



Popular Vote Goes to ESC's Common Assessment Process!

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Who is Employment Sector Council (ESC)?

- A collaborative network of 40+ organizations
- An original No-Wrong Door model for 25 years
- We promote quality and professional standards in service excellence to ensure satisfaction and consistency in service regardless of point of client access
- Supporting each other and driving regional economic prosperity

What We Do

- ESC develops resources, processes, and tools to support our integrated, collaborative model, and to enhance our members' capacity, including:
 - Training Workshops: CAP and LMI
 - Professional Development
 - Networking and Info-Sharing
 - Research, Evaluation, and Advocacy
 - Job Developers Network

Introducing our Region's Common Approach to Client Assessment and Community Collaboration

- ESC's Common Assessment Process (CAP) model is the cornerstone of all our collaborative work
- All ESC members use CAP for client intake and assessment because it promotes respectful, thorough client-centred assessment, and builds supportive relationships across our networks.
- CAP has been our preferred competency since the 1990s as an important means for our diverse service providers and partners to foster consistency, ease of referral, and operational efficiency throughout the network.

Why are we here now?

- Celebrating our 25th Anniversary
- 1,500 practitioners certified in ESC's CAP in Southwestern Ontario, and elsewhere in Ontario by invitation
- Funder interest in a common assessment tool in Province of Ontario
- City of London Social Services once again selects CAP as its required competency for all third party service providers for next 5 year contract

- Last year, our CAP model was independently evaluated by the Ontario Centre for Workforce Innovation
- “the process is demonstrably effective... provides an excellent structure for an intake interview that obtains all of the necessary personal information and context, while still being respectful of the job seeker. ...training is effective, flexible, and high-quality....rooted in praxis and skill development” OCWI 2018, p. 24

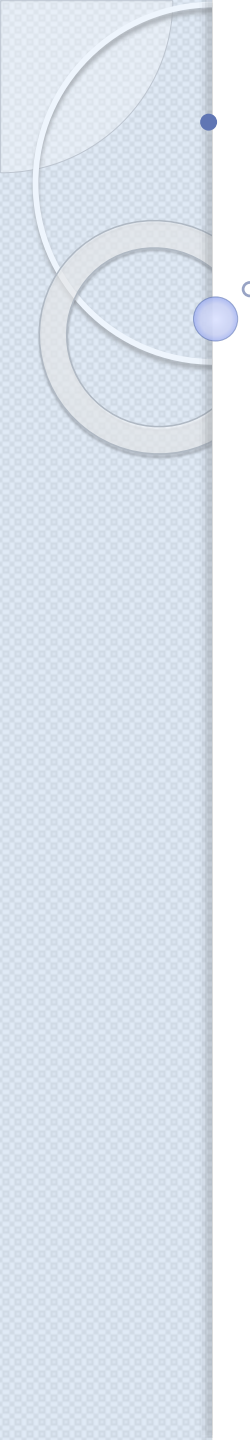


Ontario Centre for
Workforce Innovation
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CAP at its core

- CAP Purpose: a full and comprehensive assessment
- Grounded in solid academic concepts:
 - Assessment based on Amundson's Employability Dimensions
 - Skills of intentional interviewing and relationship-building from counselling and career development theory



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- Built on strong principles:
 - Fully client-centred; client is in control of process
 - Client tells own story once
 - No wrong door; consistency of standards and service
 - Collaborative: straightforward inter-agency referrals
 - Commitment to adherence by leaders/community
 - Strengthens staff and organizational capacity

Exercise: Meet Zeinab



Participants are told:

- Read the information you have about Zeinab on your cards
- What recommendations do you have for Zeinab?
Summarise in a 2-minute report
- Each group will report in turn

Exercise: Meet Zeinab



- Group 1: Job and work objective
- Group 2: Skills and Requirements
- Group 3: Job-search skills
- Group 4: Personal and environmental factors



Why Zeinab?



- Need to have full information before making recommendations
- Incomplete assessment can lead to inappropriate/inappropriately timed interventions
- This can lead to a poor outcome for the client – or worse, harm for the client

The CAP Model: Structure, Skills and Process

Why and how it works:

- Strength-based assessment → empowerment
- CDP Skills: Training and practice
- Developing and using skills in understanding client's situation and responding
 - Reflection, genuineness, empathy
 - Questioning, immediacy, confrontation, etc
- Turning the instinctual into the conceptual (and vice versa)

CAP Stakeholders

- Clients
- Career practitioners and all employment service staff, front-line and non-front-line
- Leaders and Managers of Service Provider Orgs
- Other service sectors
- Community stakeholders
- Academic programs in Community and Social Services
- Other partner communities
- Government partners and

The CAP Model has led to...

- Group Employment Planning training
- Introduction to CAP and Community Resources training for ERC and reception staff
- Introduction to CAP for EDs
- Introduction to CAP and Community Resources training for Action Centre coordinators
- Job Developers Network & training
- Labour Market Information: A Common Approach training

Learning from being different!

- Complementary model which strengthens other tools
- Continued commitment to client-centred service
- Importance of referrals, collaboration, supportive network – in spite of constant change around us
- Model is fully supported by community, municipalities, partners, stakeholders
- Constant need to continue evolving (client profiles, labour market, training, delivery, re-certification)

Thank you for listening!

- Questions/Comments?
- Anything similar happening in your communities?
- Please get in touch if you'd like to know more and we welcome all feedback and opportunities to partner!

