

Community Employment Quality Indicators and Improvement Plan

Discovery and Job Shadowing

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
Discovery will result in a plan for pursuing a job in the community 90% of the time.	<ol style="list-style-type: none"> 1. An intake will be completed. 2. Discovery will be commenced. 	Discovery Report	1-19-22	<p>Discovery has been a service funded by Iowa Vocational Rehabilitation Services. Moving forward, Discovery, as Nishna provided it, will be removed and replaced by Customized Discovery. Customized Discovery can only be provided by ACRE-certified staff, which Nishna has 2 ACRE-certified staff. Nishna Productions, Inc. offered to serve in a pilot project for Customized Discovery but has since placed that on hold. The pilot project was going to require too much time. The agency opted out because the agency already maintains a waiting list of clients, and the agency did not consider it fair to place the waiting list of people on further hold to participate in the Customized Employment pilot project. The agency has also been struggling with workforce shortages in virtually every agency service area.</p>	N/A
Job Shadows will result in a plan for pursuing a job in the community 90% of the time.	<ol style="list-style-type: none"> 1. An intake will be completed 2. Job Shadow sites will be arranged. 	Job Shadow Report	1-19-22	<p>This service has not been provided to any job candidates.</p>	N/A

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"> 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. 	<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>1-19-22</p>	<p>The majority of Workplace Readiness Assessments that have been completed in the last 3 to 6 months have been completed because a potential employer wanted to assess a job candidate's performance pre-hire. While the job candidate can say "yes" or "no" to engaging in an employment opportunity and thus stating their vocational goal, we find employers wanting these assessments completed to make a hiring decision. While a job candidate might be reaching a vocational goal decision during their assessment, the employers might also be making vocational goal decisions for the job candidates and sometimes the 2 decisions might not match.</p>	<p>N/A</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"> 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. 	<p>Specific questions to be identified should be addressed during the intake process.</p>	<p>1-19-22</p>	<p>In 70% of evaluations completed, the job candidate's needs for support on the job is identified. That said, Workplace Readiness Assessments are a little like the "honeymoon" period on a new job. The job candidate puts their best foot forward and then may struggle to maintain that once actually employed and working.</p>	<p>N/A</p>
<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>Employment Services Reports are data gathering tools. They are work in progress and identify all the CE services provided and date spans covered.</p>	<p>1-19-22</p>	<p>Workplace Readiness Assessments tend to move at the pace of the employer. CE staff have found more willing employers, but these are scheduled when they are available and ready to do them. Once these evals are begun, they are steadily completed to the end.</p>	<p>N/A</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>Exit Report will include information.</p>	<p>1-19-22</p>	<p>66% of Workplace Readiness Assessments will result in a job offer. While employers may seem desperate to hire, they also seem to be more selective.</p>	<p>While CE staff can encourage employers to offer a job at the end, those offers tend to be made when the employer views the job candidate as a good match.</p>

Community Employment Quality Indicators and Improvement Plan - Community Employment

Quality Indicators	Action Steps	Record Keeping	Dates Checked	Progress	Plans for Improvement
<p>50% of the individuals placed in jobs in the community will have more than one challenge to obtain a job in the community.</p>	<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. 	<p>Psychological or VR Intake Form or Employment Readiness Form or any other official document.</p>	<p>1-19-22</p>	<p>100% of the individuals referred for Job Placement services have more than one challenge to obtaining a job in the community. Most frequently, it is more than one diagnosis matched with no previous work experience.</p>	<p>N/A</p>
<p>90% of new placements will maintain their employment upon completion of a stabilization period.</p>	<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. 	<p>Completion of Stabilization Report Form.</p>	<p>1-19-22</p>	<p>75% of new placements are still employed after completing a stabilization period. Two issues come into play: 1. The "honeymoon" period is over and performance decreases. 2. Job Coaching has ceased and the lack of connection with employer and employee falls apart.</p>	<p>CE staff must continue to stay involved even if only through 1 contact per month.</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"> This wage will be the expectation for the Job Developer. 	<p>Information will be tracked on Employment Services Report Forms.</p>	<p>1-19-22</p>	<p>The average wage of new employees has been \$9.32 per/hour.</p>	<p>N/A</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"> Job Goal information will be obtained at the Intake. 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>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>1-19-22</p>	<p>90% of job candidates that receive a job offer are getting a job they want.</p>	<p>N/A</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"> Job Coaches will provide coaching to clients in need of such according to the agreed upon plan. The Job Coach will focus on providing services that are aimed at maintaining employment. 	<p>Daily documentation on training objectives and the individual's work performance will be completed by the Job Coach on Service Logs.</p>	<p>1-19-22</p>	<p>75% of employees receiving job coaching will maintain their employment. It should be noted that jobs are often lost when job coaching is stopped by the employer or employee, because it is no longer believed to be necessary. A one time per month contact with both the employer and the employee seems to result in greater employment maintenance success.</p>	<p>N/A</p>

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<p>75% of the referrals for job development services will be placed within four months of the referral date.</p>	<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. 	<p>Beginning (intake) and end (placement) dates will be tracked by the supervisor on a Community Employment data entry form.</p>	<p>1-19-22</p>	<p>40% of referrals for job development will be placed within 4 months of referral. While there are more job opportunities available today, it does not mean referrals for job placement obtain jobs within four months. CE staff struggle with job development for job candidates with more challenges to employment. Nishna has also had to place people on waiting lists for services due to staff shortages in Community Employment.</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>	<ol style="list-style-type: none"> 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. This form will be turned into the Community Employment Supervisor. 	<p>Staff will complete a Job Follow-Up Form.</p>	<p>1-19-22</p>	<p>25% of employees will have an improvement in their job situation. The current economy is dictating increased wages to retain employees and increased hours, because employers are in need of help and hiring.</p>	<p>N/A</p>

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
<p>For Community Employment services, the employer satisfaction will be at least 90%.</p>	<p>1. 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.</p>	<p>There is a specific Customer Satisfaction Feedback form for employers.</p>	<p>1-19-22</p>	<p>For the last third of calendar year 2021, the average employer satisfaction score was 98%. Responses were received from 30 employers.</p>	<p>N/A</p>
<p>For any of these services, the customer satisfaction score will be at least 90%.</p>	<p>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. 2. For Workplace Readiness Assessments, satisfaction will be obtained upon exit from the service. 3. For other CE services, satisfaction will be obtained upon exit from service.</p>	<p>Specific agency staff have been assigned to complete these surveys using specific forms.</p>	<p>1-19-22</p>	<p>For the last third of calendar year 2021, the average consumer satisfaction survey was 99%. Responses were received from 35 individuals receiving some community employment service.</p>	<p>N/A</p>
<p>For any of these services, the funder satisfaction score will be at least 90%.</p>	<p>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. 2. For other CE services, satisfaction will be obtained upon exit from the service</p>	<p>These will be completed using specific forms.</p>	<p>1-19-22</p>	<p>The positive performance of securing completed satisfaction surveys ended when it came to completed satisfaction surveys from funders. There were only 3 secured, and they came from MCO Case Managers. The average score was 100%, but that does not represent all potential funders including Iowa Vocational Rehabilitation Services, who has been historically the most reliable in completing satisfaction surveys.</p>	<p>CE staff assigned to getting these satisfaction surveys completed must improve their performance in this specific area.</p>