

**Community Employment Quality Indicators and Improvement Plan  
Discovery and Job Shadowing**

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
<p>Discovery will result in a plan for pursuing a job in the community 90% of the time.</p>	<ol style="list-style-type: none"> <li>1. An intake will be completed.</li> <li>2. Discovery will be commenced.</li> </ol>	<p>Discovery Report</p>	<p>8-1-22</p>	<p>Discovery, as Nishna had been used to delivering the service, ended at the end of 2021, so it is no longer a funded service by Iowa Vocational Rehabilitation Services. It was upgraded to Customized Discovery requiring Community Employment staff to complete special training to deliver the service.</p>	<p>Nishna has 2 staff, who have been trained to deliver Customized Employment. The agency must complete a practicum under supervision before being allowed to deliver this service. This has not been done by Nishna because the agency has too many job candidates on waiting lists for other CE services to devote time to completing this required practicum. Maybe someday in the future, the agency will be able to spend the time required to "practice" delivering customized employment. Staff shortages throughout the agency have made this difficult to accomplish.</p>
<p>Job Shadows will result in a plan for pursuing a job in the community 90% of the time.</p>	<ol style="list-style-type: none"> <li>1. An intake will be completed</li> <li>2. Job Shadow sites will be arranged.</li> </ol>	<p>Job Shadow Report</p>	<p>8-1-22</p>	<p>Job Shadowing continues to be an underutilized and undervalued service funded by IVRS or job development through Medicaid. When a job candidate has ideas about where they might want to work, CE staff should arrange job shadows at various businesses. This gives the job candidate an opportunity to see the job in action and might help with their decision making about pursuing such a job.</p>	<p>CE staff needs to educate funders and encourage the use of this service.</p>

**Workplace Readiness Assessment**

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
<p>In 80% of the evaluations completed, the evaluation results in the individual reaching a vocational goal decision.</p>	<ol style="list-style-type: none"> <li>The individual's vocational goal will be obtained during an intake/planning meeting.</li> <li>The Workplace Readiness Assessment will be designed around job interests identified by the individual being served.</li> <li>The evaluator will assess skills against goals during the evaluation period and will document such.</li> </ol>	<p>Specific forms exist for gathering this information they need to be completed during the intake process. These forms include the Inter-Disciplinary Team Meeting notes and Employment Readiness Forms.</p>	<p align="center">8-1-22</p>	<p>For the period 1-1-22 through 7-31-22, 75% of the workplace readiness assessments resulted in a vocational goal decision. Not all of them resulted in a positive outcome where the job candidate was offered a job. While virtually every employer is hiring on occasion the outcome of an assessment is that the job is not a good match for the job candidate's attributes. Sometimes those decisions are made by the employer and sometimes they are made by the candidate. Sometimes the behavioral health of the job candidate is not at a level where they can handle the jobs, they might be interested in.</p>	<p>CE staff need to keep working at it and scheduling workplace readiness assessments as a viable. The assessment itself provides everyone lots of information about the job candidate's performance.</p>
<p>In 70% of the evaluations completed, the evaluation identifies the answers to the questions regarding the individual's "support needs".</p>	<ol style="list-style-type: none"> <li>The VR Counselor/Referral Source should provide a listing of the questions to be addressed during the intake process.</li> <li>The answers to the questions will be documented on the final report.</li> </ol>	<p>Specific questions to be identified should be addressed during the intake process.</p>	<p align="center">8-1-22</p>	<p>During the period 1-1-22 to 7-31-22, 70% of the evaluations completed identified the job candidates "support needs". If we take the time to deliver all of the units funded, CE staff should get a good feel for the job candidate's support needs. At the same time, we must all understand we might be observing a "honeymoon" period and exceptional performance may be difficult to maintain.</p>	<p>None needed.</p>

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
Evaluations are to be completed within a two-month time frame 85% of the time.	<ol style="list-style-type: none"> <li>The supervisor will track beginning and end, (exit report presented) data.</li> <li>This form will be maintained by Community Employment Staff.</li> </ol>	Employment Services Reports are data gathering tools. They are work in progress and identify all the CE services provided and date spans covered.	8-1-22	For the period 1-1-22 through 7-31-22, the challenge has been finding employers willing to participate as a prospective employer at no cost to them in allowing workplace readiness assessments to occur in their business. While virtually every business is still looking for employees, it is still a fact that not every employer is willing to participate. Covid and a lack of understanding on the part of the employer have continued to be challenges.	Community Employment staff must continue to be relentless in their advocacy with employers. Every employer seems to be looking for employees. Keep taking advantage of the opportunity to educate.
70% of Workplace Readiness Assessments will result in a job offer.	<ol style="list-style-type: none"> <li>The outcome of the Workplace Readiness Assessment will be documented in the "Exit" Report.</li> </ol>	Exit Report will include information.	8-1-22	For the period 1-1-22 to 7-31-22, 70% of completed Workplace Readiness Assessments have resulted in a job offer. "Try it before you buy it" is what the assessment does. It gives both the employer and the job candidate an opportunity to experience if it is a potential good and satisfactory job match.	None needed.

**Community Employment Quality Indicators and Improvement Plan - Community Employment**

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
50% of the individuals placed in jobs in the community will have more than one challenge to obtain a job in the community.	<ol style="list-style-type: none"> <li>The Referral Source must provide official written documentation of the disability(s).</li> <li>This information must be recorded on a cover sheet or Employment Services Report for Community Employment.</li> </ol>	Psychological or VR Intake Form or Employment Readiness Form or any other official document.	8-1-22	99.9% of referrals received during the period 1-1-22 through 7-31-22 had more than one challenge to employment in the community. These might include but this list is not necessarily all inclusive: <ol style="list-style-type: none"> <li>0 previous work experience or even exposure to work.</li> <li>Significant behavioral challenges.</li> <li>No transportation.</li> <li>Mobility impairments. Autism Spectrum Disorder</li> </ol>	None needed.

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
<p>90% of new placements will maintain their employment upon completion of a stabilization period.</p>	<ol style="list-style-type: none"> <li>1. Successful closure with VR.</li> <li>2. Completed stabilization form indicates employer intends to keep the employee as a member of their work force.</li> </ol>	<p>Completion of Stabilization Report Form.</p>	<p>8-1-22</p>	<p>For the period 1-1-22 through 7-31-22, 75% of new placements maintained their placement to the completion of a stabilization period. Two factors stick out as enhancing the chances of this:</p> <ol style="list-style-type: none"> <li>1. Good match for the job candidate from the beginning (not just taking a job to say you have one).</li> <li>2. Ongoing contact from a job coach with both the job candidate and the employer.</li> </ol>	<p>Community employment staff need to focus on encouraging good job matches and maintaining regular contact even while fading.</p>
<p>The average wage of new community employment placements will be at least \$7.25 an hour.</p>	<ol style="list-style-type: none"> <li>1. This wage will be the expectation for the Job Developer.</li> </ol>	<p>Information will be tracked on Employment Services Report Forms.</p>	<p>8-1-22</p>	<p>For the period 1-1-22 to 7-31-22, the average wage of new employees has been \$10.04 per hour.</p>	<p>None needed.</p>
<p>90% of the referrals for community employment will obtain employment that matches their desired job goals.</p>	<ol style="list-style-type: none"> <li>1. Job Goal information will be obtained at the Intake.</li> <li>2. These are the interests that will be pursued by the Job Developer. If these interests change, the new goal will be documented on daily contact documentation or Inter-Disciplinary Team Notes.</li> </ol>	<p>Job Search logs will be maintained by the Job Developer. Documentation regarding interests and search results will be maintained by the Job Developer.</p>	<p>8-1-22</p>	<p>70% of job candidates obtain a job that matches their job goal. Nishna desires for every job candidate that gets or takes a job to have one that matches their job goal. Unfortunately, many of the new or existing referrals do not have any idea what job they really want. There are occasions where a job candidate takes a job just to have a job.</p>	<p>CE staff must use all the funding resources available to them to continually discover what the job candidate wants to do that matches their skill level or interest.</p>
<p>75% of the people receiving job coaching services or follow along support will maintain their employment.</p>	<ol style="list-style-type: none"> <li>1. Job Coaches will provide coaching to clients in need of such according to the agreed upon plan.</li> <li>2. The Job Coach will focus on providing services that are aimed at maintaining employment.</li> </ol>	<p>Daily documentation on training objectives and the individual's work performance will be completed by the Job Coach on Service Logs.</p>	<p>8-1-22</p>	<p>For the period 1-1-22 to 7-31-22, the objective was met. The chances for extended employment outcomes are increased when job follow along (one contact per month with both the employer and the employee) takes place. Discontinuing all job coaching after a short period of acceptable performance in a new job does not always prove to be a good choice, if an ongoing employment relationship is the desired outcome.</p>	<p>None needed.</p>

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
75% of the referrals for job development services will be placed within four months of the referral date.	<ol style="list-style-type: none"> <li>The supervisor will track beginning, (intake) and end (placement) dates.</li> <li>The Job Developer will aim to achieve this outcome.</li> </ol>	Beginning (intake) and end (placement) dates will be tracked by the supervisor on a Community Employment data entry form.	8-1-22	For the period 1-1-22 to 7-31-22, this objective was not achieved. While all employers seem to be desperate for employees in these economic times, we are in post covid, and the opportunities out there still need to center on good job matches, and that is not always the situation available.	Community Employment staff need to deliver all CE services aimed at job placement according to the Nishna policies in place. They need to continue to be relentless and committed in completing all direct billable hours each pay period as required.
25% of community employees that complete 6 months of employment will have an improvement in their job situation, which could include but not be limited to, and increase in hours, a pay raise, etc.	<ol style="list-style-type: none"> <li>Community Employment staff will complete a Job Follow-Up Form after 6 months of employment for any individual that has been placed with or without Job Coaching Services.</li> <li>This form will be turned into the Community Employment Supervisor.</li> </ol>	Staff will complete a Job Follow-Up Form.	8-1-22	For the period 1-1-22 through 7-31-22, this objective was achieved. The state of the economy post covid has resulted in higher wages offered and more opportunities for increases and additional hours of work.	None needed.

**Community Employment Quality Indicators and Improvement Plan  
Customer Satisfaction for Community Employment Services**

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
For Community Employment services, the employer satisfaction will be at least 90%.	<ol style="list-style-type: none"> <li>Employer satisfaction within 30 days of placement for a new employee, annually for on-going Job Coaching, and at exit when Job Coaching services are terminated.</li> </ol>	There is a specific Customer Satisfaction Feedback form for employers.	8-1-22	For the reporting period 1-1-22 through 7-31-22, there were 40 satisfaction surveys completed with the employers where some of the placements have occurred. The overall average score achieved was 95%. For those employers that marked less than 100% on their satisfaction survey, the comment section said, "Did not see Job Coach often enough".	None needed.

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
<p>For any of these services, the customer satisfaction score will be at least 90%.</p>	<ol style="list-style-type: none"> <li>1. For Job Development and Job Coaching Services, customer satisfaction from the individual receiving the services, will be obtained within 30 days from the start date of the specific service, at the exit, (or placement) from the services, or at least annually if services provision is on-going.</li> <li>2. For Workplace Readiness Assessments, satisfaction will be obtained upon exit from the service.</li> <li>3. For other CE services, satisfaction will be obtained upon exit from service.</li> </ol>	<p>Specific agency staff have been assigned to complete these surveys using specific forms.</p>	<p>8-1-22</p>	<p>For the period 1-1-22 through 7-31-22, there were 85 surveys completed. The overall average satisfaction was 98%. There was one job candidate who experienced several different CE services that marked all of the satisfaction survey forms with something negative. She did achieve a job in the community in the end.</p>	<p>None needed.</p>
<p>For any of these services, the funder satisfaction score will be at least 90%.</p>	<ol style="list-style-type: none"> <li>1. For Job Development and Job Coaching Services, customer satisfaction from the individual receiving the services, will be obtained within 30 days of the start date of the specific service, at the exit, (or placement) from the services, or at least annually if services provision is on-going.</li> <li>2. For other CE services, satisfaction will be obtained upon exit from the service</li> </ol>	<p>These will be completed using specific forms.</p>	<p>8-1-22</p>	<p>For the period 1-1-22 through 7-31-22, there were 35 satisfaction surveys completed by funders, including IVRS, MCOs and the Region. There were at least 10 satisfaction surveys turned in where it was noted by the MCO Case Manager, "As a funder, we do not complete these", but there were several MCO Case Managers who did complete the form.</p>	<p>Funders, especially MCOs, need to be encouraged to complete the satisfaction surveys and offer feedback. In many cases, they are the ones funding the services.</p>