Innovative Workforce Programs for Hard to Serve Populations

Ohio’s 2019 Opiate Conference

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WHO WE ARE
Learn how to build capacity for workforce development programs

Identify workforce programs along the stages of change continuum
Building Infrastructure
// A MODEL For Building Workforce Program Capacity

Precontemplation: “Nope...”

Contemplation: “Maybe...”

Preparation: “Get Ready...”

Action: “Let's Do It...”

Maintenance: “I Am Really Doing This!”

Recycle
Prior to 2016

2 SMI/SPMI Supported Employment Programs

FALL 2016

Peer Recovery Workforce Program

SPRING 2018

JobConnect

WINTER 2018

OZ Works

2019

Recovery Employment Program

Ongoing Innovation

// TIMELINE OF INNOVATION
ADAMHS Financial Investment

- Budget for all workforce programs: $1.02 million
- Projected People To Be Served: 1,500
- Estimated Per Person Investment: $680
Opportunity Zone (OZ) Works
Daybreak mission: 
*To Eliminate Youth Homelessness...*

- Since 1975 operates 24 hr emergency youth shelter
- Has expanded services to include in-reach, behavioral health services, life skills education, etc.
- Snapshot of Daybreak Youth
InReach & OZ Works

Strategic decision to serve the “hardest to serve”…

- Effect on Daybreak Workforce
- Upgrade in Electronic Health Record
- Strategic Collaborations i.e. Adult Shelters, YouthBuild
- Demands for MH & Addictions Clinical Services & Support
- “Braiding” Funding Streams
- Demand for New Skills for Daybreak Staff i.e. Trauma Informed
Goals at each stage of change: OZ Works

<table>
<thead>
<tr>
<th>Stage</th>
<th>Goal</th>
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<tbody>
<tr>
<td>“NOPE...”</td>
<td>“Think About Change...”</td>
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<tr>
<td>“MAYBE...”</td>
<td>“Weigh the Pros &amp; Cons..”</td>
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<tr>
<td>“GET READY...”</td>
<td>“Develop a Plan...”</td>
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<tr>
<td>“LET’S DO IT...”</td>
<td>“Action - Make the Change”</td>
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<tr>
<td>“I’M REALLY DOING THIS!”</td>
<td>“Stick to It...”</td>
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Hard learning on what works: Philosophy and Service Delivery

- Intensive Engagement
- Flexibility From Service Providers
- Short And Frequent Meeting Times
- Lenient About Missed Appointments, MIA Status, And Behavior
- It’s Going To Get A Little Messy…

Meeting The Clients Where They Are i.e. The McDonald’s Clinic
Daybreak Opportunity Zone & Lindy’s bakery

Opportunity Zone: OZ Works & Lindy’s bakery

Social Enterprise: Gourmet Dog Treats
Lindy’s: A precontemplative – contemplative bakery

• Increase Awareness of Benefits of Work
• Immediate Pay for the “Day-Work” Program
• Learn Requirements of Job Environments
• Increase Vocational Maturity
• Increase Awareness of Personal Preferences in Career Choices
On August 18, 2018 Kyle Dillingham and Horseshoe Road collaborated with kids at Daybreak Dayton to learn about songwriting and write and record a song as part of the Levitt Pavilion Dayton's education outreach! The song they wrote is titled "Umoja". Umoja is the first principle of Kwanzaa and means "Unity". The song was such a success they were invited to open that night for Sol Driven Train who was performing on the Levitt stage. Sol Driven Train joined in and this is the resulting collaboration.
Recovery & Employment Program
Goodwill Easterseals Miami Valley: 
*To Remove Substance Use as a Barrier to Employment...*

Recovery supports Employment and Employment supports Recovery
// Recovery & Employment Services

1:1 Employment Specialist

1:1 Recovery Peer Support Specialist

Job Skills/Job Readiness (JSJR) Classes & Workshops

Recovery Focused Workshops

Earn Industry Recognized Credentials

Additional Digital Skills Training
// Job Development Team

➢ Voluntary program for people who are CONTEMPLATING entering to the workforce

➢ Pre, Pre-drug screening prior to a scheduled job interview

➢ One year ongoing retention services

➢ Assistance with transportation, interview clothing, and work uniform
// Peer Support Services

➢ **Trusted Communication** – how to communicate needs to employers

➢ **Directed Guidance** - help with a specific issue they are facing related to family, medical, recovery that is impacting ability to work

➢ **Empower with Tools for Recovery and Employment** - addressing issues in order to keep person on the job is easier when individuals are empowered by supports of the peer team.
Success Story

HOLDING for link or in person story
JobConnect

CareSource®
Life Services

VISION
CareSource Life Services provides a holistic foundation to address the social determinants that impact a member’s HEALTH & OVERALL WELL-BEING.

MISSION
The mission of Life Services is to make a SUSTAINED IMPACT in our members’ lives by effectively ADDRESSING THE OBSTACLES that impede progress in a member’s journey toward SELF-SUFFICIENCY, IMPROVED HEALTH and WELL-BEING.
LIFE SERVICES  JobConnect

WHAT MAKES OUR EMPLOYMENT PROGRAM UNIQUE?

• Leverages an integrated traditional health care model and a new social determinants of health program (Life Services), which re-envision CareSource’s role in its members’ lives.

• Provides individualized risk assessment, case management and coaching assistance to stabilize members by addressing their member-specific health and social obstacles before attaining (and retaining) long-term employment and self-sufficiency.

• Partners with employers over the long-term to provide a pipeline of work-ready candidates for real world positions and to support employee advancement for 24 months post hire.
We do more than find our members a job. CareSource Life Services JobConnect provides the support members need through a holistic and individually prescriptive approach. We are coordinating an off-ramp from government subsidies and creating a pathway to better health and self-sufficiency.

Life Coach

- Health Care: Affordable child care, adult care, in-home health monitoring, dependent care, dental
- Assessment: Holistic life aspects analysis, motivation & commitment quotient
- Stabilization: Bus passes, housing

GAP

- Education: Skill development, customized curriculum training
- Job Training: Shadowing, align jobs, local & national jobs
- Empowerment: Interviewing skills, development, clothing & cosmetics
- Soft Skills: Workforce employment support, managing conflicts
- Employment: On-going full-time employment
- Financial Assistance: Income, expense bridge, loans, scholarships
- Support: Mentoring, stress management

WAGE

- $8
- $12-13

FEDERAL POVERTY LEVEL

- 65% surviving
- 100% Medicaid
- 138% Marketplace Plan
- 160% Health Plan
- 200% thriving
Active counties

*Will be scaled state-side by Q4 2019.
CONSUMER IMPACTS

7,994
Members who have interacted with Life Services.

2,463
Members who have opted into Life Services.

2,409
Active participants working with Coaches.

1,042
Employed Members

8,805
Total Community Referrals

151
Employer Partners

83%
Members who have retained employment.

*As of 4/1/2019
Success Story

https://vimeo.com/dhp
video/review/331478377/b5670c0816?fbclid=IwAR1N7pPH_2JjMIWrxIEjQ_YVAYWRZuYsoE7XTclXUjif18aiaZXC24gU56I
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