

This knowledge product was developed by Anna-Joy Ong, Cassia Warren, Hayley Turnbull, Leah Lockhart, and Raysa Camara using data collected through research, engagement, evaluation, and toolbox projects from 2021-2023 connected to the Foundry Work and Education Program.

Setting the Stage:
You (Sam) have recently graduated high school. All your friends have decided to go to post-secondary, but you haven't applied to any colleges because you know you'd rather get a job. However, it's been very overwhelming figuring out what kind of job you'd like to have. As the months go on, you get more anxious and applying for jobs online by yourself becomes a daunting task. Finally, you come across Foundry Work and Education and decide to try the service. How will your journey through the program progress? Let's find out

LEGEND:

- White text: your thoughts, actions, feelings and current circumstances (as a player, AKA a young person on their FWE journey).
- Dark green boxes: DISCOVERY
- Light blue boxes: ENROLLMENT: [insert definition]
- Light grey boxes: PURSUIT OF GOALS: [insert definition]
- Light blue boxes: MAINTENANCE: [insert definition]
- Dark blue boxes: COMPLETION/EXITING: [insert definition]
- Light green circles: Quotes from youth who have gone through the FWE Program
- White circles with orange text: Service providers' perspectives or experience in the program.
- BONUS ACTION!
- Orange circles with white text: additional program information

1 **DISCOVERY start here!**
You've been thinking about trying to find a job. It's been really hard to find anything that seems fulfilling. You're feeling anxious, overwhelmed, and worried about rejection. You're seeking out advice from friends and family, as well as navigating the internet and social media. You're doubtful that you'll get the supports you need!

2 **waitlisted...**
27% of youth waited on a waitlist prior to enrolling in the FWE Program.
You've never been to Foundry before, but you see an ad for Foundry Work and Education on your Instagram feed and decide to check it out. When you arrive, you're told that there is a waitlist for the program. You are given a pamphlet and introduced to a peer support worker who asks you if there is anything else you might need at Foundry.

3 **warm handoff!**
79% of youth have accessed Foundry services before FWE.
68% of youth are accessing other Foundry services, and 34% of those youth were referred by their service provider.
Your Foundry service provider (a peer support worker) refers you to Foundry Work and Education. They introduce you to the FWE service providers.

4 **more than one support!**
80% of youth in FWE experience mental health barriers to employment.
You see the Peer Support worker that day, and then start to see a counsellor in the weeks following because you've really been struggling with your anxiety.

5 **so close!**
80% of youth who were waitlisted waited longer than 3 weeks before their first appointment.
It takes a little while, but you're getting the hang of this whole "Foundry" thing. About 4 weeks after you first arrived, you get a phone call - you're in!
MOVE FORWARD 3 SQUARES!

6 **the job hunt begins!**
"I'm looking to find a career goal and help with general motivation and so far it's been very pleasant. We've worked out short term and long term goals as well as job hunting."
- Youth on the FWE Experience Survey

7 **so close!**
"I was definitely anxious but mostly excited. I was really hoping it worked out, but I hoped it did."
- Youth from the pilot program
Your phone rings and it's the FWE staff - your first visit is next week!

8 **the normal nerves...**
You've met with your service provider a few times and know that they're supportive of your goals and cheering you on! However, you're a little nervous because this is all new to you.

9 **not quite...**
"They think I want a job, but I might not be in the best position to just do so. Like there's a lot of other problems there too, like, their mental health, and that itself could be... the first thing that they need to tackle."
- Youth from the pilot program
IMPORTANT NOTE: In the IPS model, readiness is indicated by the youth, not determined by the service provider. The program is available for anyone who has indicated wanting employment or education.

10 **you need a SIN number...**
While you're filling out your paperwork, you realize you don't know your SIN. Your service provider reassures you and helps you find out what it is. Your service provider is super helpful, but this process takes time!
This is a real scenario that service providers often encounter!
"My service provider helped me recover and renew my SIN number. My service provider helped me learn who to share and not to share my SIN with, and how to form a resume."
- Youth on the FWE Experience Survey
SKIP A TURN.

11 **goals!**
Over the first few sessions, your service provider helps you figure out what your goals are.
After a lot of discussion, you decide that, not only are you interested in employment, you are also interested in returning to school. Your service provider says that they can help you with both! Nice.

12 **making moves!**
You set up recurring visits with your service provider and are ready to start working toward your goals!
MOVE FORWARD 1 SQUARE.

13 **it's time!**
You're ready to start applying! You start to look for jobs (with the help of your service provider), of course! and find a few that interest you.

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15 **PURSUIT OF GOALS**
You are building skills at your own pace, with supports from your service provider(s). You are starting to explore your options and interests in order to make decisions about your next steps!

16 **the job hunt begins!**
"I have chronic mental health issues that are literally and legally a disability. They are the biggest barrier in me finding work and attending school, as they prevent me from moving forward and getting things done in a "normal" way."
- Youth on the Research Survey

17 **community partnerships**
Your service provider has spent some time getting to know you and has a great community partnership with an employer who is hiring! Your service provider thinks this would be a great fit, and helps you submit an application.

18 **oh no...**
Your interview was unsuccessful.
You were very nervous and you felt that it could have gone better. Your service provider supports you through these feelings, and your Foundry counsellor does too.
"Another challenge for me is that I get extremely nervous during interviews and sometimes this causes me to not get my thoughts out into words properly."
- Youth on the Research Survey

19 **a little confused, a little frustrated...**
You are keen to start applying for jobs right away, but the process is long because of all the job preparation and documents. You're feeling frustrated and like maybe this program isn't for you.

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21 **it's a waiting game...**
With the help of your service provider, you fill out a few applications and send them out. You wait a few weeks, but you don't hear back. You're feeling discouraged and you lean on your service provider for help.

22 **stressful!**
"I often wouldn't get a call back when I would apply for a job and when I did get a call back I would be too nervous to answer."
- Youth on the Research Survey

23 **congrats!**
You've got an interview! You and your service provider work hard to prepare for the interviews, and you're feeling nervous but ready.
MOVE FORWARD 1 SQUARE.

24 **oh no...**
Your interview was unsuccessful.
You were very nervous and you felt that it could have gone better. Your service provider supports you through these feelings, and your Foundry counsellor does too.
"Initial program reporting guidelines were rigid and binary (e.g., "is your client employed?"). Yes/No. Through feedback from service provider focus groups, outcome measures were adapted to include more granular successes."
- Youth on the Research Survey

25 **still waiting!**
You did your interview yesterday and now you're waiting to hear back, which is hard! Your service provider checks-in to see how you're doing, and if you've heard anything from your potential employer.

26 **MAINTENANCE**
You got a job! You take some time to celebrate this milestone, but you know that your work isn't over yet. It's literally just beginning! You hope is the right fit and that your service provider is still ready to support you.

27 **a tough call.**
Shortly after beginning your job, you start to feel stressed, unsafe, or stigmatized in your workplace and decide to leave. Your service provider helps you through this process.
"I am transgender... as my transition has progressed, it has become easier to navigate, but I still have a barrier to finding work where I know I will be respected and treated fairly if people find out... I do not let people know where in a job setting I fear of mistreatment."
- Youth on the Research Survey

28 **crisis!**
While at work, you experience a mental health crisis in the middle of your shift. You decide to call your service provider right away! Your service provider picks you up, takes you back to Foundry, and you're able to see a counsellor right away.
"When young people have established trusting relationships with their service providers, they know they can count on them for immediate support, especially mid-crisis."
- Youth on the Research Survey

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30 **skilled!**
"I have so many tools and legitimate support to go back to work. Helped me find and weed out what would work for me and was extremely patient in my process. Never felt uncomfortable asking for help with the Foundry."
- Youth on the Experience Survey

31 **GO BACK TO SQUARE 28.**
Your service provider empathizes with you, but tells you that the counsellor you used to see is no longer at Foundry, and the other counsellors are totally full. They ask you what you'd like to do next, and you're able to see a counsellor right away.

32 **new goals!**
Your job is going great, and you've learned about future training programs that could help advance your career in this field. You mention your new goals to your service provider, and they're excited for you! At your next meeting, you'll chat through and explore post-secondary options that you're interested in.

33 **FROM A SERVICE PROVIDER'S PERSPECTIVE**
With collective supports from service providers, young people are able to work towards both existing and NEW goals! A core principle of FWE is that pursuit of goals is always client-led, and service providers must be willing to pivot based on their clients' interests and changing goals.

34 **you're doing great!**
Because you kept seeing your service provider, they've been able to help you learn specific skills you need for success in your new job.
MOVE FORWARD 1 SQUARE.

35 **skilled!**
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- Youth on the Experience Survey

36 **multiple providers, multiple appointments...**
Your job is going great, but it's keeping you very busy, so you've missed a few appointments with your family counsellor!
Your FWE service provider checks-in and helps you to book a new appointment with your family counsellor that accommodates your new work schedule.
"Sometimes it was hard to keep track of all of the appointments because I am often times have a hard time keeping track of time but they're really good at being able to keep in contact with me."
- Youth on the FWE Experience Survey

37 **COMPLETION/EXIT**
You're figuring out if you still need supports and thinking about leaving the FWE program. There might be other circumstances that impact your decision.

38 **you got this!**
Work is going great! You don't feel like you need any active supports from your FWE service provider. When you go to Foundry supper club on Thursday nights, sometimes you see them and they stop to catch up with you! You really appreciate that they're still cheering you on, even if they don't see you as often.
MOVE FORWARD 1 SQUARE.

39 **FROM A SERVICE PROVIDER'S PERSPECTIVE**
Relationship building can continue after program exit, especially if the young person is still accessing other Foundry supports.

40 **bye, service provider...**
Your service provider has left Foundry, and now you're not sure what to do. You really liked your service provider, but the thought of sharing your story again with another person seems overwhelming.
FROM A SERVICE PROVIDER'S PERSPECTIVE
Every site has experienced staff turnover! Service providers have said:
• Lack of continuity negatively impacts youth and they often get lost in transition.
• Staff turnover impacts ability to see clients, and leads to without of remaining staff.

41 **FLIP A COIN!**
HEADS: You worked with your service provider over the last month to connect with a Work4C program, you have met with the service provider and are excited to keep working towards your goals.
TAILS: Your Foundry Work and Education service provider gives you a website to connect with other programs, you contact them, but the wait list is so long and they do not offer the same type of supports you received at Foundry.
MOVE TO END SQUARE.

42 **almost there!**
You are starting to transition out of Foundry Work & Education, but you stay engaged with research and share your experiences with the researchers! You've completed the surveys and have agreed to participate in an interview.
MOVE FORWARD 1 SQUARE.

43 **FROM A SERVICE PROVIDER'S PERSPECTIVE**
Service providers are interested in what data says about clients after they've exited the program or lost contact with them. The research-evaluation-data strategy is one way we can fill this gap and share our learnings!

44 **you've changed your mind...**
Work is going well, but it's made you seriously consider other options you might have if you pursued school goals for awhile! You share this with your service provider, and they're excited for you!
You dive into next steps to set you up for the next school year.
MOVE TO SQUARE 46.
"My service provider helped me get work experience when I asked for support in finding a job. I would have gotten hired on full time if I chose to accept! but I instead started college. She helped me apply to scholarships and bursaries."
- Youth on the Experience Survey

45 **you're always welcome.**
Time-unlimited supports are a core component of the IPS model that Foundry Work and Education is based on.
Knowing this, you can always come back to the program!
"I think it's amazing and so essential for young people to have a place to go for resources and support from a knowledgeable community. When I am struggling in my job pursuit I know that Foundry Works can give me steps to take to move forward."
- Youth on the Experience Survey

46 **GAME END - thanks for playing!**
"I got a lot of confidence, a lot more self-efficacy, and a lot more faith in my own capabilities and belief in myself... Having a job and going to school really makes me feel like I will have a future and a good one."
- Youth in a Research Interview