

Community Employment Quality Indicators and Improvement Plan

Job Shadowing

Quality Indicators	Action Steps	Person Responsible	Dates Checked	Progress	Plans for Improvement
Job Shadows will result in a plan for pursuing a job in the community 90% of the time.	<ol style="list-style-type: none"> An intake will be completed. Job Shadow sites will be arranged. 	CESP (Community Employment Professional Services) or Community Employment Specialist (CES).	12.31.23 to 7.1.24	Job shadows were used this period. We are starting to implement them into the services. They are designed to give the job seeker the opportunity to look at jobs they may be interested in.	Nishna Ce staff will utilize this service more in the next period.

Workplace Readiness Assessment

Quality Indicators	Action Steps	Person Responsible	Dates Checked	Progress	Plans for Improvement
In 80% of the evaluations completed, the evaluation results in the individual reaching a vocational goal decision.	<ol style="list-style-type: none"> The individual's vocational goal will be obtained during an intake/planning meeting. The Workplace Readiness Assessment will be designed around job interests identified by the individual being served. The evaluator will assess skills against goals during the evaluation period and will document such. 	CESP or CES	12.31.23 to 7.1.24	Workplace readiness assessments continue to be a valuable service for the job seeker. This service allows the job seeker the opportunity to do the job they are interested in. It then helps them to determine if this job would reach the vocational goals they have. 80% of the evaluations completed does result in the individual reaching a vocational goal decision.	N/A
In 70% of the evaluations completed, the evaluation identifies the answers to the questions regarding the individual's "support needs".	<ol style="list-style-type: none"> The VR Counselor/Referral Source should provide a listing of the questions to be addressed during the intake process. The answers to the questions will be documented on the final report. 	CESP or CES	12.31.23 to 7.1.24	Workplace readiness assessments do result in CE staff and the job seeker knowing what they need for support if they were to do this job. This service also allows the employer the opportunity to see the skills the job seeker has along with the support that may be needed to make the job seeker successful. Over 70% of the service Workplace Readiness Assessment identifies the support needed for the job seeker.	N/A

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<p>Evaluations are to be completed within a two-month time frame 85% of the time.</p>	<ol style="list-style-type: none"> The supervisor will track beginning and end, (exit report presented) data. This form will be maintained by Community Employment Staff. 	<p>CESP or CES</p>	<p>12.31.23 to 7.1.24</p>	<p>It is sometimes hard to find an employer that will agree to do an assessment. We look at the goals and interests the job seeker has. Employers in some fields are hard to find. Once an employer is found, the assessment is done within a month time frame 85% to 90 % of the time.</p>	<p>CE staff have talked to more employers and still continue to struggle to find an employer that matches the skills or the wants of the consumer. Once an employer is found the assessment is done within the month the assessment is set up.</p>
<p>70% of Workplace Readiness Assessments will result in a job offer.</p>	<ol style="list-style-type: none"> The outcome of the Workplace Readiness Assessment will be documented in the "Exit" Report. 	<p>CESP or CES</p>	<p>12.31.23 to 7.1.24</p>	<p>Job Candidates have been successful in job offers after a workplace readiness assessment has been completed. The offers received from assessments completed in this time frame is 85% of the assessments completed.</p>	<p>N/A</p>

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Community Employment - Job Development and Job Coaching

Quality Indicators	Action Steps	Person Responsible	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"> The Referral Source must provide official written documentation of the disability(s). This information must be recorded on a cover sheet or Employment Services Report for Community Employment. 	CESP or CES	12.31.23 to 7.1.24	During this time frame we have 100% of the job seekers with multiple challenges to get a job in the community. They could be but are not limited to the following challenges: No work history, lack of transportation, behavioral issues, lack of interest for a long period of time, not having an idea of what they want to do for a job, and lack of ambition to get a job.	N/A
90% of new placements will maintain their employment upon completion of a stabilization period.	<ol style="list-style-type: none"> Successful closure with VR. Completed stabilization form indicates employer intends to keep the employee as a member of their work force. 	CESP or CES	12.31.23 to 7.1.24	90% of new placements will have their job maintained after stabilization. It is imperative that CE staff have the ability to keep in contact with the employee and employer at least once a month for a period of time after stabilization. This keeps open communication with the job seeker and the employer.	N/A
The average wage of new community employment placements will be at least \$9.00 an hour.	<ol style="list-style-type: none"> This wage will be the expectation for the Job Developer. 	CESP or CES	12.31.23 to 7.1.24	The average wage for the job seekers is \$10.00 an hour. We do have a small number that make less than that, but CE staff continue to ask about wages for the job seeker and advocate for a higher wage after a period	N/A
75% of the referrals for job development services will be placed within four months of the referral date	<ol style="list-style-type: none"> The supervisor will track beginning, (intake) and end (placement) dates. The Job Developer will aim to achieve this outcome. 	CESP or CES	12.31.23 to 7.1.24	The Percentage of referrals is placed within 4 months is 20%. There are some challenges that are hard to overcome. Not enough Ce staff, lack of employers willing to participate in the program, and mental health issues from the job seeker that delays services are a few of the top challenges.	

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<p>90% of the referrals for community employment will obtain employment that matches their desired job goals.</p>	<ol style="list-style-type: none"> 1. Job Goal information will be obtained at the Intake. 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. 	<p>CESP or CES</p>	<p>12.31.23 to 7.1.24</p>	<p>Before placing anyone into a job CE staff go through a process with the job seeker to identify goals they choose and want to pursue that. We believe that job placement is much more successful if the job seeker enjoys what they are doing. We do have 90% or more job candidates obtaining a job of their choice</p>	<p>N/A</p>
<p>75% of the referrals for community employment that receive job coaching are maintaining there jobs.</p>	<ol style="list-style-type: none"> 1. Job Coaches will provide coaching to clients in need of such according to the agreed upon plan. 2. The Job Coach will focus on providing services that are aimed at maintaining employment. 	<p>CESP or CES</p>	<p>12.31.23 to 7.1.24</p>	<p>75% of job seekers that have some sort of job coaching in place are maintaining their employment. Often times when job coaching is dismissed too early the employee does not succeed in keeping the job.</p>	<p>N/A</p>
<p>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</p>	<p>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.</p> <ol style="list-style-type: none"> 1. This form will be turned into the Employment Supervisor 	<p>CESP or CES</p>	<p>12.31.23 to 7.1.24</p>	<p>25% of job seekers have had an improvement in their jobs. This is most typically a raise in pay or increase in hours</p>	<p>N/A</p>

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Customer Satisfaction	Action Steps	Person Responsible	Date Checked	Progress	Plans for Improvement
Quality Indicators For Community Employment services, the employer satisfaction will be at least 90%	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	CESP or CES	12.31.23 to 7.1.24	The employer satisfaction is at 100% this reporting period	N/A
For any of these services, the funder satisfaction score will be at least 90%.	CE satisfaction surveys will be completed upon exit from a service.	CESP or CES	12.31.23 to 7.1.24	CE staff have a hard time getting satisfaction surveys from the funders. But the ones that have come back during this reporting period are scored 100%.	N/A
For any of these services, the customer satisfaction score will be at least 90%	<ol style="list-style-type: none"> 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. For Workplace Readiness Assessments, satisfaction will be obtained upon exit from the service. For other CE services, satisfaction will be obtained upon exit from service. 	CESP OR CES	12.31.23 to 7.1.24	The customer satisfaction score is at 100% during this reporting period	N/A

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All CE staff will be engaged in billable activities 67% per pay period.	1. CE Team Leader will monitor ADP time records for each CE staff.	CE Team Leader	12.31.23 to 7.1.24	The average % during this report period is 67%.	We have had an increase in job coaching during this period and ce staff is meeting there required % of direct time
Referrals to any CE Services will wait to begin services no longer than 2 months.	<ol style="list-style-type: none"> Intake paperwork and meetings with job candidates will be completed as soon as possible or within this two-month time frame. CE Team Leader will track the time between referral and start date for service delivery. 	CE Team Leader	12.31.23 to 7.1.24	During this reporting period the average wait time for services is 2 months. There has been an increase in consumers and limited staff available	Continue to try to fit in new referrals sooner.