

Stages of Change and Vocational Recovery for Homeless Job Seekers and Workers

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Stage of Change	Characteristics of Vocational Situation	Motivational Orientation	Motivational Intervention
Pre-Contemplation (Engagement)	Resistant to discussions about work; getting a job is not on the radar; anxious about employment; projects unemployment as necessary for working on recovery-does not see benefits of working to improved health; may state they can work whenever they want to.	Increase awareness about the benefits of working (increased income); increase hopefulness about self; increase insight as to how employment meets needs and unemployment inhibits; will life get better without a job.	Intervene by developing discrepancies through career and life mapping; avoid arguments and power struggles; use active listening skills.
Contemplation (Persuasion)	Considers employment as a possibility; will talk with staff about working, may ask about implications of employment.	Acknowledge concerns and support decision making efforts; incentivize change efforts.	Develop tools – Passport to Success; Make list of pros and cons of working; cost/benefit analysis; values clarification activities; provide inspirational workshops (working client success presentations); employed peer mentoring; role playing; affirm persons active exploration; empathize with fears or concerns.
Preparation (Determination)	Taking stock of oneself to plan for pursuing a job; makes vocational plan; gathers information; expresses concerns; seeks solutions to potential problems; enters training or educational programs to prepare for employment; considers risks of substance use linked to working and develops response plan.	Encourage new behaviors; confirm commitment to change; promote and support steps toward work.	Role playing; skill development; job visits; volunteer jobs or internships; job club discussion group; reading occupational information, training program descriptions; participate in occupational or job readiness training; learn, improve interviewing skills.
Action	Exits training to enter employment;	Trial & error employment should be	Affirm self-efficacy skills; job search

(Active Rehabilitation)	working competitively for an employer.	expected; job loss is not failure but informs next job match.	club; coaching to support clients making online job applications or at employer sites and for interviewing with employers; set up informational interviews.
Maintenance	Remains attached to the workforce; resolves on the job problems; seeks re-employment when there is a job loss; secures new work within 2 months of a job loss.	Workers reaching 90 days on job, likely to make it 180days; address long term issues such as fear and anger in authority relationships; paychecks can be trigger moments; improve workers conflict management skills and work attitudes.	Offer post employment support groups; coach worker in money management strategies; teach or coach workers to develop co-worker relationships; teach and coach workers conflict management skills; teach “job loss triggers”.
Relapse prevention	Person uses available supportive services to stay employed; considers next job as career moves; considers additional training needed to get more satisfying work; uses earned income legitimately; learns skills to respond to trigger events or moments.		Teach and coach in conflict management skills; support development of hobbies or relaxing pursuits or social alternative activities; teach cognitive-behavioral training practices or other personalized relapse prevention strategies.

Preparing Clients for Employment Success

Stage of readiness to work can be assessed by using a simple 5-point scoring range, such as:

- (1) **Pre-contemplation about working:** Client is not interested in looking for a competitive job and does not have a goal of acquiring one in the future. It is not uncommon for clients to move down to this stage of readiness even after voicing a desire to acquire a job. Clients can be encouraged to move out of this stage while keeping them engaged in SE.
- (2) **Contemplation for working:** Client has a long-term goal of employment (verbally reports the goal), but is not ready to begin looking for a job and is hesitant about working with the employment specialist. Case managers can work with employment specialists to help clients in this stage address barriers to work (psychological or sociological barriers).
- (3) **Determination/preparation for working:** Client is verbally voicing a desire to acquire a job in the foreseeable future and is willing to begin working toward the goal, except for actually applying for a job. Client probably needs help overcoming barriers that need to be addressed, such as fear of losing SSDI, a need to manage symptoms, or ambivalent about abstaining from illicit drugs.
- (4) **Active stage of job seeking:** Client is fully participating in the IPS model and is looking for a job (e.g., completing & submitting job applications, & attending job interviews). Client is willing to address substance use issues to improve chances of acquiring a job.
- (5) **Maintaining job seeking activities or working:** Client has remained in the active stage of job seeking for at least six months. The client does not need to have a job to be in this phase, but he or she needs to be actively looking for a job and actively addressing any existing barriers that are undermining the acquisition of a job (e.g., needs to complete GED or manage symptoms more effectively)

Work Motivation Scale

The following statements reflect people's attitudes about work. We would like to know how you feel about them. If you are not currently employed, please respond with your past jobs in mind.

	Question	Disagree	Somewhat Agree	Mostly Agree	Strongly Agree	Don't Know	Refused
1	I want my work to provide me with opportunities for increasing my knowledge and skill.	1	2	3	4	8	9
2	I want other people to find out how good I can really be at my work.	1	2	3	4	8	9
3	Working helps me cope	1	2	3	4	8	9
4	I have more dignity and self-respect when I am working.	1	2	3	4	8	9
5	Having a job helps me forget for a while that I have problems.	1	2	3	4	8	9
6	Sometimes I feel that I have to work because it is expected of me, and not because I really want to.	1	2	3	4	8	9
7	I worry that people at work will be able to tell that I have problems.	1	2	3	4	8	9
8	I am disappointed in the kinds of jobs I get.	1	2	3	4	8	9
9	I feel that most jobs are pretty routine and boring.	1	2	3	4	8	9
10	Sometimes I feel like my friends or family are disappointed in the kinds of jobs I get.	1	2	3	4	8	9
11	I worry that the jobs I've had will mean that I'll have to do the same kind of work for the rest of my life.	1	2	3	4	8	9
12	Working makes me feel good about myself.	1	2	3	4	8	9
13	I see myself holding a paying job in the next year.	1	2	3	4	8	9