Welcome!

While we wait to start, please review ways to navigate this webinar.

If you move your **cursor** to the **bottom** of **your screen** you will see a **menu**.

This menu allows you to **control**:
- React ("**Raise Hand**" is under this option)
- Access to the **Chat** box

Camera options are not available for participants. Participants can be unmuted by raising their hand and being recognized by the presenter.
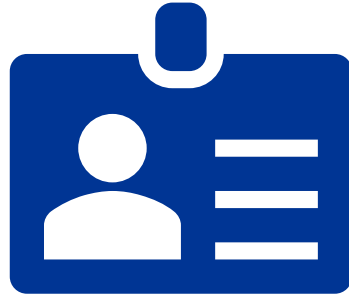
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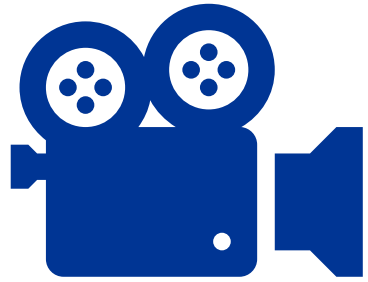
This session is being recorded.

If you used a forwarded link, we need your **email address**.

Pose questions in the chat to **all participants**.

Please complete the post-session **evaluation**.

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PERxU

Disclosures

No members of the planning committee, speakers, presenters, authors, content reviewers, and/or anyone else in a position to control the content of this education activity have relevant financial relationships with any entity producing, marketing, re-selling, or distributing health care goods or services, used on, or consumed by, patients to disclose.

The Recovery Coach Workforce Education series collects registration, participation, questions/answers, chat comments, and poll responses for some teleECHO® programs. Your individual data will be kept confidential. These data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research, and to inform new initiatives.

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PERxU

Mutual Agreement

- Everyone on every Program Evaluation and Research Unit (PERU) webinar is **valued**. Everyone has an expectation of **mutual, positive regard** for everyone else that respects the **diversity** of everyone on the webinar.

- We operate from a **strength-based, empathetic, and supportive** framework – with the people we serve, and with each other on PERU webinars.

- We encourage the use of **affirming language** that is not discriminatory or stigmatizing.

- We treat others as **they** would like to be treated and, therefore, avoid argumentative, disruptive, and/or aggressive language.

Mutual Agreement (continued)

- We strive to **listen** to each person, avoid interrupting others, and seek to **understand** each other through the Learning Network as we work toward the highest quality services for Centers of Excellence (COE) clients.

- Information presented in Learning Network sessions has been vetted. We recognize that people have different opinions, and those **diverse perspectives** are welcomed and valued. Questions and comments should be framed as **constructive feedback**.

- The Learning Network format is **not conducive to debate**. If something happens that concerns you, **please send a chat during the session** to the panelists and we will attempt to make room to address it either during the session or by scheduling time outside of the session to process and understand it. **Alternatively, you can reach out offline to your PERU point of contact.**

- This session is presented in partnership with the University of Pittsburgh's Program Evaluation and Research Unit, the Pennsylvania Department of Human Services, and PA CareerLink® and is funded by the Pennsylvania Department of Labor & Industry.

- This program is funded 100% with federal funds from a US Department of Labor grant totaling $121,325 and 0% ($0.00) non-federal funds.

- Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employer/Program.

The goal of the Recovery Coach Workforce Education Series is to empower direct care workers with the tools to help their clients in recovery with initial employment activities in-house, know where and what to refer job seekers to, and ultimately ensure that those in recovery can benefit from all the positive outcomes in health and well-being afforded by employment-based interventions.

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CONNECTING INDIVIDUALS MEANINGFULLY TO PA CAREERLINK®

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OBJECTIVES

- Identify and explain different entry points in the system to ensure clarity and accessibility for service users, and discuss strategies for care managers to navigate and utilize available services effectively.

- Describe the roles of support networks and partners in improving service delivery, and educate about resources that facilitate effective communication and collaboration.

- Synthesize additional resources and services to create a comprehensive support system for individuals in recovery.

BACKGROUND

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LINKING CLIENTS TO SERVICES AND RESOURCES

ENSURE ENGAGEMENT

- Warm handoffs
- Direct referrals
- Follow-up strategies

ROLE OF CARE MANAGERS

- Tracking referrals
- Troubleshooting barriers
- Advocating for client needs.

PERSONALIZING CARE

- Tailors services to client needs and goals.

- Uses Motivational Interviewing (MI) to build trust and engagement.

- Encourages active listening and open-ended questions.

- Supports autonomy and long-term recovery success.
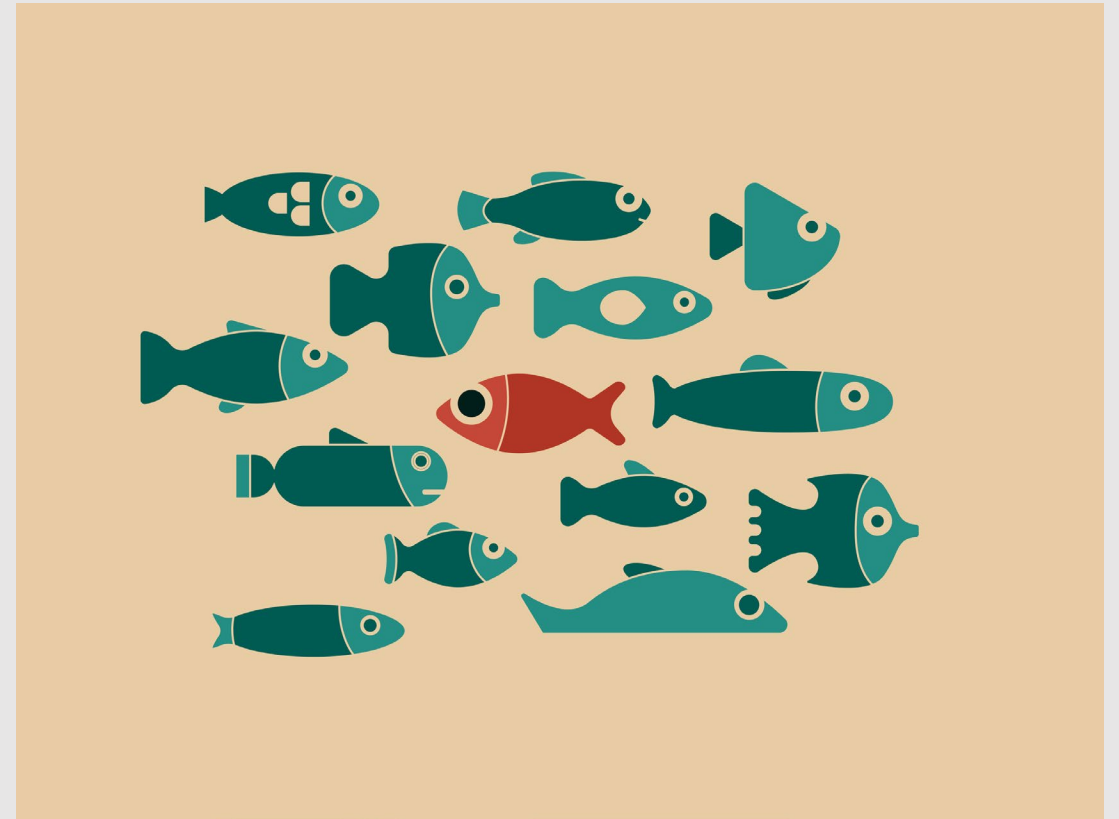
COMPREHENSIVE NAVIGATION STRATEGIES

STEP-BY-STEP NAVIGATION

- Streamlines eligibility verification and enrollment.

- Provides clear, step-by-step guidance for clients.

- Ensures access to appropriate services efficiently.

- Reduces barriers through structured support.

- Enhances client understanding and engagement.

UTILIZING PA CAREERLINK®

- Job training
- Resume support
- Workforce development programs.

TOOLS AND TECHNIQUES THAT SIMPLIFY SERVICE NAVIGATION

- Online databases
- Resource directories
- Case management software

I am an Individual
Looking for a personalized approach to career and training services

I am an Employer
Looking for resources and support for my business or organization

CLIENT-CENTERED CUSTOMER SERVICE STRATEGIES

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TAILORED SERVICES

- Active listening

- Clear communication

- De-escalation techniques
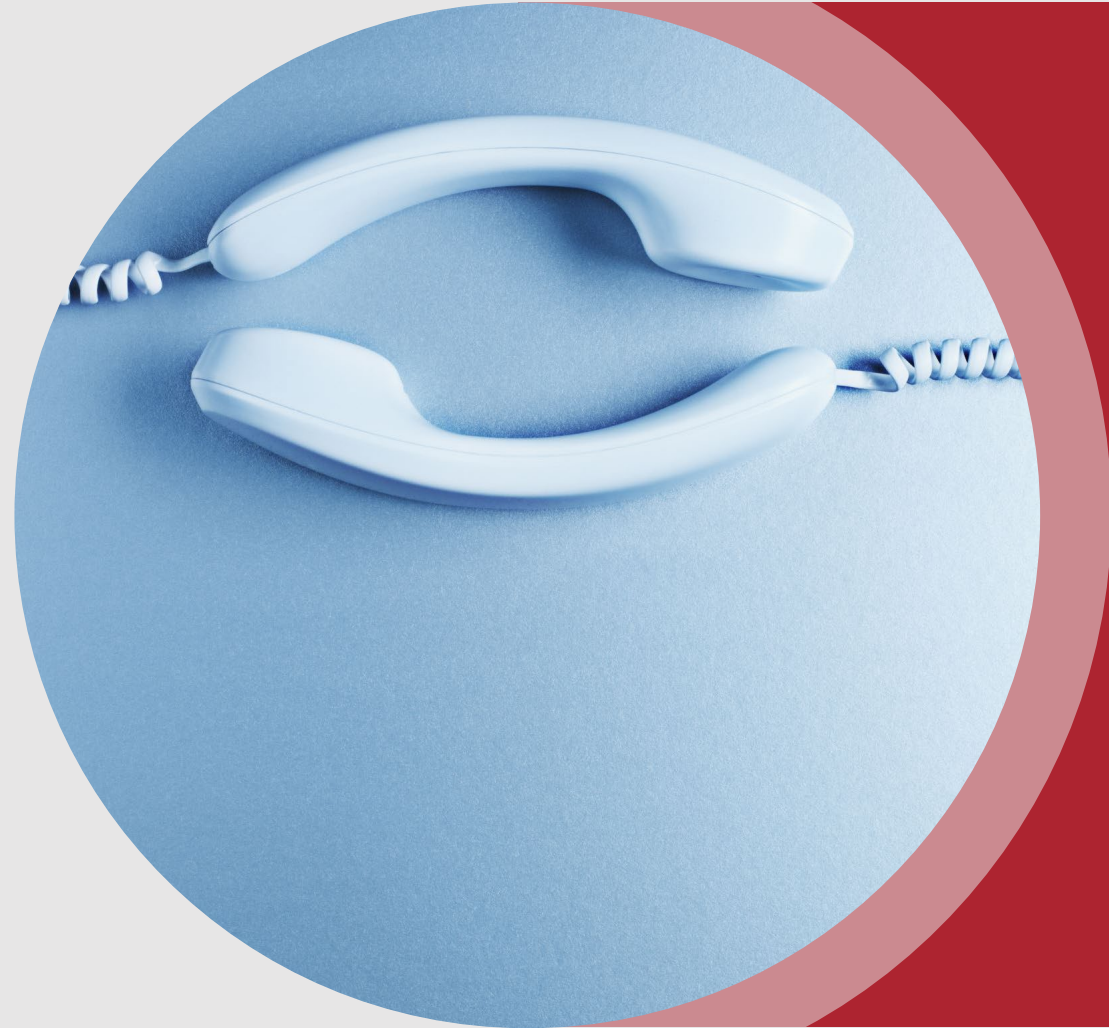
Structured Follow-Up

- Goal setting with clients

- Tracking client progress to enhance client satisfaction and service outcomes

COLLABORATION, PARTNERSHIPS, AND BEST PRACTICES

ROLE OF PARTNERSHIPS

- Community providers

- Employers

- Social service agencies

BEST PRACTICES FOR COLLABORATION

- Case conferencing

- Shared electronic records

- Inter-agency referral agreements

REAL WORLD EXAMPLES

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SANDY S

- Video

JAMES C

- Video