

BCEP

BULLETS . . .

Bullet #8

December 17, 2007

Individualized Services and Supports (ISS)

“Top Ten”

To: MEIA Regional Services /BCEP Contractors

Purpose: To identify the ISS services most frequently provided to BCEP clients.

Background

The BC Employment Program (BCEP) is intended as the first referral option for Expected to Work (ETW) and Expected to Work/Medical Condition (ETW/MC) ministry clients. Although employment is the long-term goal of BCEP gaining life skills, connecting with community services and acquiring employment-related skills and experience are also desirable intermediate outcomes for BCEP participants, and may be for some the first steps along the path to securing employment.

The BCEP contract allows for up to 10% of clients accepted into the program to be streamed directly into Individualized Services and Supports (ISS), bypassing the Directed Work Search (DWS) component. For clients experiencing barriers to employment, ISS provides a comprehensive range and flexibility of service options that can help move them towards becoming self-reliant.

In addition, financial supports are available for clients needing transportation, childcare costs, special clothing, etc. to assist them to engage in their communities, participate in training, or prepare for employment.

Service Types

Working with a client, the contractor develops and implements an ‘ISS Participant Plan’ based on that client’s needs. In accordance with individual Participant Plans, contractors provide three general types of services to clients during the maximum 180-day ISS services period and during ISS follow-up if employment is attained.

These are:

1. Life Skills Services;
2. Short-term Job-specific Skills Development and Certificates; and
3. Employment Services.

Services and supports available to BCEP participants through ISS vary from one contractor to another and each has the ability to provide a wide range of ISS services. The following is a reflective

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sampling of some of the more commonly provided courses and workshops that have been delivered since BCEP's implementation.

Life Skills

- Decision making
- Presentation skills development
- Enhancing self esteem
- Parenting skills
- Assertiveness training
- Problem solving
- Time management
- Nutrition

Short-term Job Specific Skills Training

- Computer training (various software applications)
- Food Safe
- WHMIS
- Warehousing
- Construction trades

Employment Services

- Transitioning to or back to employment
- Connecting to the community
- Career exploration
- Goal setting
- Interview skills development
- Networking
- Resume services
- Job boards; access/use

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The option for direct referral to the Individualized Services and Supports (ISS) component of BCEP should be considered for clients who are **not** ready to participate in Directed Work Search (DWS). Generally the BCEP contractor makes this decision, but ***EAW's can also recommend a direct referral into ISS.*** To do this, the EAW would create a BCEP Employment Plan and an electronic referral note in the Com Screen recommending the client be directed into ISS.

Contractors have developed a number of strategies such as 'ISS road maps' and client incentives packages to 'market' ISS and to keep clients engaged. The 'top ten' list may also be used as a tool to promote increased referrals to ISS.