



# Lifetime Networks Employment Plan

# Employment Plan CQI Report 2021

## Overview

Lifetime Networks recently started a re-design of the Employment Program, starting with hiring a new Employment Specialist in February 2020, and another in October 2020. Lifetime Networks saw many changes in program delivery and participation due to COVID-19. The labour market also changed as many lay-offs occurred, some businesses shifted to working from home, and many businesses have limited staff and customers as well as put in place stringent cleaning protocols to keep people safe. The Employment Program will continue to adjust in relation to COVID-19 and assessing areas where our individuals can fit in currently and in the changing labour market as conditions improve.

Highlights of the year included:

- Re-designing the employment program and hiring new staff.
- More people are employed now than previously in the program.
- Hired and trained four job coaches to assist in the job maintenance process.

This Continuous Quality Improvement Plan describes the Employment Program goals reviewed in November 2020 and sets out the improvement and new goals to be achieved in 2021. Some formatting has been changed from 2020.

## Status – November 2020

### A. Job Development

1. Focus on individual strengths through the job development process.
  - Employment Specialists have created Discovery Process documents and the Discovery Process is undertaken with each individual. The Discovery Process defines the individuals strengths that are helpful to achieve employment.
2. Focus on individuals preferences through the job development process.
  - Employment Specialists have created Discovery Process documents and the Discovery Process is undertaken with each individual. The Discovery Process outlines an individuals preferences for work and work related activities.
3. Provide a Discovery Process with individuals to assist with job search and development planning and in securing employment.
  - The Discovery Process document has been updated. To date, 15/19 individuals have completed a Discovery Process. Due to the pandemic, some Discovery documents have been started but not yet completed.
4. Job development by individuals as they provide their input throughout the planning and decision making process along with their short and long term goals regarding employment opportunities.

- Currently 14/19 of the individuals have a completed Employment Goal in their Person-Centered Plan. Due to the pandemic, some EP goals have been started but not completed.
  - The Discovery Process now also used to get individuals input and have the individual providing active participation, planning and decision making throughout the process.
5. Offer a Job Club to individuals for job development.
- Job Club invitation emails were sent out in February 2020 to individuals and families in the Western Communities. No responses were recorded.
  - Due to COVID-19, this goal was postponed.

#### **B. Individual Service Planning**

6. Provide individualized employment supports, including job coaching for sustainable employment.
- A new Employment Specialist, Chery Angelica was hired to do job maintenance and coordinate job coaches.
  - Four new Job Coaches were hired and training was completed in 2020.
  - Regular contact has been established with employers.

#### **C. Employer Support**

7. Initiate and maintain active relationships with employers to promote opportunities for individuals in securing employment.
- The Employment Specialists have been building employment outreach by attending events in the community and visiting potential employers to inform them about what Lifetime Networks Employment Program does.
  - Standard contact emails and contact lists are being developed.
8. Acknowledge employers who hire individuals.
- The Employment Program is starting to establish this program. Some documents have been created.

#### **D. Job Coaching**

9. Provide training sessions for Job Coaches.
- Sessions were completed in May, June, and July.
  - Chery created new documents and a training program for Job Coaches.

#### **E. Sustainability and Retention**

10. Re-design the Employment Program
- The Employment Program launched and offers two funding streams for people and two Employment Specialists were hired.
  - New Employment Specialists are working hard to develop materials and documents that did not previously exist.
11. Provide Employment Program workshops to individuals.
- Due to COVID-19, the Employment Specialists will assist job seekers individually.
  - Employment Specialists are starting to work on potential material for workshops.

## EMPLOYMENT 2021 GOAL GRID

#	Goal	Indicator for Success	Person Responsible	Timeline	Completion/Status
<b>Individual Service Planning</b>					
1.	Individuals will have established PCP Employment Goal by 3 months	100% of individuals will have completed and current PCP Employment goal	ES 1, ES2	Ongoing	
2.	Create a functional database of Employment Program individuals and employers	An up-to-date, functional and readable database based on monthly outreach, employment individuals and employers in the community.	ES 1, ES 2	June 2021	
3.	Have an established Employment Program Outline and welcome package for individuals and employers.	Will have completed documents and forms in professional and approachable in simple language format available for individuals and employers.	ES 1, ES 2	Spring 2021	
<b>Job Development</b>					
4.	Provide opportunities for an individual to learn about employment.	<ul style="list-style-type: none"> <li>- Provide job-tasting opportunities.</li> <li>- Career Days twice a year.</li> <li>- Provide job club and/or workshop.</li> <li>- Coordinate efforts with Life-Based.</li> </ul>	ES 1, ES 2	Fall 2021	
5.	Ensure individuals have completed the Discovery Process by 6 months from entering the program	Individuals will have completed and signed off on the Discovery Process document and it is re-evaluated every 6 months.	ES 1	Ongoing	

#	Goal	Indicator for Success	Person Responsible	Timeline	Completion/Status
<b>Job Coaches</b>					
7.	Have a larger list of available Job Coaches	Have hired 5 more Job Coaches that have completed their training.	ES 2	Fall 2021	
8.	Established check-in sessions with Job Coaches	<ul style="list-style-type: none"> <li>- Have created a Job Coaching day to meet with Job Coaches and discuss their observations and suggestions.</li> <li>- Quarterly check-ins with Job Coaches.</li> </ul>	ES 2	Fall 2021	
9.	Review and create new in depth forms to collect feedback about the individuals being supported.	Will have available forms to maximize information received on job coaching sessions.	ES 2	Spring 2021	
<b>Employer Relations</b>					
10.	Develop a Employers Appreciation Plan	Create a database of connections to record appreciation. Create joint marketing opportunities with employers.	ES 1, ES 2	Summer 2021	
11.	Establish a job maintenance timeline as well as job supports.	Review the timeline for the job maintenance support and actually use it.	ES 2	Summer 2021	
<b>Program Development, Sustainability and Evaluation</b>					
12.	Develop the program to meet CARF accreditation.	Will have CARF accreditation.	ES 1, ES 2, ES Coordinator	Summer 2021	
13.	Outreach and Community Relationship Development	Monthly outreach done in person. Have attended a course on marketing.	ES 1, ES 2	Fall 2021	

		Generated networking connections list. Attending networking opportunities such as Chamber of Commerce meetings, job fairs, etc.			
#	Goal	Indicator for Success	Person Responsible	Timeline	Completion/Status
14.	Create program evaluation to collect qualitative and quantitative data.	Have a completed program evaluation that will collect feedback.	ES 1, ES 2	Ongoing	

