Insight & Learning Question(s) Answered:

What combination of training, mentoring, experiential learning, apprenticeships, networking etc. will have the greatest impact on job (employability) outcomes? How can you best connect beneficiaries to meaningful opportunities to increase their placement rate in jobs/entrepreneurial opportunities upon graduation? How can cross-sector collaboration be better coordinated to realize job/business outcomes and what practical solutions exist to this?

Insight Byte:

- Cincinnati works is a unique, award-winning programme model focused on a continuum of services, including job readiness, placement, retention, and advancement – rather than simply a job placement service (FY15 results: 39 people completed the training, 22 obtained employment\(^1\))

Jobseeker Services:

Structure of programme model:

- **Job readiness workshop**: to learn job search skills, build confidence, and develop soft skills essential for the workplace. Topics include: completion of job applications, attitude, work ethic, business etiquette, values, self-confidence, problem solving, removing obstacles, conflict resolution, employer expectations, budgeting, interviewing.

- **Job search**: structured assistance with job search, including access to the organisation’s core group of employers, internet, application assistance and interview feedback until employed.

- **Job retention**: regular contact for at least one year with jobseeker and employer to help ensure employment retention. Re-employment services are provided following job loss.

- **Advancement**: after 1 year of employment, staff assists with a plan to improve a skill, behavior or educational component to increase marketability and earning power.

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\(^1\) Jobseeker demographics: 82% of jobseekers have a high school diploma or GED. 67% of jobseekers have children. 60% of jobseekers suffer from depression and/or anxiety. 72% of jobseekers rely upon public transportation. 10% of jobseekers have a felony conviction.
Employer Services:

- Partnering with more 70 employers in the region, Cincinnati Works constantly assesses entry-level jobs needs and models the intake process after employer requirements
- Uses an employer-linked training approach soliciting employer input in programme design and implementation
- To ensure retention after employment, employment coaches are available to mediate between employer and employee until the jobseeker stabilises on the job. This approach helps reduce employer turnover costs (e.g. interviewing, training, work disruption, lost productivity)

What is unique about Cincinnati Works?

- “Member for life” approach- i.e. anyone who completes the Job Readiness training can always come back for support whenever it is needed
- The “Job Coach” which serves as a mentor and also helps mediate the transition to work with employers; the coach provides ongoing one-on-one personal mentoring tailored to the specific needs and goals of each jobseeker. Comprehensive support services are offered to jobseekers, including behavioural counselling, chaplain services, legal advocacy, transportation assistance, child care resources, and financial literacy coaching. Coaches maintain contact with individuals and their employers to monitor progress and help ensure retention
- The “1 year, 1 job” emphasis- once employed, individuals are encouraged to make a commitment to stay at their job for at least one year
- The “Advancement Program” which seeks not just to get to get people into sustainable employment, but build a career that can help them achieve financial self-sufficiency
- Cincinnati Works helped articulate the value proposition for society, quantifying their impact on the larger social/economic context- innovative approach to how a non-profit makes the case for grant funding

Taking Action: What can you do next with this knowledge?

- Share these insights with your S2S practitioner partners to see is they can leverage in their approach components of the Cincinnati Works’ innovative job readiness and advancement programme. Ask them if their intake model is modelled after employee requirements and whether they are already thinking about these best practices
- Reach out to Rosanne Williams and Ioana Moraru (rosanne.williams@accenture.com; ioana.moraru@accenture.com), currently working on CC Insights & Learning projects to find out more about the insights we’re gaining in the domain
- For more information on Cincinnati Works, please contact Matthew Mooney, Chair of the Young Professional Board of Cincinnati Work (matthew.a.mooney@accenture.com)

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