



CHALLENGE

Implementing career services with a Department of Labor funded partner site, while coordinating client navigation and engagement in employment services.



STRATEGIES

- Individualized services – many options for clients in different phases of work readiness
- Consistent calling/reaching out – DOL partner adjusted level of follow-up to the population
- Being flexible with hours and language to accommodate meeting with clients
- Creating introductory materials specifically for clients in program



OUTCOMES

- Consistent communication keeps case managers, employment partner, and coordinator updated regarding client progress
- Flexible hours and 1:1 sessions in Spanish allows more clients to access services
- DOL partner has developed increased understanding of challenges that PLWH face in the area of employment



TIPS

- Have dedicated liaison, preferably with other language capacity, at DOL funded partner site
- Implement flexible, accommodating practices early on in program development
- Set aside consistent times for coordinator and liaison to check in at least once per week
- Cross-train staff initially and continually to create familiarity and trust