, school requirements for GED/HSED, navigation strategies, and best fit for participant
- Determine accepted activities toward the completion of GED/HSED and avoid duplication (TABE, Transcripts, Credits, SAT/ACT, Career Assessments, Resume)
- Work closely with Social Workers and School Administration staff to get into schools and meet students in person



Outcomes

- Over 300 Adult Referrals, currently over 160 active
- Over 40% are enrolled in GED/HSED program
- Over 40 Adults either completed GED/HSED or within final steps to completion
- Over 100 TABE assessments completed

- Over 170 Youth served
- Supportive Services used for Transportation, Driver's Ed, College Visits, School Supplies, and Extracurricular activities.



Questions?

Beki Lockery

Director of Excellence and Innovation | FSC

blockery@fsc-corp.org

Tony Dziedzic

Director of Operations | FSC

tdziedzic@fsc-corp.org

