



Resource Center

Your Bridge to Success

We believe that families thrive because of their *strength* and *determination* and we are here to follow their lead- assisting with progress forward on their goals.

The Vision

In the spirit of our philosophy to meet and support each family where they are in their goals toward success and self-sufficiency, we are re-designing the Resource Center. **We want to ensure that each family remains engaged in multiple activities while receiving services from our Resource Center (RC).**

The RC will now ascribe to the principles of:

- dreams and goals chart a participant's course of action, and only the individual participant (with the help of coaching and motivational interviewing techniques) can **own** their unique goals;
- goal attainment can be bettered with the use of executive skill development including strengthening of: organizing, time management, persistence, impulse control, and problem solving skills;
- skill development and goal attainment must be done in a safe and stress-free environment that celebrates the notion of life-long learning and allows for multiple failures;
- relationships lead to rapport-building which leads to partnership- in **partnership**, the RC staff and the participant uphold the original dream and ensure that the goals stay on target and are progressive (SMART Goal Accountability);
- success shall be celebrated and all people benefit from the good feeling and confidence gained when they achieve their personal goals.

With the enhanced vision guiding us, the RC redesign will now have: a Greeter Station, Specialty Clusters (*Job Search and Interview Tips, Resume Help and Cover Letters, and Work Support such as Housing and Transportation and Child Care*) that include computers and on-hand trainers (think on demand workshops), an Information Help Desk, and Electronic Carousal(s).

Greeter (staffed by Resource Specialist James in the AM and Azit in the PM)

The Greeter will respond to each and every participant who enters the RC—this includes people who are attending DWP Overviews, attending workshops, meeting with employers, and using the resources such as: computers, one-on-one job application and resume help, copy and fax machines.

The Greeter will be trained on how to update the carousal (t.v. screen) and will be responsible for posting new, as well as cleaning up old, weekly job and training notifications.

Every participant using computers will sign in and indicate their purpose for the visit. After every participant using the computers has signed in, the Greeter will ask each participant: "Welcome. What are you here for today?"

If the participant says, “Overview or Employer of the Day, etc.,” then the Greeter will point the participant in the right direction. If the participant says they are here to use a computer, then the Greeter will ask, “Great! Have you been here before?” If the answer is “No,” then the Greeter will ask the participant to fill out the “long assessment” to determine the purpose the participant has come to the Resource Center. The participant will do this using a clip board and while seated in the lobby area. A copy of the Resource Center expectations flier will also be provided. **Once the participant has finished reviewing their paper work and filling out their form, then he Greeter will request that the participant take her/his clipboard over to the Information Help Desk to discuss daily goals and receive a seat assignment.**

If the answer to the question of “Have you been here before?” is “yes,” then the Greeter will say, I see you are here for _____ (looking at the sign in sheet), please check in with the Information Help Desk to complete your daily task objective ‘short assessment’ and to receive you seat assignment.” * Beginning with February 17th, all newly entering participants into the Resource Center are considered “new participants” and should be given a copy of the rules and asked to complete the “long form” assessment.

Information Help Desk (staffed by Resource Specialist Azit in the AM and James in the PM)

If the answer to the question of “Have you been here before”, is “no,” then the Specialist will meet the “new” participant at the Greeter Station (Greeter calls Information Help Desk) and introduces himself and invites the participant to come to the Information Station. While seated at the Information Station, the Specialist will ask the participant to take of his/her coat and follow for a quick tour. “Let me show you how we have divided the space here...

- a. Conference/training rooms – these will often be open for Resource Center customers use, if there is overflow AND there isn’t a scheduled class or workshop in the room
- b. Tables- can be used for reading, filling out forms, and other things that don’t need a computer
- c. Family area – When parents need to keep small children with them, they can use these cubicles
- d. Information Help Desk– When you come back here in the future, stop by this desk just after you sign in. The person here will be able to direct you to the best work area for your plans for that day, and they can point out the Specialist or Trainers helping in that area. Whoever is here can also answer questions if the specialists are busy with others.
- e. Computers, with Specialists and Trainers assisting people in three clusters:
 - * The **computers** over here are for working on Resumes and Cover Letters
 - * The **computers** over here are generally for people Job Searching and working on finding job leads, researching companies, filling out job applications, etc.
 - * People on these **computers** will often be working on a variety of things—maybe looking for housing or child care, researching schools, working on My Bridge goals, etc.”

The Resource Specialist will then ask to see the “long “assessment completed at entry; and direct the individual to the correct cluster area. If the Resource Specialist is busy, then the Trainers should help (if they are able).

The Resource Specialist will actively assist individuals on an as needed basis and will answer all questions as posed. The resource Specialist is expected to **actively (this means up and off the chair)** check-in with participants; offer help, support, and resources- work on the principle of building rapport and partnership—know and honor each participant’s goals.

Trainers

The Trainers jobs remain that as trainers of DWP and MFIP Job Search Assistance materials. The trainers often provide one-on-one assistance at their desks and will now be expected to provide the assistance at the computer stations and from the work tables found throughout the RC. Trainers will do this alongside the Resource Specialist (seated at the Information Help Desk) during the times in which they are not teaching a scheduled workshop. As such, they will be guiding participants who are in Job Search, Resume, and Work Support cluster areas. Trainers will also have an opportunity to actively promote upcoming workshops to the attending participants. Workshops will be open to all interested people as we are soon expanding services from DWP and MFIP to also include SNAP.

Trainers and Specialist are strongly encouraged to work closely with the participants attending the RC. Use the “long form” assessment as a coaching tool to help identify individual goals on an as needed basis.*This form is used for all new to the RC participants, but then can also be used on an a-needed basis. If a participant has an assigned DWP or MFIP counselor, then copies of the assessment should be shared with the counselors. **For those with an assigned DWP or MFIP counselor, copies of all “long form” assessments will be placed in a box at the Greeter Station. And copies will be distributed into the counselor mailboxes on Friday afternoons.

Counselors

Counselors, as part of their work with the participant’s individual Bridge Assessments and GAP goal planning sheets, who identify a Resource Center specific goal (e.g. work on resume, research labor market trends of CNA jobs, research training opportunities, locate affordable housing, etc.) should walk encourage the participant to share their ES goals with the onsite RC Specialists and Trainers so all goals are in alignment and streamlined in a way that creates a more clear, achievable pathway for the participant. Counselors are encouraged to walk the participant down to the Resource center and to take part of the “new participant” orientation.

Coverage

James is scheduled 8-4:30 and Azit is scheduled 8:30-5

The Resource center is open daily from 8-4:30

James will operate the Greeter Station from 8-11:30 and then take a lunch (and breaks if he wishes to combine)

Azit will operate the Information Help Desk from 8:30-11:30 and then cover the Greeter Station from 11:30-12:30.

The Information Help Desk will be covered by an assigned Trainer from 11:30-12:30 (will need to have this scheduled a month in advance).

At 12:30, James will re-assume the role at the Greeter Desk from 12:30-4:30.

The Information Help Desk will be covered by an assigned Trainer from 12:30-1:30.

Case Aides will continue to provide lunch coverage for the Greeter Station during James’ and Azit’s planned and unplanned absences (see below-- back-up to the back-up).

	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>
AM	Gao	Tamerial	Tamerial	Tamerial	Tamerial
	Sandy		Sandy	Gao	
PM	Gao	Steve		Steve	Steve
	Sharnice	Sharnice	Sharnice	Gao	Sharnice

Disruptive Participants

In the event that a participant is exhibiting disruptive behaviors, then the following steps should be carried out by any participating RC staff **(Specialist and Trainers)**:

1. If the displayed behavior is violent, physically harassing, or at all creating imminent danger, then the Sheriff’s deputy should be immediately contacted.
2. If the undesired behavior is non-threatening or not violent, then the RC Specialist or Trainer closest to the participant should clearly state the infraction of the listed rules and then ask the participant to not engage in the behavior any longer. The RC Specialist or Trainer should check to see if the participant has an assigned DWP or MFIP counselor and then notify the counselor of the infraction and warning given.
3. If the behavior occurs again (during same visit or in consequent visit), then the staff closest to the participant should request that the participant stop the behavior and then call one of the four DWP/MFIP Supervisors (Angela, Leigh Ann, Nancy, or Michelle). The first available RC staff supervisor will come to the Resource Center and require the participant to leave. The assigned counselor’s (if there is one) should be notified via e-mail with details about the incident. The notice will be addressed in a timely manner and a decision will be made about whether or not the participant is allowed to return.
4. If the participant returns and continues the behavior, then the Sherriff’s deputy will be contacted and the participant will be removed from the RC and asked to not return. The participant name will be placed on a “do not service” list and the counselors (is there is one) and the counselor’s supervisor as well as the RFC staff’s supervisor will be notified.