



Exploration Learnings: *PIPEin* Activity #1

7/16/20

Goals for this Section

During this section of the agenda we would like to:

1. Provide an overview of our first *PIPEin* activity and look at the feedback we received
2. Ask the Advisory Committee questions based on this feedback – areas we want to “dig into” the feedback we received

*Please put questions into chat during presentation, can then use them for discussion during part 2

- Online survey to members of PIPEin
- Subject: Respondents asked to read a document overviewing proposed changes to employment exploration services (document attached to Advisory Committee materials) and respond to a survey
- Questions were developed to get input on clarity of understanding and usefulness of changes
- Feedback will be used in guiding redesign of exploration services and in communications/training regarding revised service

Participation Rates

- Survey was open from June 18th to June 26th (about 1.5 weeks)
- 209 PIPEin members, 127 members completed survey – 61% response rate
 - Note: growth in membership after last committee meeting, demographics question added to membership survey
- 15 questions – mixed quantitative and open response
- Results from survey are being consolidated into an update document that will be posted online and sent to PIPEin members

Results Summary – High Level

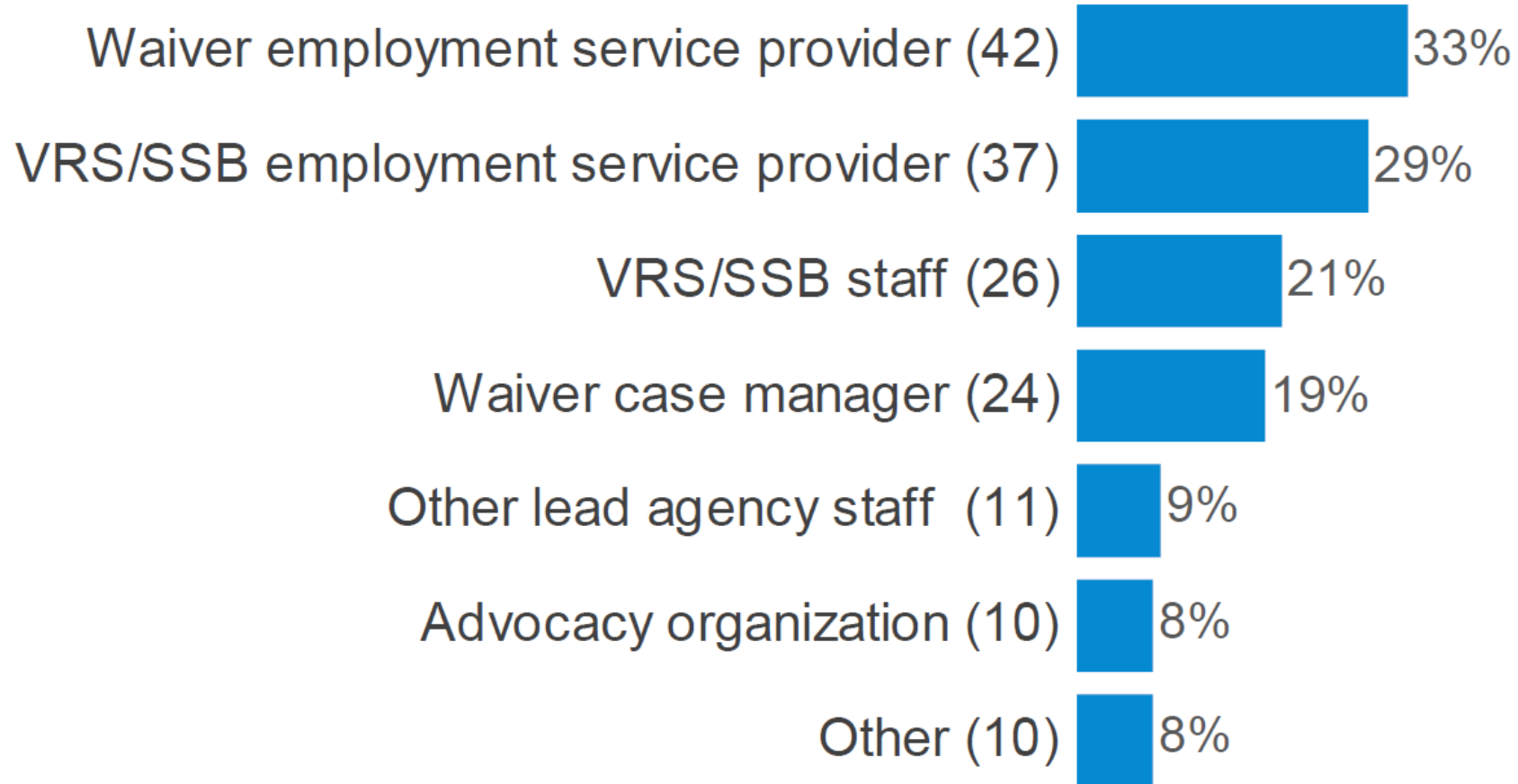
- Overall, respondents understood the proposed changes to the service and thought the outcomes products would be useful
- Most uncertainty and need for more information with Vault accounts and the navigator service
- Strong response to open ended questions
- Lots of ideas, questions, excitement, concerns and suggestions for all parts of the service

Qualitative results

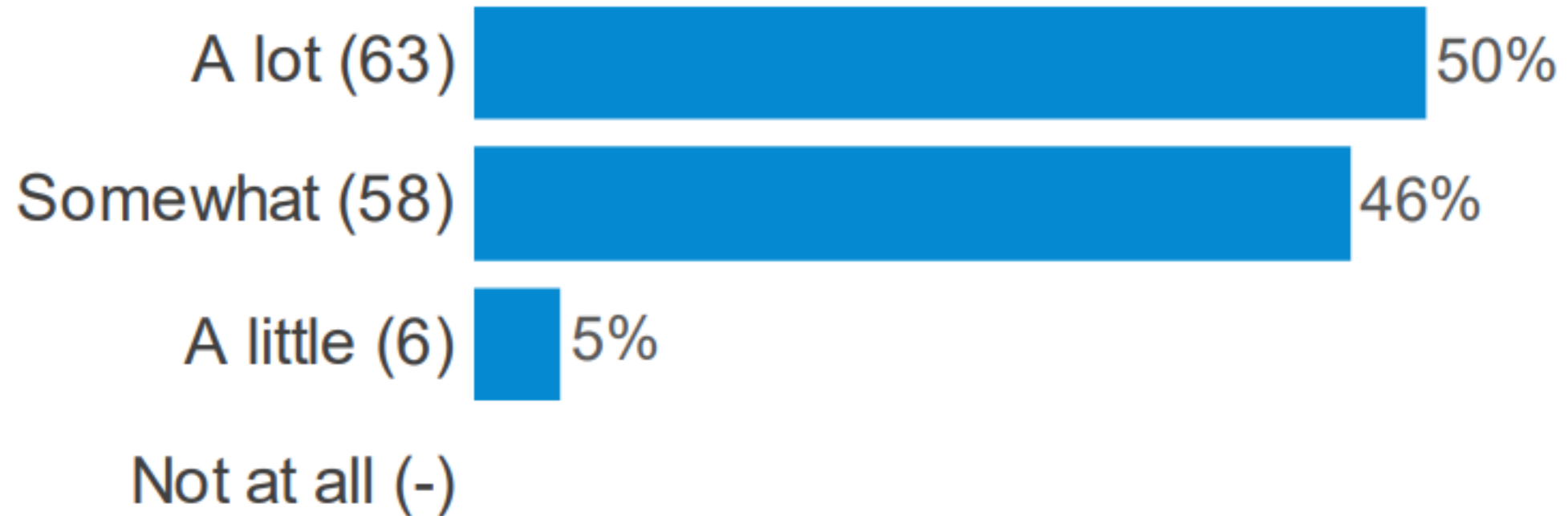
- High numbers of responses to open ended questions, many were very detailed responses
- Responses often provided feedback in multiple areas in one response
- Conflicting feedback between qualitative responses of different parties
- Hard to summarize these responses - for this presentation, pulling out what think most impactful for discussion
- For the future, considering alternative formats (focus groups, virtual meetings, etc.) to leverage this feedback and get “deeper” information during PIPEin activities

Quantitative Results

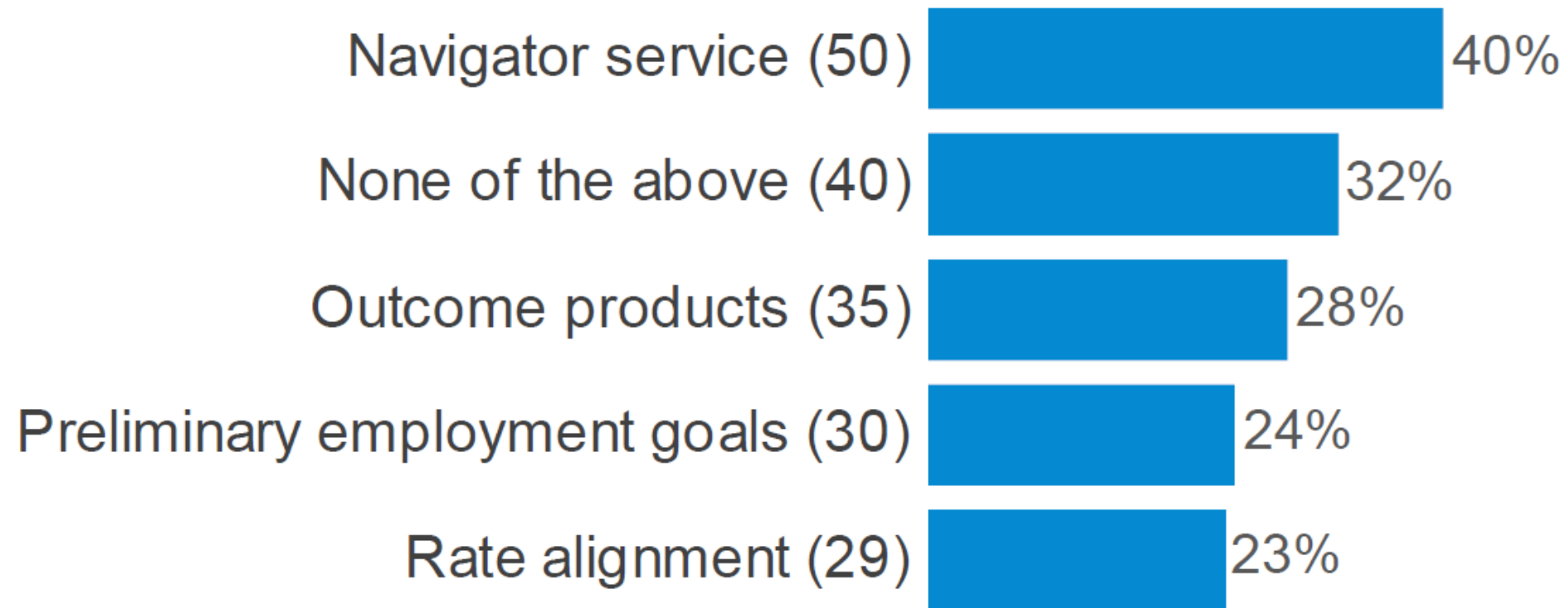
What is your role (select all that apply)?



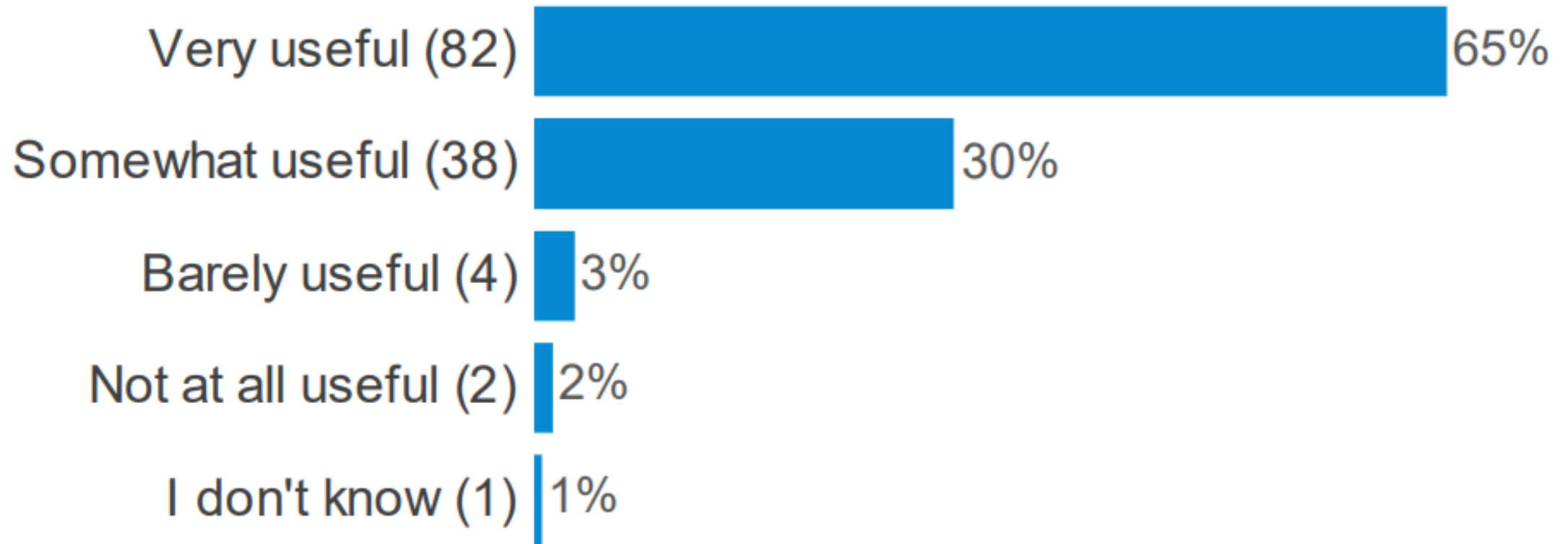
To what extent do you understand what the exploration service will be?



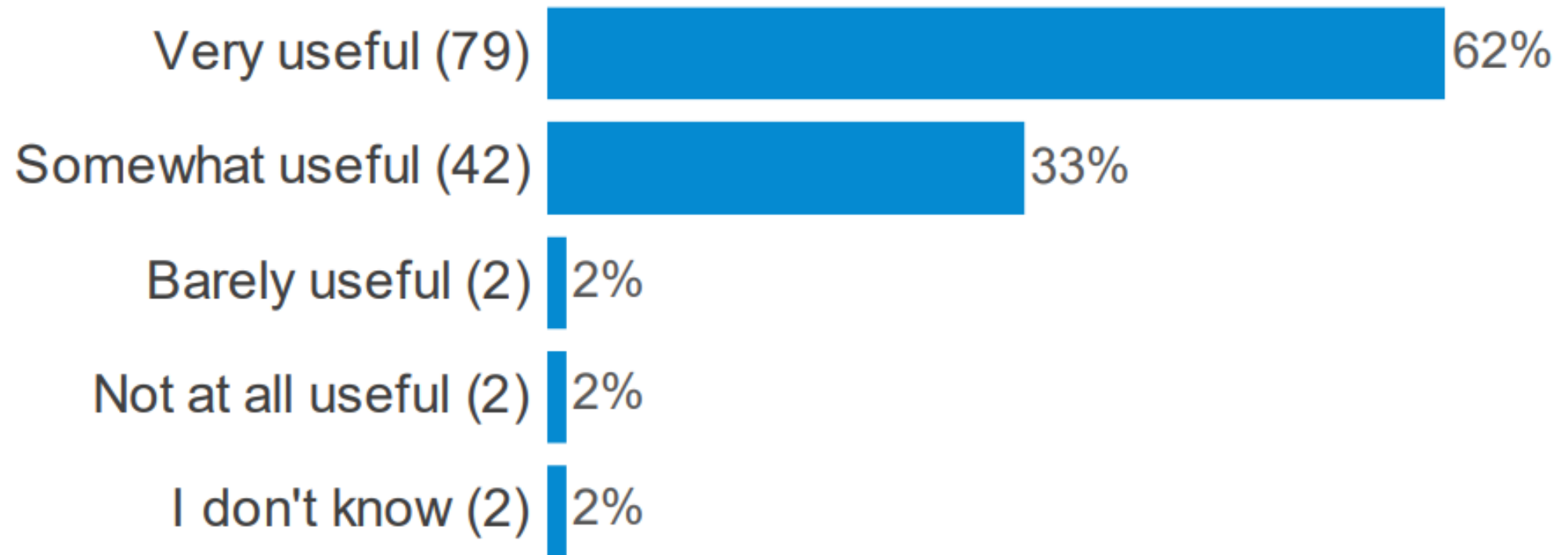
Which sections of the document need more clarity?



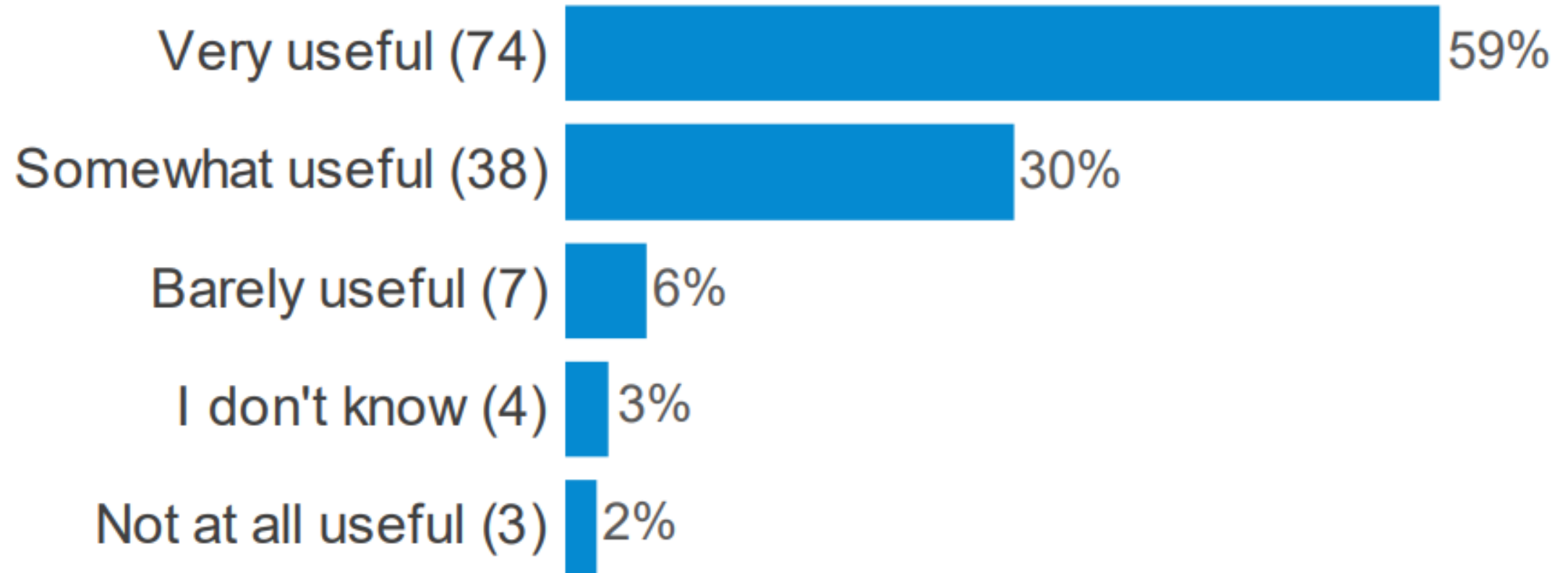
I believe the employment profile will be:



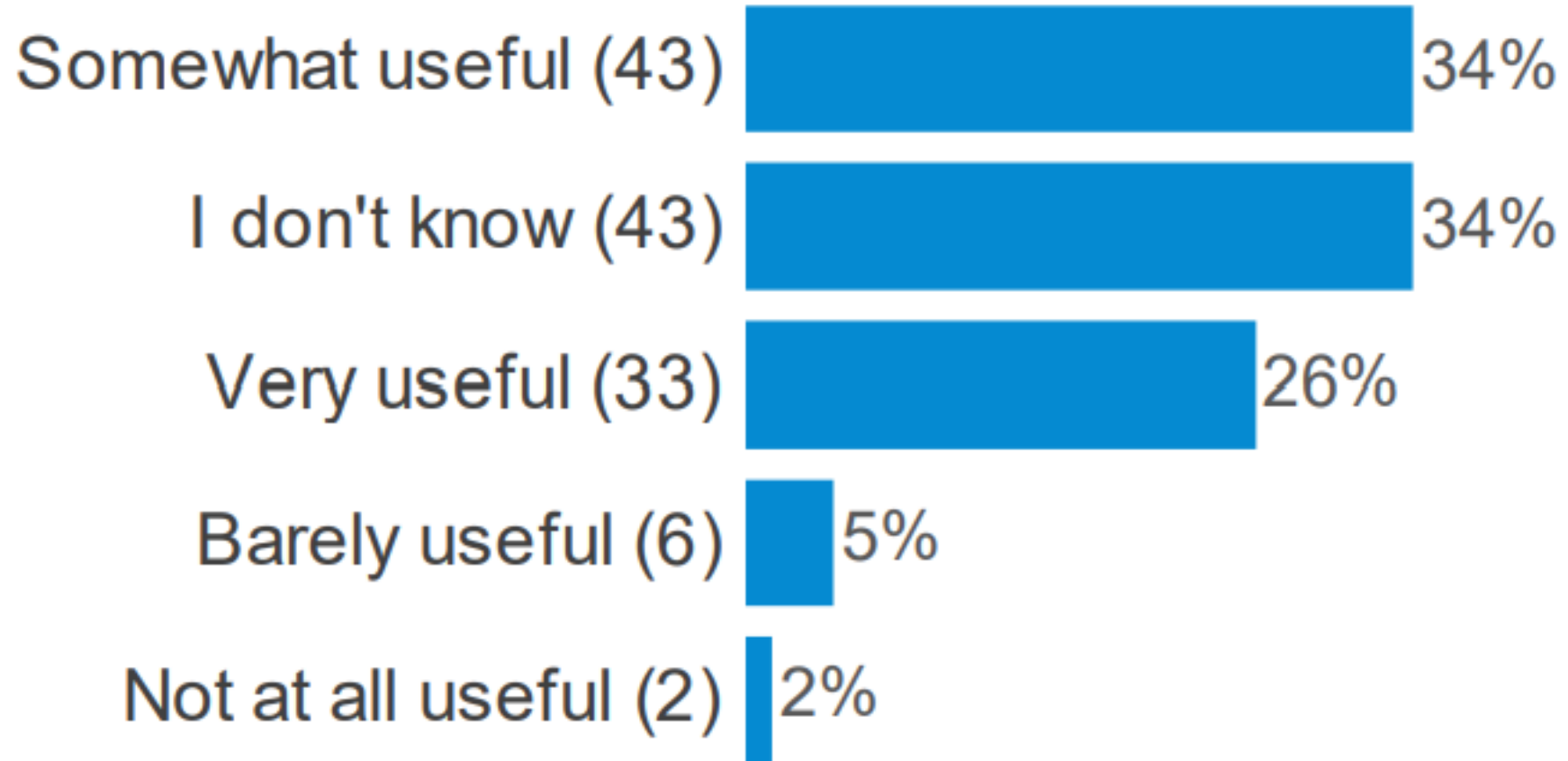
I believe the sample application and resume will be:



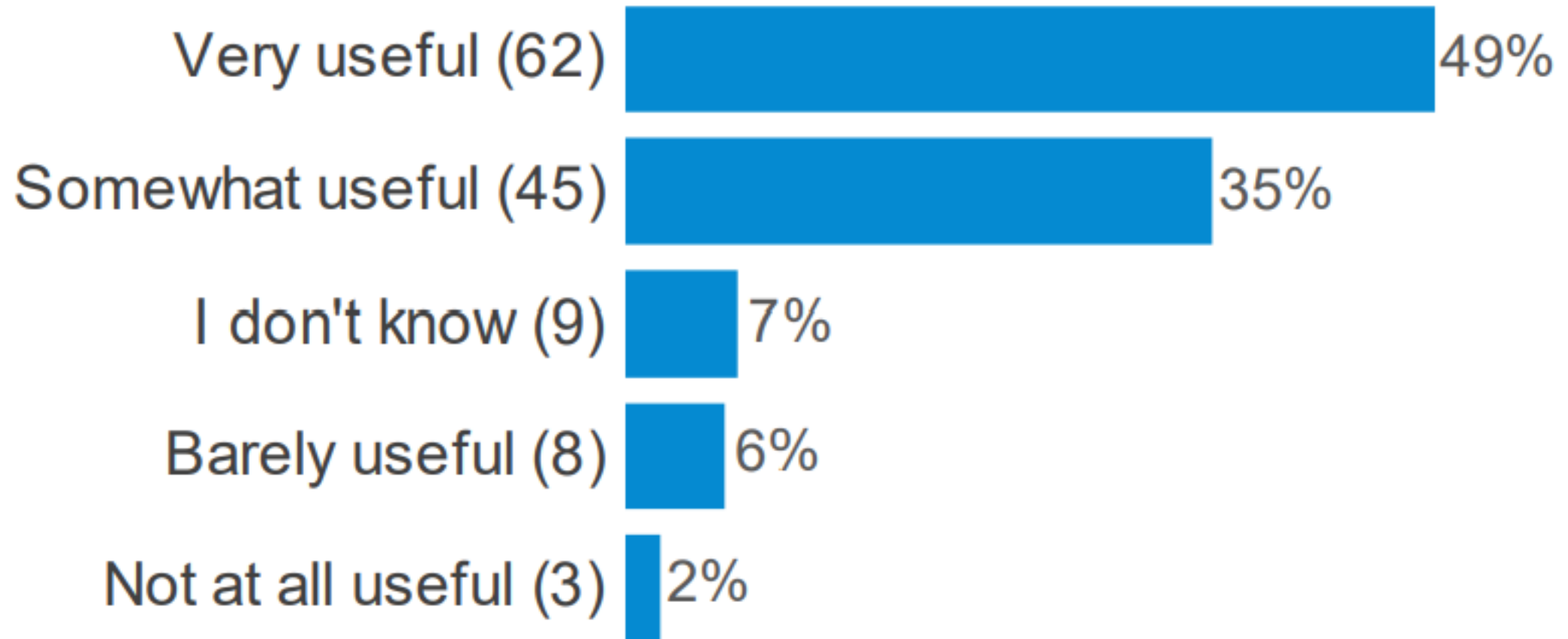
I believe the benefits lookup will be:



I believe the Vault account will be:



I believe the navigator service will be:



What additional information is needed?

- Details, examples, and guidance with “preliminary employment goals” – how is it different than VRS/SSB goal development, how detailed are the goals, purpose of goals
- Training: How will providers know how to use things like Labor Market Information - LMI?
- Benefits Lookup: How detailed is it?
- Vault account: More details on the vault account (many respondents)
- Rate alignment: More specifics on costs, duration, rates specifics
- Generally: What will these products/templates look like? Do not want to make people jump through hoops
- Connection with other services (customized employment, job development)

Outcome Product Suggestions – Open Ended Responses

- Engage with employers
- Make sure services are usable
- Have sample products and examples
- Clear standards and guidelines
- Education and trainings on the revised service
- Importance of dual enrolled providers (avoid referral mid course)

Navigator Service – Open Ended Responses

- Confusion on if the navigator is exploration provider or other entity
- Wanted more information – provide examples, parameters of timeframe and specific actions
- Concern about skills and training of service providers in playing a navigator role
- Questions on necessity – could be very small role, especially if dual enrolled or in Greater MN
- Questions/concerns on connection with case manager role and on keeping team updated with status of service

Discussion and Questions

Question 1 for Advisory Committee

- What questions or comments do you have on the results from the first survey?

Question 2 for Advisory Committee

- Based on the Redefined Exploration Additions to Employment Exploration Service document that was sent and the overview of the PIPEin information, what do you think is important to consider or clarify for the navigator service?
 - What do we need to provide in guidance or training for service providers to know about and be able to provide this service?
 - What information would you need on this role/service to provide feedback on it?

Question 3 for Advisory Committee

- During the revised exploration service, people will develop “preliminary employment goals”. Many qualitative responses requested more details/parameters/examples of these goals. Do you have feedback on the definition and example below?
- **Preliminary Employment Goal:** As part of the exploration service, people develop a *preliminary employment goals* to support their job search for competitive, integrated employment. Preliminary employment goals give broad objectives for a person’s job search and have the following attributes: Strengths based, experience based, consider conditions for employment, refined during job search
- **(Rough) Example of a preliminary employment goal:** Will look different for every person, below is an example:
- *I am looking for a job in the area of auto mechanics within the in the city of St. Cloud. I am looking for a job where: I can work at least 15 hours per week, but not more than 30; I can access by public transportation; and I can work with my hands*

Question 4 for Advisory Committee

Some of the qualitative feedback mentioned that “outcome products” would be useful if done right, but not if it just includes basic information.

1. Exploration Profile
2. Benefits lookup
3. Vault Account
4. Sample application and resume

How detailed should guidance/requirements around these product be? How do we balance ensuring a consistent set of quality products without overly prescriptive requirements on delivery?