

Building Coaching Capacity in TANF Programs



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The Pathway

Larimer County Works wanted to:

- ❖ Adopt an Executive Skills-based, goal-oriented coaching model.
- ❖ Provide technology innovations and new resources to Participants and Coaches
- ❖ Reduce stress caused by data entry/paperwork and increase capacity for coaching

Identify a Shared Stress Point

❖ Administrative workload was causing ongoing stress for coaches

❖ Administrative workload limited coaching time and something had to give if we were to change

❖ Participants didn't understand time sheets and struggled with completion and submission.

--Save this file on your computer or flash drive *before* filling out--

LARIMER COUNTY WORKFORCE CENTER - PATH TO SUCCESS MONTHLY CONTACT SHEET (MCS)

Name: _____ Report for the month of: _____ Year: _____
 Address: _____
 City: _____ State: _____ Zip Code: _____ Name of your Career Coach: _____

Is this a new address? (Mark one response) YES _____ NO _____

INSTRUCTIONS: You MUST complete this sheet and turn it in to your Colorado Works Career Coach **by the 5th of each month.** The form asks that you report the number of hours that you spent on activities listed on your Roadmap Contract in the previous month. List each activity on a different row and then, in the boxes, enter the number of hours that you spent on that activity each day. USE BLACK INK ONLY. (The first row shows an example: if you spent 3 hours looking for and applying to jobs on the 16th of the month and 2 hours on the 21st, you would enter 3 in the box under the number 16 and 2 in the box under the number 21.) ***** IMPORTANT ***** If you do not turn in this form on time or you do not report fully on your work activities, YOUR TANF CASH BENEFITS AND CHILD CARE ASSISTANCE COULD BE REDUCED OR STOPPED. If you have any questions about the form, contact your Career Coach for assistance.

WORK ACTIVITIES: List each of the activities included in your Roadmap Contract on a separate row.	MONTHLY CALENDAR																															Total hours this month		
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
EXAMPLE: Job Search / Job Readiness (JS)																3						2												5
Your activities:																																		
1. _____																																		
2. _____																																		
3. _____																																		
4. _____																																		
5. _____																																		
6. _____																																		
7. _____																																		
8. _____																																		

Total hours for all activities this month: _____

Other information for your Career Coach:

1. Did you miss any scheduled Roadmap activities (for example, workshops or coaching meetings) that you had agreed to participate in this month? Select one: YES _____ NO _____
 If YES, which activities did you miss?
 Why did you miss these activities?

2. Do you need help with any issues that are making it difficult for you to participate in your work activities or make progress toward your goals/employment - for example, transportation, child care, housing or other issues? Select one: YES _____ NO _____ If YES, explain:

3. Did you do any work for pay in the reported month? (Please count any work that you expect to be paid for even if you have not been paid yet.) Select one: YES _____ NO _____
 If YES, who was your employer and how much did you earn?
 Employer's Name: _____ Supervisor's Name: _____
 Employer's Address: _____ Total hours worked this month: _____
 Employer's Phone: _____ Amount earned this month: \$ _____

I certify that the time entered represents a true and accurate record of my time: X _____ DATE: ____ / ____ / ____
 Remember to complete and submit your form by the 5th of each month

FOR CAREER COACH USE ONLY: I have reviewed this form and certify, to the best of my knowledge, that the information that my client provided complies with Colorado Works requirements.

Coach Signature: _____ Date: ____ / ____ / ____

Entered into MCS Database Inquiry/Issuance Activities Attendance Supportive Services Case Comments

--When you complete this form, Save it! --

Then either send your electronically signed copy to Lrworks@larimer.org or print a copy, sign in the space provided and get it to your Coach by the 5th!

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Coach Signature: _____ Date: ____ / ____ / ____

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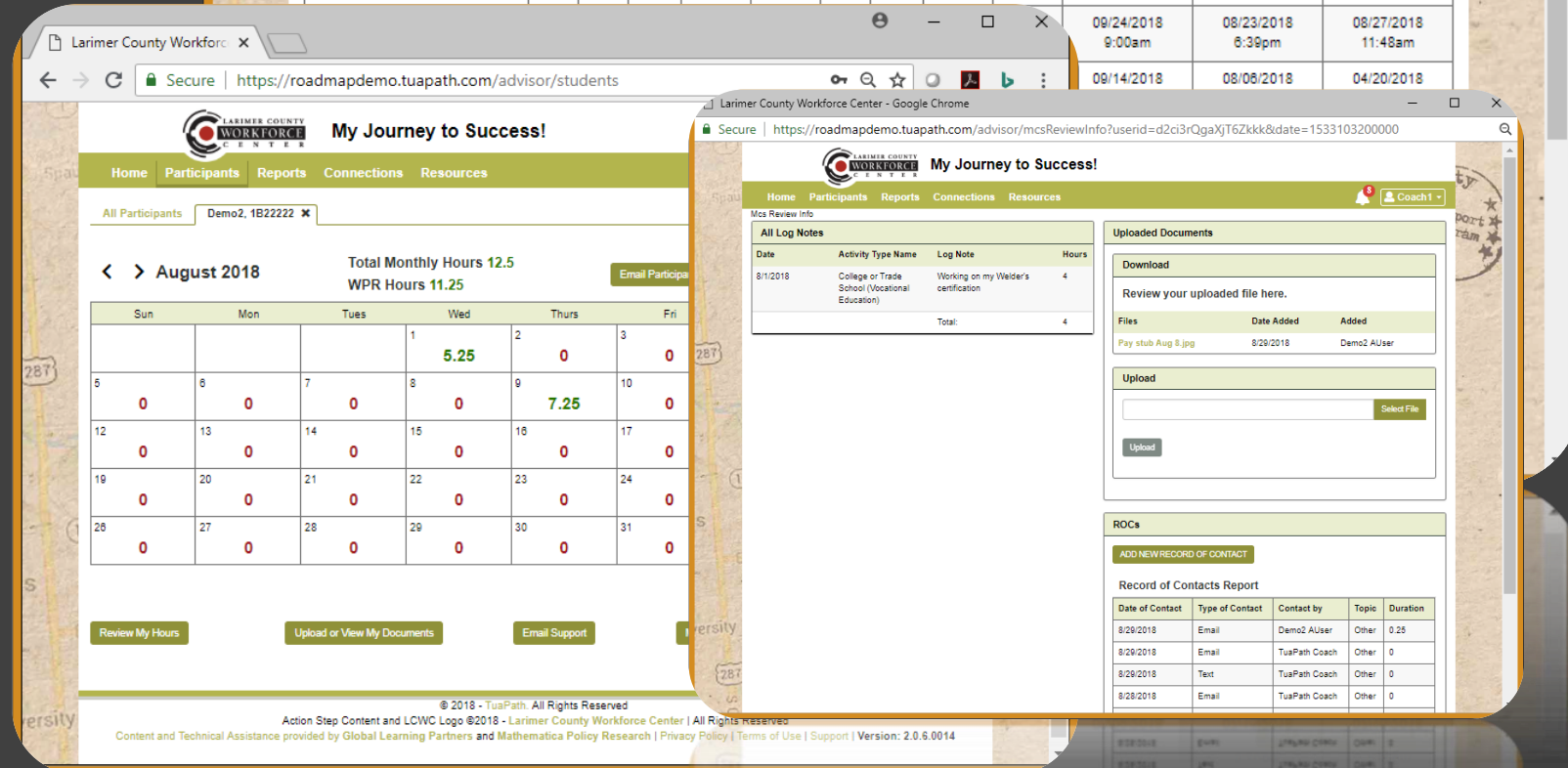
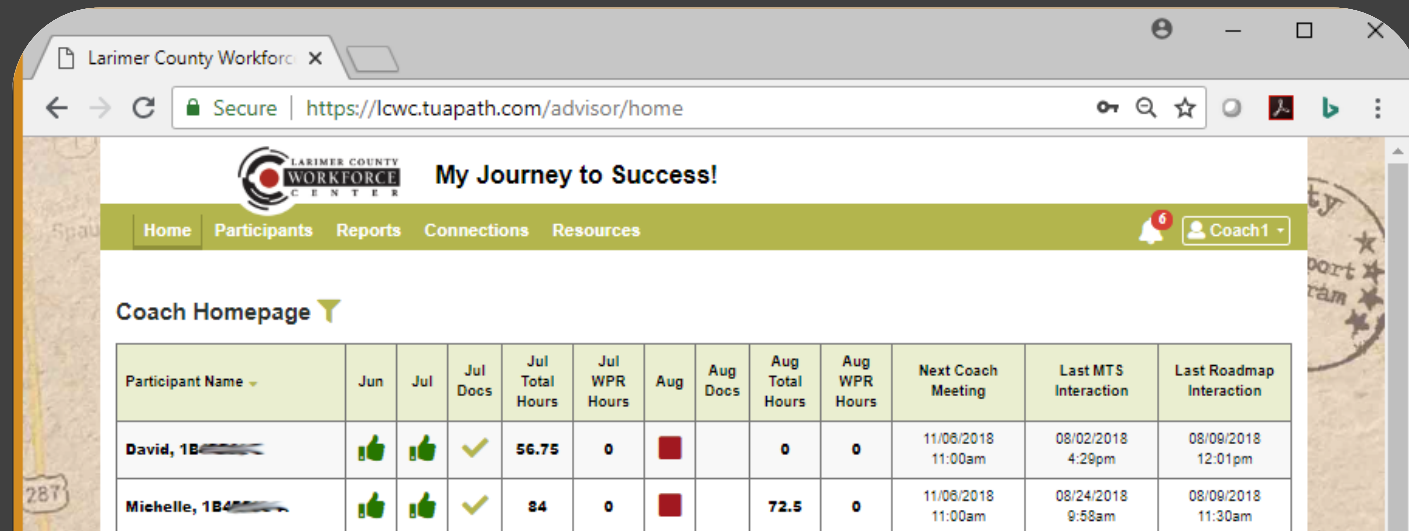
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Mitigating Stress Points Using Technology

Developed an online system that was human-centric designed.

- An easy to use interface
- 24/7 access
- Laptop, tablet and mobile friendly
- Repository for documents
- Easy to Review and Edit for Coaches



Goal4 It!

Having additional Coach capacity allowed for faster system wide implementation of Goal4 It!

Goal4 It!, by design, provided a coaching model that would further increase Coach and Participant capacity through:

- ❖ Recognizing human nature
- ❖ Understanding its not just about jobs
- ❖ Providing simulations that teach goal attainment as a life-long skill



Goal4 It!™

My Goal Plan

DATE _____ MY NAME _____ DATE _____

GOAL

WHAT DO I WANT TO DO?

VISUALIZE THE OUTCOME

PLAN

HOW & WHEN WILL I DO IT?

POTHOLE THAT IS WITHIN ME:

DETOUR:

REVIEW

HOW DID IT GO?

WHAT DID I LEARN?

REVISE

WHAT DO I DO NEXT?

DO

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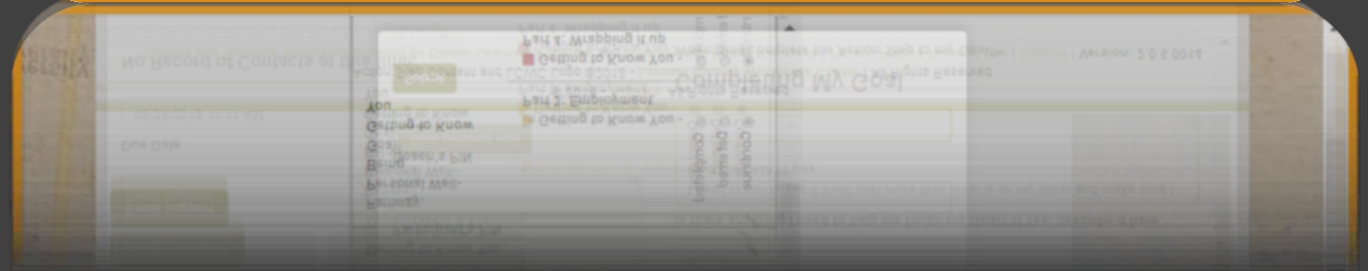


Applying Technology to Coaching

By implementing technology that could work in conjunction with the Goal4 It! Coaching Model, Larimer was able to:

- ❖ Provide a single point of 24/7 access
- ❖ Continually re-enforce the goal achievement process
- ❖ Give Participant ownership of their data
- ❖ Utilize behavioral nudges and additional communication options

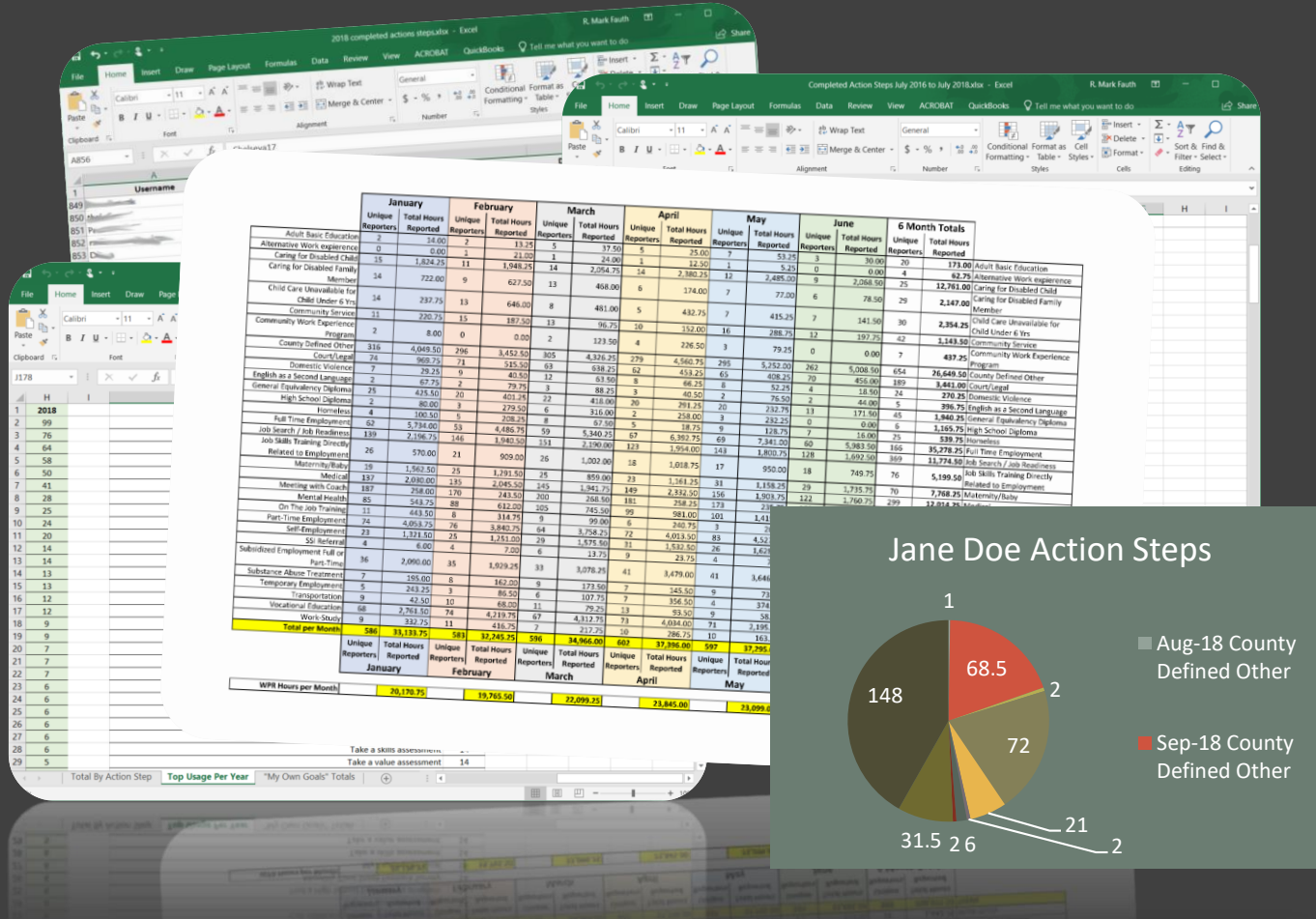
The screenshot displays the 'Larimer County Workforce Center' website, titled 'My Journey to Success!'. The interface is designed for a user named 'Coach 1' and is accessed via a secure browser connection. The main navigation bar includes links for Home, Participants, Reports, Connections, and Resources. The user is currently viewing the 'All Participants' page for 'Demo2, 1B22222'. The dashboard is divided into several sections: 'My Next Meeting with My Coach' (11:00 AM, September 21, 2018), '2 victories!' (Getting to Know You - Part 1 and Part 2), 'Notifications', and 'Additional Support' (Email Participant, Email Support). The 'My Destination...where I am heading...' section allows for setting long-term goals. The 'My Roadmap' section features a 'Finalize New Roadmap' button and lists goals such as 'My legal goals' and 'Getting to Know You', each with progress indicators (Completed, Deferred, Continue). A 'Print My Current Roadmap' button is also present. The 'Employment or School Information' section prompts for details like employer name, address, and school information. The 'My Completed Roadmaps' section shows a recent completion on August 29th, 2018. A sidebar on the right provides quick access to various features like Roadmap, Documents, Communications, Resources, Profile, MTS, and Action Step Library.



Results

AN INCREASE IN:

- ❖ Coach Capacity
- ❖ Participant Capacity
- ❖ On-time Submittals
- ❖ Goal Attainment
- ❖ Participant Self-Determination
- ❖ Meeting shows and Engagement
- ❖ Adoption of technology & DATA. LOTS OF DATA



Opening Coach Capacity... ...is not a Single Step

- ❖ Identifying what gets in the way of coach capacity and address it.
- ❖ Implement a Coaching Model that increases capacity and provides life-long goal achievement skills
- ❖ Utilize Technology as an additional support and means of engagement and simulation / training

The Participant will not succeed if the Coach cannot succeed.