

**Summary and Analysis of Service Effectiveness Data
Employment Services
Easterseals Capital Region & Eastern Connecticut**

Reporting Period: February 2016 through March 2017

Process

Service effectiveness is evaluated through a four-part assessment of work-related skills and employment outcomes. Following an admission for vocational rehabilitation services, the primary vocational counselor compiles an assessment of a client’s functional capacity relative to seven work-related skills. Ratings are made on a seven-point ordinal rating scale, based on the following classifications:

**Table 1
Functional Capacity Rating Schema**

Rating	Interpretative Considerations
1 Dependent	Does <25% of task
2 Maximum Assistance	Does 25-49% of task
3 Moderate Assistance	Does 50-74% of task
4 Minimal Assistance	Does >75% of task
5 Supervision	Requires some help, possibly including safety issues
6 Modified Independent	Can do the task, but requires extra time, or a device
7 Complete Independent	Can perform the task on a timely basis, safely, consistently, and with endurance

Following an initial period of observation and/or assessment, individualized employment planning is performed and, as part of that process, goals are set regarding (1) functional capacity relative to the seven work-related skills and (2) employment outcomes. These same work-related skills and employment outcomes are measured at discharge and at follow-up, which is conducted a minimum of 60 days after discharge. Actual lag for follow-up assessments can be and sometimes are longer, owing to difficulty in achieving contact with an individual following discharge.

Data are aggregated into two separate groups, reflecting differences in services provided and the diagnosis of the individual clients. These two groups are as follows:

1. Clients who receive assessment services (i.e., participating in situational assessments) and placement and employment support services following referral from the Connecticut Bureau of Rehabilitative Services, the Connecticut Workers’ Rehabilitative Services, or Dept. of Mental health and Addiction Services.
2. Individuals who participate in Vocational Evaluations.

Findings: Assessment and Employment Services

Results for individuals who received assessment or placement services are summarized in Table 2 below. Moving from an average discharge wage of \$10.92 to an average follow up wage of \$11.26 presents as promising. It must be noted that during the reviewed timeframe, CT had experienced an increase in the minimum wage on 1/1/17 (i.e., from \$9.60 per hour to \$10.10 per hour), which therefore may have partially contributed to this increase for a small percentage of these individuals (i.e., those discharged before 12/31/16 and undergoing follow-up after 1/1/17). However, the fact that wages at Discharge already averaged significantly above the Connecticut minimum wage suggests that the impact truly was *de minimus*. It is also interesting to note that the findings conducted for 2015-2016 did not deviate from Discharge to Follow-Up. Also of significance is the fact that the weekly work hours at time of Discharge were 17 hours per week and the Follow-Up status offers 22 hours per week whereas the as 2015-2016 ratings were 22 hours at discharge and 23 hours at Follow Up. This appears to indicate the labor market trend of decreased part time hours in response to a decrease or fluctuation in the retail business.

With the average rating of 3.4 upon admission (i.e., Does 50-74% task and requires moderate assistance) increasing to 4.6 at follow-up (i.e., Does more than 75% of task requiring minimal assistance) for the seven work-related skills, it is clear that program participants have experienced gains during the vocational rehabilitation process. These positive results can be attributed to a devoted and hardworking staff as well as the additional program evaluation training that had been offered to staff. These gains were noted in all seven areas and when compared to the 2015-2016 Service Effectiveness Ratings (i.e., wherein we saw an average admission score of 4.4), it would appear that the clients we currently serve come to us with more barriers to employment than experienced in the past.

Employment was realized at time of discharge for 68% of clients involved in assessments and placement services. This percentage matches that of the 2015-2016 Service Effectiveness Ratings and is impressive, knowing that the current client population may be presenting with more barriers than experienced in the past. The fact that there are currently more part time jobs available, may be the positive influence of the maintenance of the 68% employment rate. Also, employers are more educated regarding the benefits of working with our programs, and staff's ability to create appropriate job matches. Also, our Supported Employment Staff is now co-located at the Institute of Living, Hartford Behavioral Health and the UCONN Health Center. These co-locations enable Easterseals staff to work in close partnership with their client's clinicians and support team. These partnerships have greatly contributed to the wellness and goal achievement of those individuals in the Supported Employment Program.

**Table 2
Service Effectiveness Ratings**

Assessment and Placement Services						
		Adm.	Proj.	Discharge	Follow-Up	2016 Rate
Work-Related Skills	Problem Solving Ability	3.3	4.2	4.4	4.4	4.3
	Following Instructions	3.3	4.5	4.5	4.5	4.4
	Safety	4.0	4.9	4.9	5.1	4.9
	Appearance	3.7	4.6	4.5	4.9	4.7
	Punctuality	3.4	4.7	4.7	5.0	4.8
	Task-Related Skills	3.0	4.6	4.7	4.7	4.7
	Transportation	3.2	4.2	4.2	4.1	4.2
	Average	3.4	4.5	4.6	4.7	4.6
Service Intensity	Duration of Services (<i>months</i>)			6.5		
Employment Outcomes	Working		100%	68%	68%	62%
	Pay Rate		\$9.99	\$10.92	\$11.26	10.65
	Hours		17.0	22.0	22.5	21.5
	Weekly Wages		\$169.83	\$240.24	\$253.35	\$235.35
	Benefits		0%	0%	0%	0%

Action Plan/Placement Services

Significant gains were noted in all seven areas in Placement Services, including the placement rate. However, consistent with the finding from 2015-2016, positions are still only providing, on average, about 22 hours per week. This proves disconcerting and may be a direct response to Connecticut's challenging economic status. This suggests that our clients may require additional support to address these areas of concern.

These results and the accompanying action plan, summarized in Table 6 below, were presented to staff by the Director of Vocational Services. The action plan has been accepted as well as implemented.

**Table 3
Action Items**

Finding	Action
1 According to the results of the Program . Evaluation forms, hours of work per week remains low.	Staff will consistently review the local labor market to ensure that goals are realistic. Currently, most employment opportunities are in the retail and food service field. We must search outside these arenas and identify additional job market opportunities. Also, we must identify trainings programs that will enhance our clients' skill level and make them more marketable.

Findings: Vocational Evaluations

Results for individuals referred by the Workers' Compensation Commission for ten-day Vocational Evaluations are summarized in Table 4 below. Moving from an average rating of 5.3 upon admission to 5.5 at follow-up for the seven work-related skills, it is clear that program participants have made nominal gains that are not statistically significant. Where the goal of the service was assessment and not necessarily “improvement,” the absence of gains is not regarded as programmatically critical.

**Table 4
Service Effectiveness Ratings**

Vocational Evaluations						
		Adm	Proj	Disch	Follow-Up	2016
Work-Related Skills	Problem Solving Ability	4.0	5.5	4.5	4.6	4.6
	Following Instructions	5.1	5.6	5.1	5.1	5.5
	Safety	5.6	6.0	5.3	5.5	5.5
	Appearance	5.8	5.8	5.6	5.8	5.9
	Punctuality	6.8	6.6	6.6	6.8	6.7
	Task-Related Skills	4.3	4.6	4.5	4.8	4.7
	Transportation	5.6	6.0	5.5	5.6	5.5
	Average	5.3	5.7	5.3	5.5	5.5

No action indicated at this time.