

P-2378 Career Coach Services (24-08)

VABIR Career Coaches (VCC) will provide expertise in employment, education, and training to participants receiving Reach Up and identify an employment, education, and training goals. The responsibilities of the VABIR Career Coach (VCC), VABIR RU Training Manager, VABIR Program Manager Reach Up Supervisor (RUS), and Reach Up Central Office (RUCO) is identified in the [Roles and Responsibilities for Career Coach Services 3.18.24.docx \(sharepoint.com\)](#) document.

The VABIR Program Manager is the identified supervisor for all VABIR Career Coaches. The Reach Up Supervisor oversees the case management services in the district and provides technical assistance to the VABIR Career Coach. The Reach Up Supervisor will not provide supervision to the VABIR Career Coach but will provide support. It is important the roles of the VABIR Program Manager and Reach Up Supervisor are clearly articulated to the career coach. The Reach Up Supervisor should not identify themselves as the direct supervisor to the VABIR Career Coach.

VABIR Career Coach meeting with participants

The VABIR Career Coach will offer all meetings to participants in their preferred location, including office, community, home and virtual.

Home Visiting

The VABIR Career Coach role is to support participants in their education, training, and employment goals. Participants will be encouraged to meet in the office, or virtually, or in the community. Home visits will not be done regularly. If the participant is requesting a home visit the VABIR Career Coach will use their coaching skills to determine why they are requesting a home visit. If an obstacle prevents the participant from meeting in an office setting the VABIR Career Coach will work with the participant to overcome the obstacle.

If after a conversation a home visit is the best solution the VABIR Career Coach will work with VABIR Program Manager and VABIR Reach Up Trainer to move forward with a home visit. Reach Up Case Managers will not attend a home visit with a VABIR Career Coach. A Reach Up Supervisor may join if they are available, this request would come from the VABIR Program Manager. It is between the VABIR Career Coach and participant to determine the best way to meet participants' needs and help them achieve their goals.

The only time a Reach Up Supervisor would be involved in determining how a VABIR Career Coach and participant meet is if the participant contacts the Reach Up Supervisor regarding a home visit request not being met. If this happens the Reach Up Supervisor will review the situation with the VABIR Program Manager.

The VABIR Program Manager and VABIR Career Coach will work with the participant to resolve the issue.

Supporting participants overcoming obstacles

Participants with employment, education, and training goals will often have obstacles they need to overcome to achieve their goals. Many of these obstacles the VABIR Career Coach will support the participant. This would include transportation, childcare, resources needed to accomplish their goal, applying for Social Security while pursuing employment, education and training goal, etc.

In some rare circumstances the participant may have obstacles that will require both a VABIR Career Coach and Reach Up Case Manager. This could be Family Services Division involvement that requires a significant amount of coordination or a unique obstacle. The Reach Up Supervisor and VABIR Program Manager can discuss and determine if assigning a participant to VABIR Career Coach and Reach Up Case Manager is appropriate.

The VABIR Career Coach will:

- Be assigned the case in ACCESS
- Meet with the participant as needed, at a minimum once per month Coach the participant using GPDR/R on their employment, education, and training goal,
- Complete and review Goal Sheets/FDP,
- Provide support services related to participants' goals,
- Follow up with good cause, conciliation, and sanction if the participant chooses to not engage.

The Reach Up Case Manager will:

- Coach the participant to overcome the identified obstacle
- Meet with the participant as needed, at a minimum once per month
- Support Services to help overcome the obstacle
- Coordinate resources and referrals connected to the obstacle

Housing Obstacles

If a participant has an employment, education, and training goal and housing is an obstacle, the RUS may assign the participant to a VCC **and** a RUCM. The RUS will take into consideration community resources available following P-2360 HOUSING CASE MANAGEMENT AND REACH UP. If the RUS is aware of a community partner that can take on the housing case management role, then the participant can be assigned to a VCC only with the expectation they will refer to the community agency. When other resources are not available then the RUS will assign a RUCM and VCC.

When a participant is assigned to both a VCC and RUCM they will be placed in the VCCs number as they will be the lead coach. The VCC will be responsible for monthly contact, GPDR/R, FDP/Goal Sheets, and Support Services (these should all be employment, education, and training focused). The RUCM will offer housing case management only. If the participant chooses not to work with the RUCM on housing, that is the participant's choice and okay. The VCC will continue to coach the participants on their employment, education, and training goals. The VCC would not take on the housing case management role. While working towards their employment, education, and training goals if the participants express housing is an obstacle towards achieving their goals, the VCC should revisit the opportunity to work with a RUCM on housing with the participants. If the participant is interested in working with a RUCM on housing the VCC would let the RUS know. The RUS would assign a RUCM to provide housing case management.

The VCC and RUCM can do an initial 3-way meeting to explain the roles of the VCC and RUCM. All meetings going forward should be done separately, so the VCC can focus on employment, education, and training and the RUCM can focus on housing.

Role of the VABIR Career Coach and Reach Up Case Manager (Housing Case Manager)

The following outline describes the responsibilities of the VCC when a participant is only working with a VCC (and not also a RUCM).

VCC will:

- Support a participant in the process of removing their name from a registry preventing housing eligibility/employment,
- Support a participant obtaining a Social Security Card or Birth Certificate,
- Provide links to housing applications (if requested by a participant),
- Make referrals to community housing agencies (if requested by a participant),
- Support the participant in connecting to [Vermont Legal Aid](#).

VCC will not:

- Provide housing case management, even if a community partner is unable to provide support to the participant. ⁽⁰⁸⁾
- Help participants complete housing applications
- Follow up on housing referrals made
- Sign FUV or VRS housing applications (this must be done by the RUCM)
- Be involved with a landlord

The following outline describes the responsibilities of the VCC and RUCM when a participant is working with a VABIR Career Coach on their employment, education, and training goals **and** a Reach Up Case Manager on housing. VCC:

- Be assigned the case in ACCESS
- Meet with the participant at least once per month, Coach the participant using GPDR/R on their employment, education, and training goal,
- Complete and review Goal Sheets/FDP,
- Provide support services related to participants' goals,
- Support a participant in the process of removing their name from a registry preventing housing eligibility/employment,
- Support a participant obtaining a Social Security Card or Birth Certificate,
- Follow up with good cause, conciliation, and sanction if the participant chooses to not engage.

Reach Up Case Manager:

- Provide housing case management only,
- Meet with the participant as needed
 - Once applications have been submitted and participant is waiting for next steps the RUCM does not need to meet with the participant every month unless needed, the RUCM should check in at least every other month via text, email or phone.
- Providing links to housing applications
 - Participants should be empowered to complete as much of the application as possible on their own; provide support completing applications if needed
- Sign housing applications
- Provide ongoing housing case management if needed
- Provide support services related to housing
- The RUCM will not
 - Establish good cause, conciliation, or sanction if the participant does not engage.
 - Participation in housing case management is optional. However, the RUCM should be clear about the expectations for GA housing, Coordinated Entry, and different housing vouchers. Participation may be necessary for these.

Support Services

If a participant is working with a Reach Up Case Manager and VABIR Career Coach, The VABIR Career Coach will be responsible for issuing any support services provided to ensure the procedure and matrix are being followed. If a participant is assigned to a Reach Up Case Manager and VABIR Career Coach it does not increase the amount of support services a participant is eligible for.

The Reach Up Case Manager and VABIR Career Coach will empower the participant to decide what supports service would be best for them to move forward with their goal or housing.

One-Time Services

VABIR Career Coaches will not provide "One-time service" An example of this would be help with a resume. If a RUCM is working with a participant that only wants support with a resume, they should be referred to VDOL.

Reach Up Case Manager supporting participant with an employment, education, and training goal

If a Reach Up Case Manager is working with a participant that identifies an employment, education, or training goal as their primary focus, they should follow the steps in the [assigning cases procedure](#) and discuss with their Reach Up Supervisor. Reach Up Case Managers cannot make a direct referral to a VABIR Career Coach. The Reach Up Supervisor needs to take case load size and other factors into consideration before assigning a participant to a VABIR Career Coach.