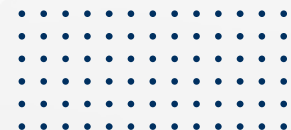


EMPLOYMENT READINESS SERVICE FRAMEWORK



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1. INTRODUCTION

This Service Framework provides an overview of the Ministry of Social Development and Poverty Reduction's (SDPR) new WorkBC Employment Readiness service stream, one of three service options within an expanded and integrated future WorkBC system.

Building on today's guided, one-to-one employment services people get through WorkBC Centres, the new approach offers more choice and tailored support to meet people's individual needs. It will support a range of needs, pathways and employment goals. WorkBC Employment Readiness is designed specifically to help people experiencing complex barriers, supporting their readiness for and attachment to the labour market.

The service is built on learning from academic literature, cross-jurisdictional research, partner engagement, Community and Employer Partnerships projects, and the success of the Ministry's existing pilot programs that have shown positive outcomes. Key findings of these projects, pilots and grants include: higher-intensity, flexible, and customized services are more effective in helping people facing complex barriers connect to their communities and the labour market; and that integrated health and employment services are significantly more effective in supporting people to meet their goals.

This new service model supports people left behind by mainstream employment services and in need of tailored programming. Research shows that an enhanced, tailored approach to develop employability results in positive outcomes for people overrepresented in unemployment data.

2. PURPOSE OF THE SERVICE FRAMEWORK

This Service Framework is intended to describe the model of service delivery for WorkBC Employment Readiness, specifically how it:

- is designed to ensure that people experiencing complex barriers have access to the employment services and supports they need to connect with their communities, develop job skills, and increase employability.
- integrates with the broader WorkBC service system.

3. VISION

WorkBC Employment Readiness provides holistic supports and customized services to people experiencing complex barriers to employment. Through building community connections, and improving employability, these services will support entry and attachment to the labour market for specific job seeker cohorts who are often left behind in the social and economic benefits of employment.

Here, people:

- Build a trusting relationship with outreach workers and employment counsellors who take a trauma-informed approach;
- Move through services at their own pace in welcoming locations where they feel safe and comfortable;
- Access a range of services that support employability, including life skills, volunteer or paid work placements that help them build confidence and job skills;
- Are connected with other supports they may need to address housing, financial, family or safety needs; and
- Get seamless support to access in-person or online services and supports, as their needs evolve.



4. TARGET POPULATION

WorkBC Employment Readiness is designed to support people whose needs may be best served through a more flexible, outreach-based approach. This may include unemployed youth and adults who are facing multiple, complex barriers such as homelessness, substance use, disability, trauma and/or mental health issues.

5. SERVICE PRINCIPLES

The following principles reflect the foundational values and approaches that guide service delivery for WorkBC Employment Readiness.



PERSON-CENTERED

This service principle is based on meeting people where they are. Services are timely and responsive, relationship-based, trauma-informed, and customized to meet person-specific needs, goals, and readiness. This includes a variety of service options based on the client needs including groups, one to one, drop-in, outreach, with flexibility in service timelines.



STRENGTH-BASED

This service principle reinforces the need to recognize the strengths and resiliency of people who are experiencing high levels of vulnerability and have been left behind in today's labour market. Services and supports focus on needs while also acknowledging a person's individual strengths, to help them feel engaged in their own employment journey.



CULTURAL SAFETY

This service principle prioritizes cultural connectedness and cultural safety as a best practice. It emphasizes the importance of fostering respectful relationships, acknowledging historical and ongoing impacts of colonization, and actively contributing to reconciliation through a distinctions-based approach.



INTEGRATED SERVICES

This service principle recognizes that people coping with complex needs often find it challenging navigating multiple locations to access needed services. Research shows that integrated service delivery is successful with services such as housing, health care, counselling, food security, and employment.



COMMUNITY-BASED

B.C. is large and diverse, and communities spanning from rural and remote to urban centres, are unique. This service principle supports flexibility in service delivery based on unique population needs and local labour market environments.

6. EXPECTED OUTCOMES

INDIVIDUAL OUTCOMES

Due to the customized delivery approach, successful outcomes may look different for each participant and may encompass a wider range of results. Overall, WorkBC Employment Readiness is expected to result in:



SYSTEMIC OUTCOMES

- Increased availability of and access to effective support for people experiencing complex barriers
- Improved social determinants of health for people experiencing complex barriers
- Increased social and economic benefits for those detached from the labour market through improved job outcomes

OUTCOMES MEASUREMENTS

Key outputs for WorkBC Employment Readiness include:

- Initial Outreach and Engagement
- Integrated Planning and Support
- Participant Progress and Retention
- Employment Pathways
- Service Delivery and System Navigation
- Holistic Referrals
- Participant Experience



7. SERVICES

Specialized services, delivered through a range of programs and by contracted community-based service providers, are intended to achieve the following goals:

- Offer accessible, inclusive pre-employment supports
- Support well-being and employment outcomes
- Provide clear pathways to WorkBC's broader system of employment supports and services

To achieve these goals, Employment Readiness Services will draw from the following evidence-based service categories:

COMMUNITY-BASED OUTREACH & PEER SUPPORT

Services are outreach-based and offered in various community settings, allowing people to choose where they feel most comfortable to engage in services. One to one outreach builds trust and focuses on relationship building to establish a foundation for person-centred planning towards a job seeker's employment goals. Job seekers receive peer support from those with shared experiences, offering encouragement, mentorship, and connections to needed resources.

COMMUNITY CONNECTIONS

Services include supported referrals to connect job seekers to broader health and social services that support employment, such as securing government identification, accessing cultural supports, and identifying housing options. Navigation services ensure job seekers access a range of employment and community services at a pace that suits them. Referrals to wrap-around services which address broader life challenges—such as health and social supports—to improve overall well-being and readiness for employment.

FOUNDATIONAL SKILL BUILDING

Services include support and training tailored to individual needs and intended to build confidence and improve core work skills, such as literacy, time management, conflict management, resume development, and job search. This includes group workshops, peer support, short-term training, and certifications that support communication, problem solving, and teamwork, which are essential for education and employment.

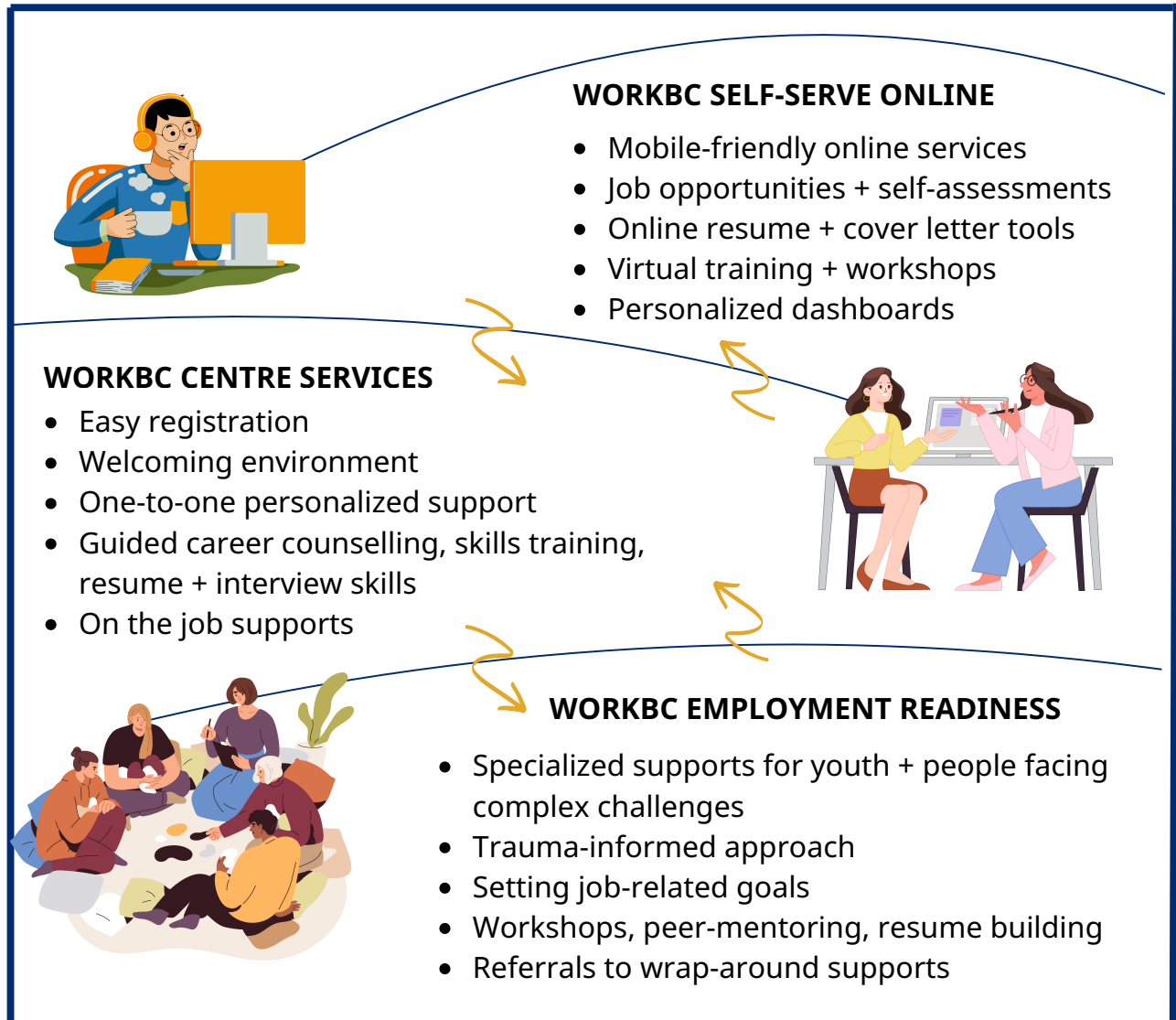
TARGETED SKILLS TRAINING

Services may include targeted training to develop skills and knowledge required for specific high demand sectors. Training is designed to support people with complex needs including referral safe work practices, employability skills and career options.

8. SERVICE INTEGRATION

WorkBC Employment Readiness will exist as part of an integrated system of employment services, designed to offer more choice and tailored support to meet people's individual needs.

WorkBC will offer three different employment service stream options – all part of the same WorkBC system. People can start in any of the service streams, accessing services that best meet their needs and move to other services as their needs change.



WorkBC Employment Readiness participants will receive services appropriate to their needs and will also be directly supported to move to other services within the WorkBC service system or to other community service providers.

Collaboration between WorkBC Employment Readiness service providers, WorkBC centres, and other associated services will be integrated to support referrals and transitions between services to support participant mobility across all employment services. 8

9. SERVICE DELIVERY EXPECTATIONS

The following outlines what recipients of WorkBC Employment Readiness can expect during each aspect of included service offerings.

Access and Delivery

Services are provided through outreach and community connections and delivered in culturally safe, trauma-informed, and inclusive environments, acknowledging local contexts.

Flexible and Supportive

Offered in various locations with options for one-to-one or group settings, including peer support. Services are non-judgmental and extend beyond employment.

Holistic Planning

Participants get support through collaborative plans addressing employment goals alongside foundational needs like health, housing, food, safety, ID, and transportation.

Personalized Pathways and Navigation

Support is tailored to individual goals and capacities and includes warm connections to other essential services, with flexible follow-up and recognition of progress.



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