

# An Innovative Practice

## HPOG Roundtable

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Our practice:

## “Whole-Person Approach”

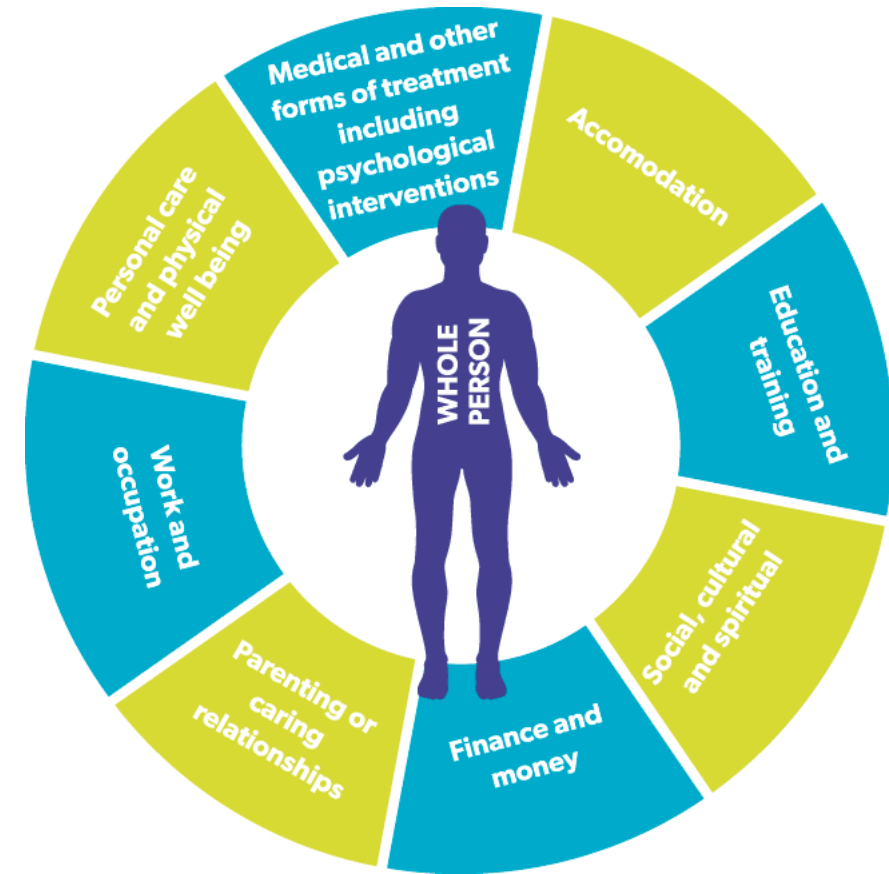
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We understand that the individuals we serve have many needs beyond just employment. We collaborate together in order to provide our participants with access to the resources necessary to help them get these additional needs meet, improving their chances at success.



# What It Looks Like

- When using a *whole-person approach*, we place emphasis on creating a holistic-based environment, making a comfortable space for our clients.
- We are committed to reassuring our clients that the personal information they give us is confidential.
- We place emphasis on a judgement-free zone and open-door policy.
- We recognize what additional resources the participants need.



Who Is Involved  
In The  
Implementation?



EVERYONE

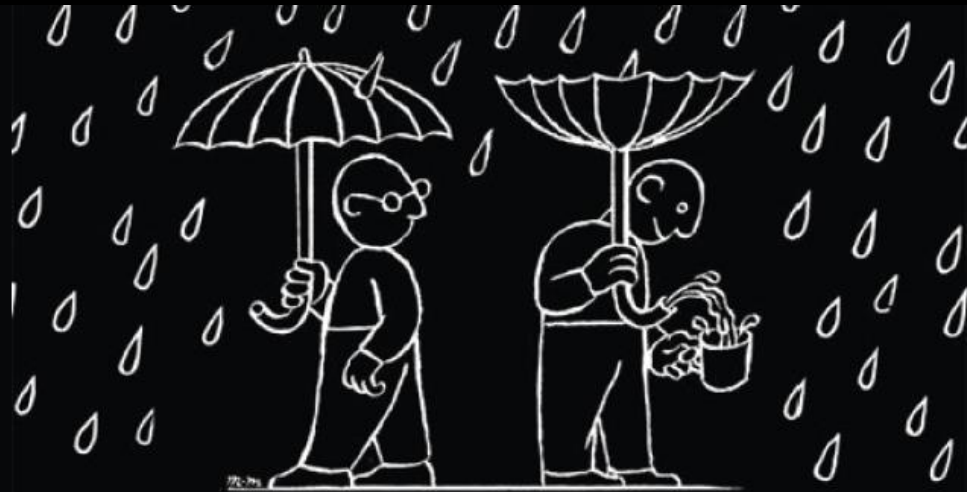
Support Services

Eligibility and  
Enrollment  
Specialists

Career Counselor

Employer Relations  
Specialists

Management



INNOVATION IS A STATE OF MIND

# The Team Involved In The Implementation

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## Support Services

The Support Services team is the invisible glue of our program. They are the first point of contact for our participants making them feel welcome. The team of three has a number of roles including organizing our Foundation Skills Workshop Week, answering multiple calls or emails a day, and assisting every department with their needs while maintaining their own work load. Without our Support Services team, most of us would not be able to do our jobs.





# The Team Involved In The Implementation

## Eligibility and Enrollment Specialists

Eligibility and Enrollment Specialists go above and beyond completing the necessary intake for our participants collecting as much information as they can, hosting information sessions and traveling all twenty towns we service in Connecticut. By asking relevant and open ended questions, they have an opportunity to learn a great deal about the participants and their needs.



# The Team Involved In The Implementation

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## Career Counselors

Career Counselors work closely with the participants on deciding an education pathway to help them reach their ultimate goal. The Career Counselors utilize the information that was gathered by the

Eligibility and Enrollment Specialists to better understand the participants. Career Counselors are encouraged to create a positive atmosphere for the participants, making it easier for them to voice their personal struggles, if they have any. Our goal is for every participant to complete an education without having extra stress. We realize that not every barrier can be helped, but we continue to provide references for our participants.

# The **T**eam Involved In The **I**mplementation

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## Employer Relations Specialists

Employer Relations Specialists utilize the information gathered by the Eligibility and Enrollment Specialists and Career Counselors to understand the parameters they need to remain in when connecting participants to employers whom they have a relationship with. Employer Relation Specialists work one on one with the participants to assist with resumes, cover letters, job search assistance and on-the-job training opportunities.







Our management team keeps the checks and balance in our program. Their commitment to the staff and the patience they display is admirable and we wish to model their uplifting energy.

Our management team does a superb job keeping the team together, organized, and on top of their work. They are committed to the their employees and always promote growth and change.

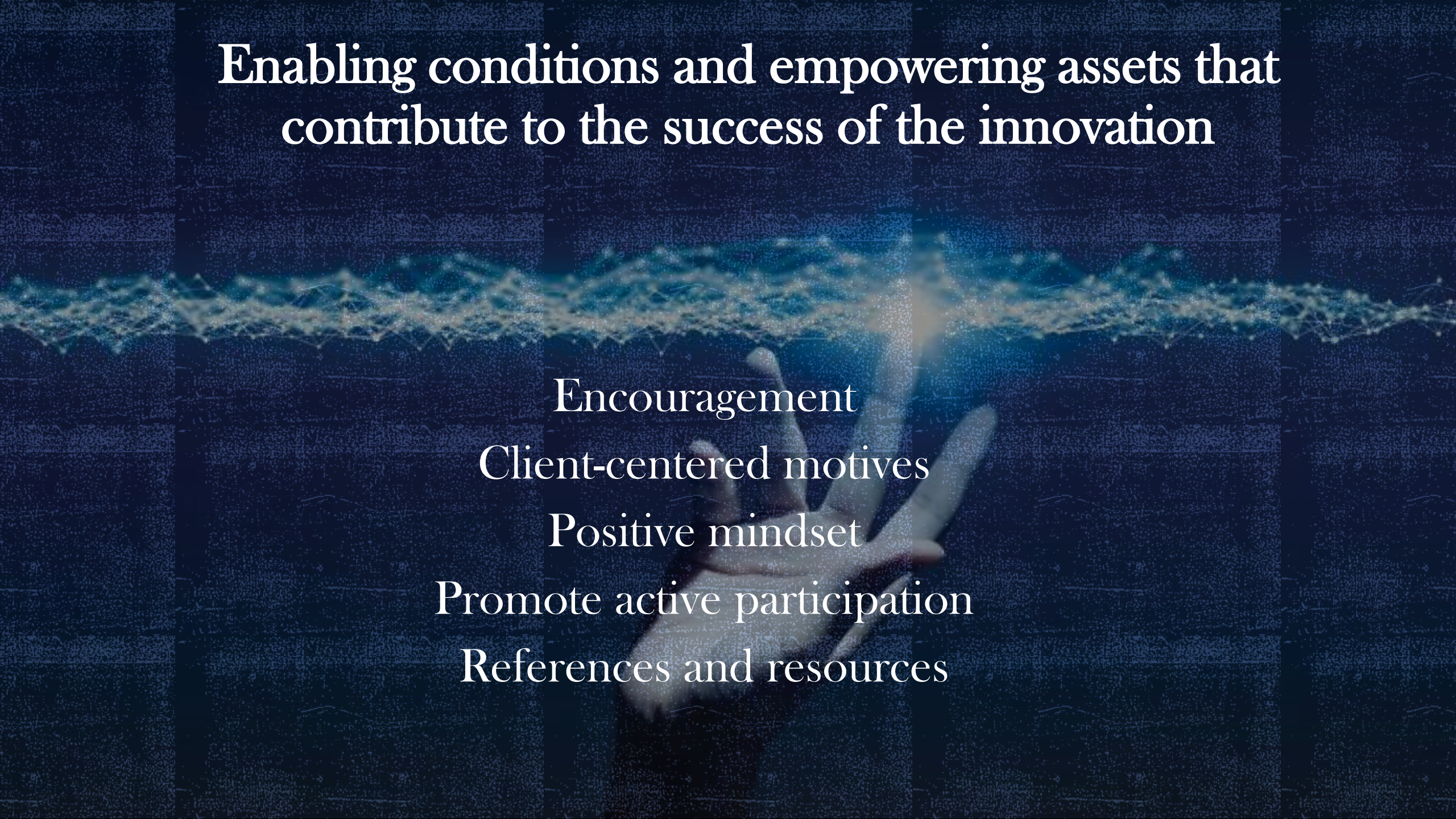


## Enabling Conditions and Empowering Assets that Contribute to the Success of the Innovation

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1. **The Health Career Academy's staff** genuinely care about the participants in the program from start to finish.
2. The Supportive Services Team assists every department including the participants with the necessities of the program.
3. **The Eligibility and Enrollment Specialists** take the time to ask program-related questions in order to gather required information for the Career Counselors to best assist the participants with all their needs.
4. **The Career Counselors** have developed close relationships with staff from a whole host of community resource training providers. These providers are always willing to do what they can to help our participants.
5. **The Employer Relations Specialists** have developed close relationships with employers. These employers utilize the Health Career Academy as a candidate pool for filling available positions.





Enabling conditions and empowering assets that  
contribute to the success of the innovation

Encouragement

Client-centered motives

Positive mindset

Promote active participation

References and resources



# The Impacts of Taking a Whole-Person Approach on the Participants and Program Results

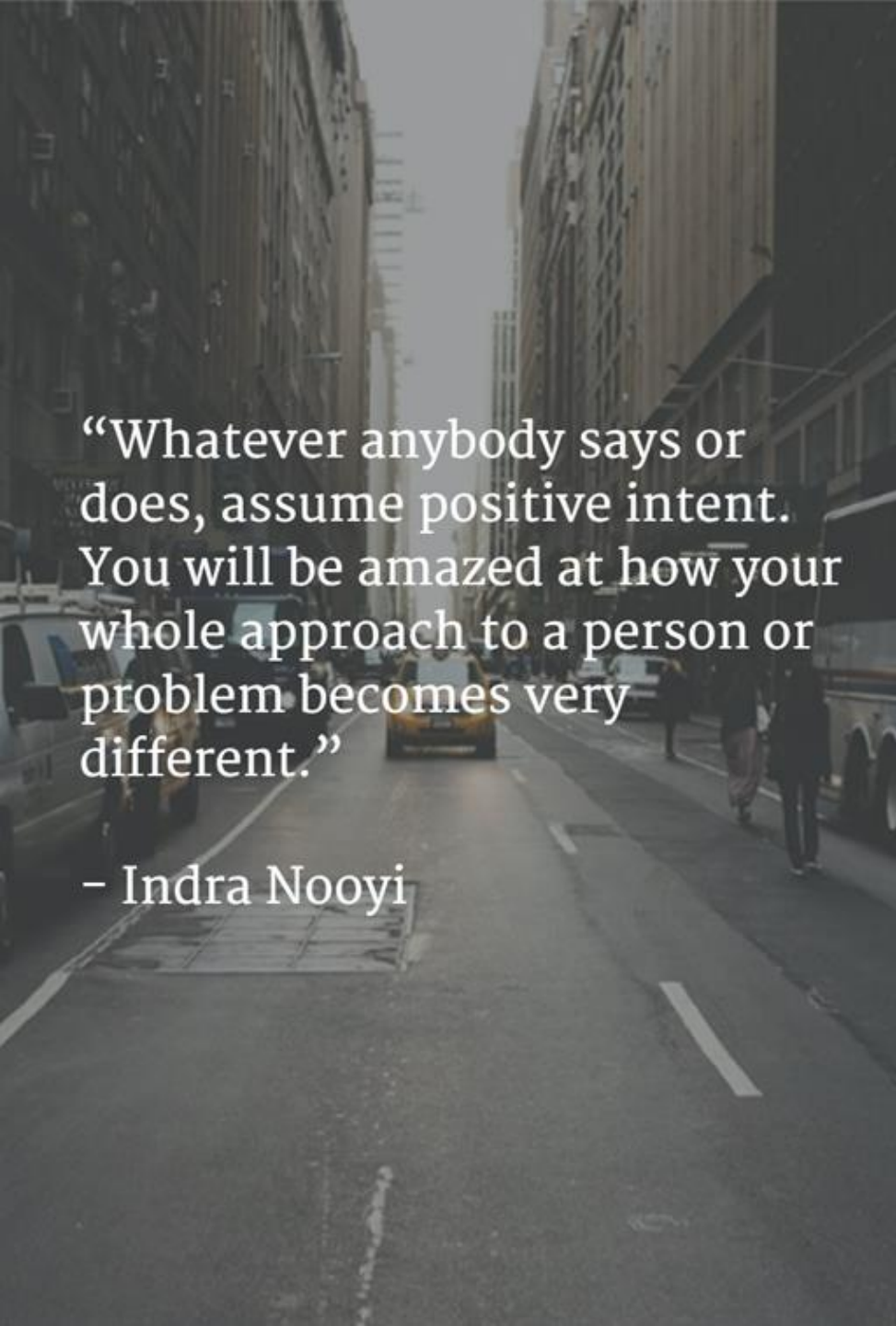
1. Participants are more likely to successfully complete their Occupational Skills Training.
2. Participants are more likely to pursue their state licenses and national certifications.
3. Participants are able to connect to resources they may have never known about.
4. Participants are more likely to secure employment in a position they desire.
5. Participants are more likely to stay in the positions long enough to advance in their careers.





## The Impacts of taking a Whole-Person Approach on the Staff

1. Staff appear more satisfied in their jobs knowing they are making a real difference in the lives of the participants.
2. Staff are more likely to stay longer in their position.
3. Staff develop proactive networks they can use to help themselves as well as people in their personal lives.



“Whatever anybody says or does, assume positive intent. You will be amazed at how your whole approach to a person or problem becomes very different.”

– Indra Nooyi

## Is the Whole- Person Approach Something You Will Continue Beyond HPOG? If so, How?

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The “Whole Person” approach is essential for anyone who works in a human service role. There is much to be taken into consideration when assisting with individuals education, employment and personal lives. We will continue to holistically assist our participants in any way we can.



