

2020 Community Employment

Candeo Profile

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Community Employment Evaluation Results Summary



The results of the 2020 evaluation indicate that Candeo’s Community Employment Program **Met Expectations** overall for the calendar year.

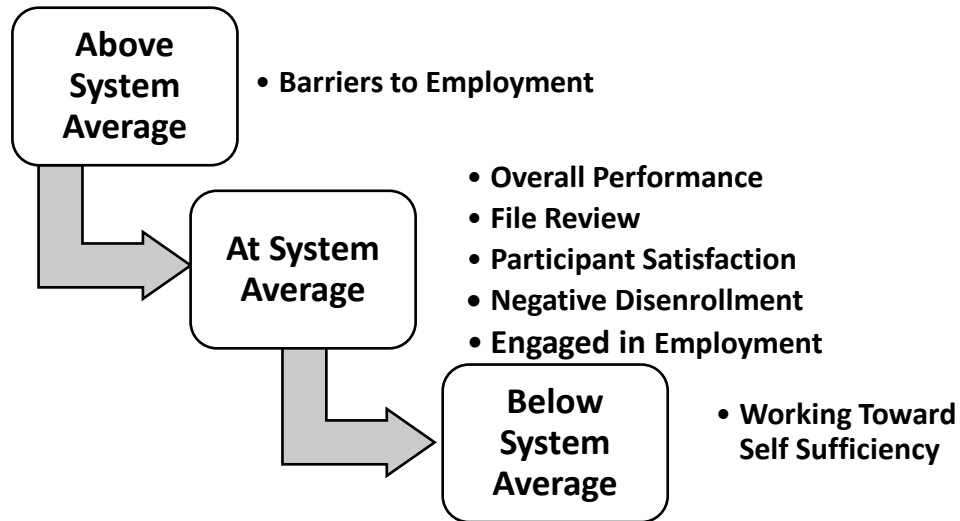
The program received an **overall performance of 67%**, which is a reduction from Candeo’s overall performance of 83% in 2019, but **about the same as the 2020 system average of 67%**.

Candeo 2020 Performance Overview

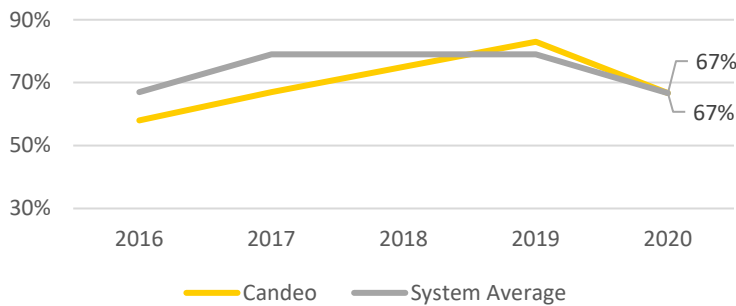
Purpose

To inform agencies about areas of strength and opportunities to improve participant outcomes and experiences guided by evidence from the evaluation.

Figure 1. Candeo Performance in Community Employment Outcomes compared to 2020 System Average



Candeo and System Average Performance 2016-2020



Overall Performance

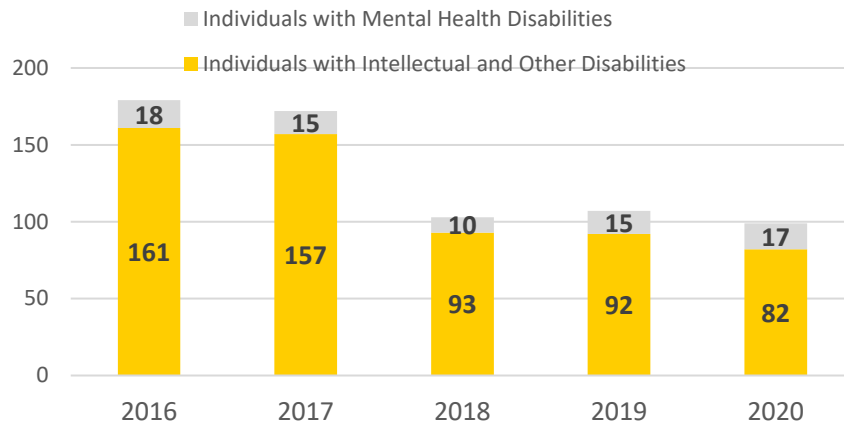
Similar to the trend for the system average, Candeo's Overall Performance declined to 67% in 2020, from 83% in 2019.

Agency Overview - Candeo	
Years operating in Polk County	Established in 1992
Services Provided	Person-centered, strengths-based supported employment, supported community living, and benefits planning service
Workforce	Approximately 300 employees
Service Area	Polk County area
COVID disruptions to services	Throughout the Covid-19 pandemic, Candeo reports using "creative staffing" to ensure smooth provision of services for their clients.

Individuals Served

In 2020, Candeo served 101 participants in Community Employment programming, 82 of which were individuals with intellectual disabilities. Program enrollment decreased in 2018 and has remained stable over the last 3 years.

Candeo Participants by Disability Type 2016-2020



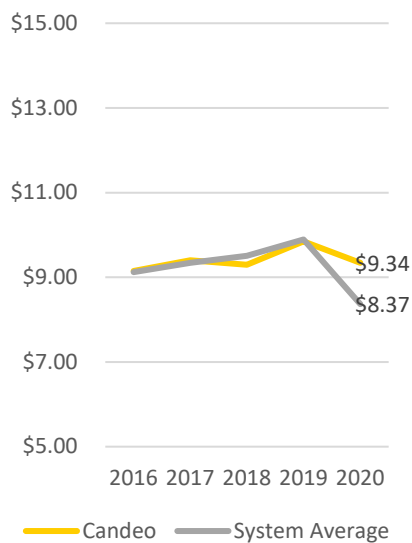
Participant Earnings

The following figures show trends in participant earnings across three metrics: hourly wages, weekly hours worked, and weekly income.

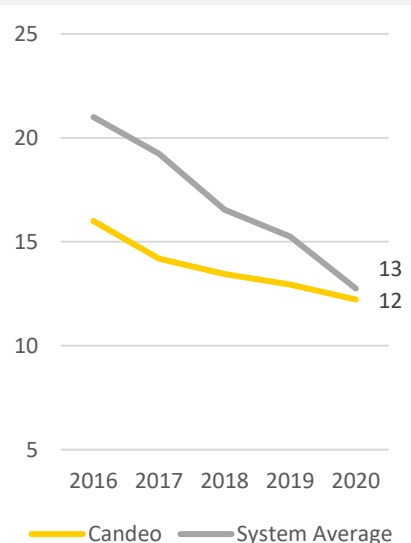
Candeo participants earned a higher hourly wage compared to the 2020 system average, reporting an hourly rate \$0.97 higher than the system average.

Participants' hour per week (12) declined from previous years and was below the system average (13). **Weekly income also declined but was above the system average by \$9.**

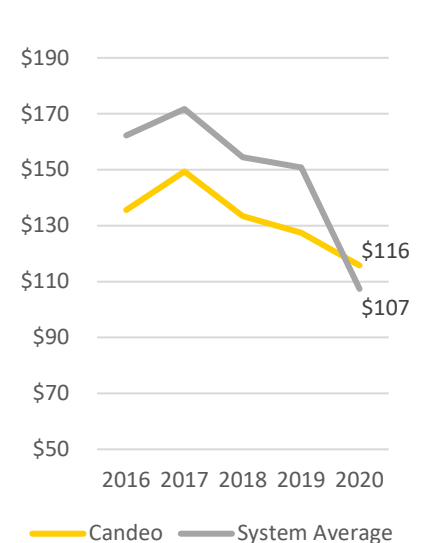
Hourly Wages 2016-2020



Weekly Hours 2016-2020

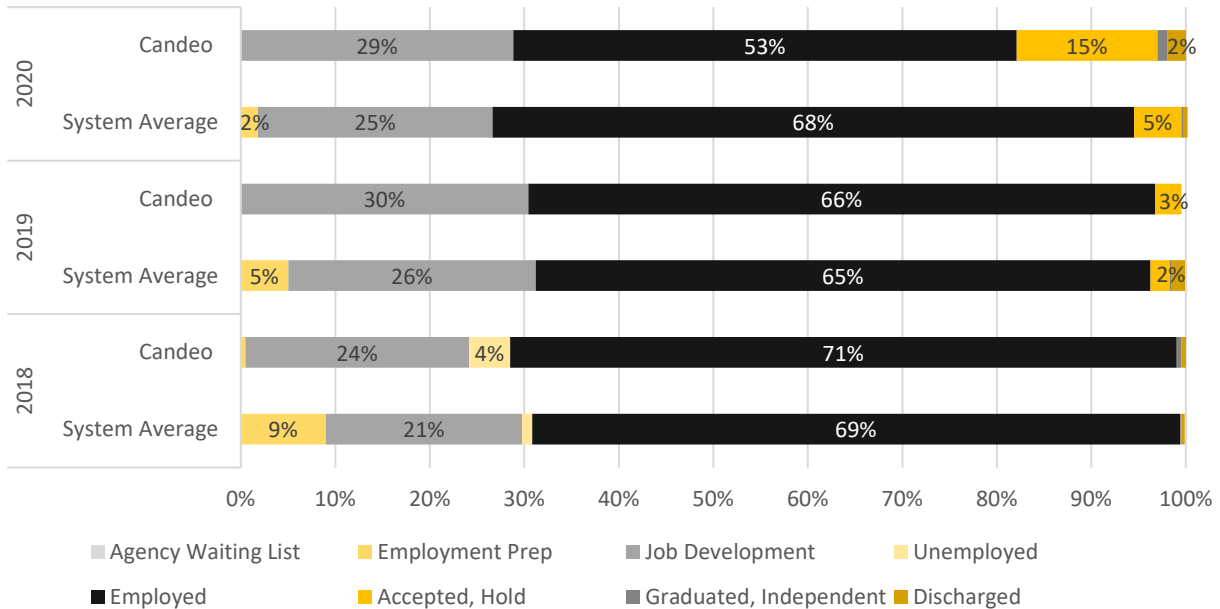


Weekly Income 2016-2020



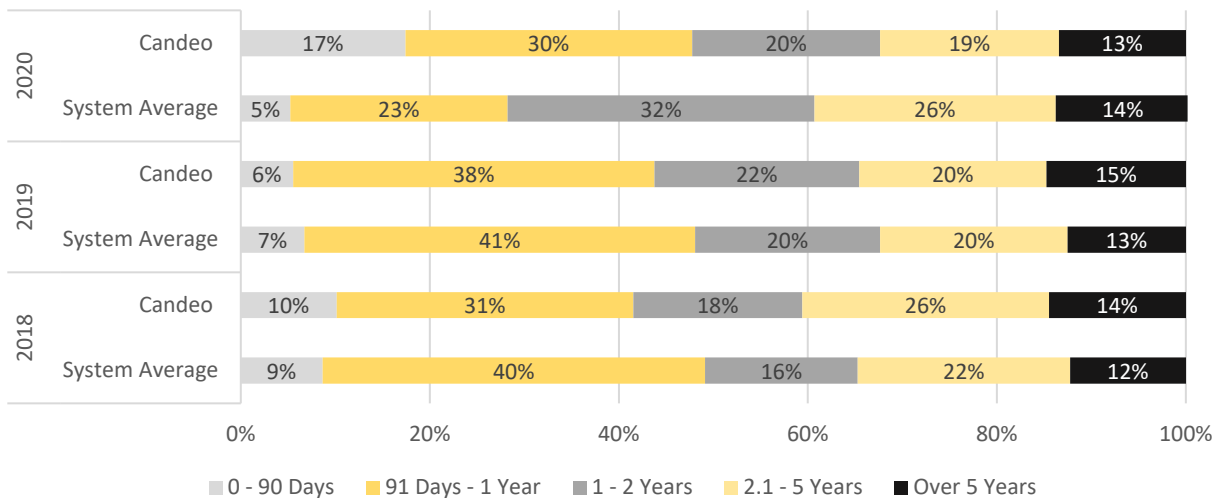
Employment Status

Over half of Candeo participants (53%) were employed in 2020, down from 66% in 2019. Just under one-third (29%) were in Employment Prep. And about one in seven (15%) were Accepted to the program but on Hold.

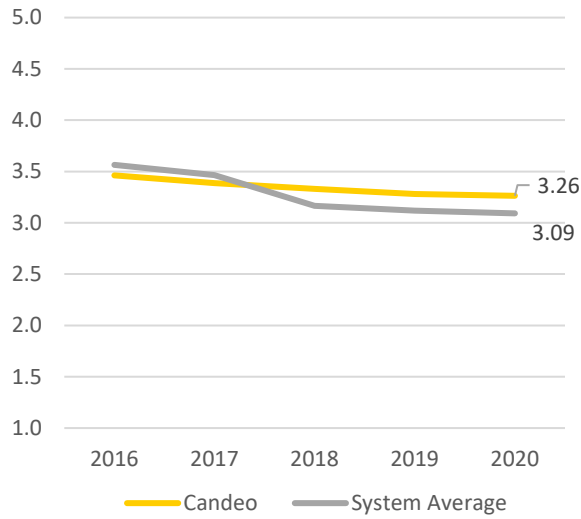


Community Employment Tenure

People can and do change jobs. An important goal is to maintain employment over time. Employment tenure was measured by length of duration in employment. **Almost a third of Candeo participants (32%) had been employed continuously for more than two years.** About the one-fifth (20%) have been employed more than one year but less than two. The remaining half (47%) have worked less than a year.



Community Employment Outcomes

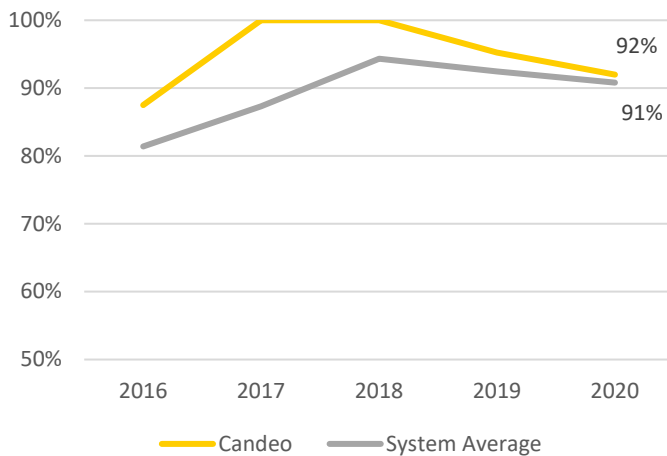
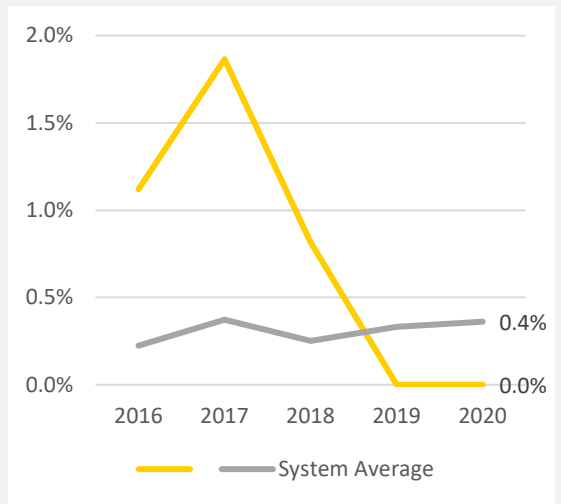


Barriers to Employment Meets Expectations

The average LOCUS score for Candeo participants was 3.26 in 2020, above the system average and about the same as the prior year (3.28).

Negative Disenrollments Exceeds Expectations

Candeo reported **no negative disenrollments** for either 2019 or 2020.

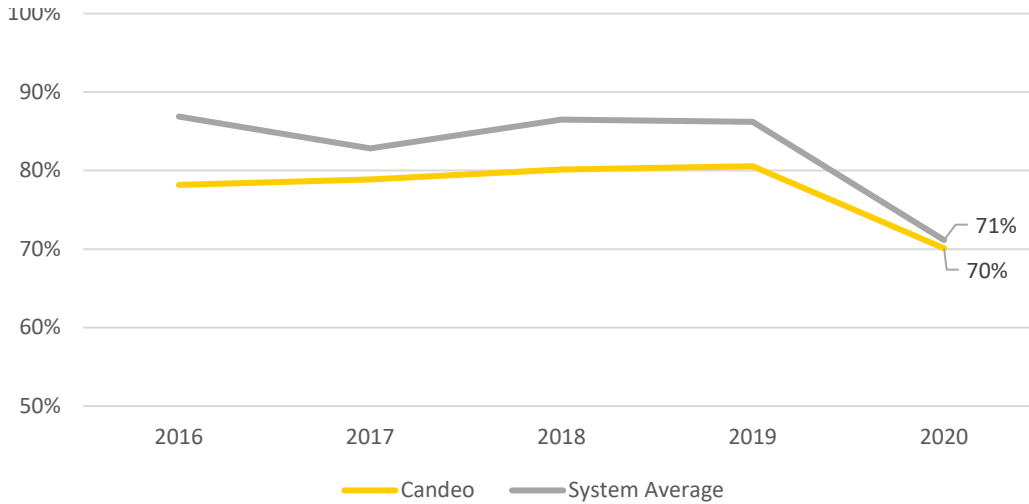


File Review Meets Expectations

Candeo scored **92%** for File Review, above the system average.

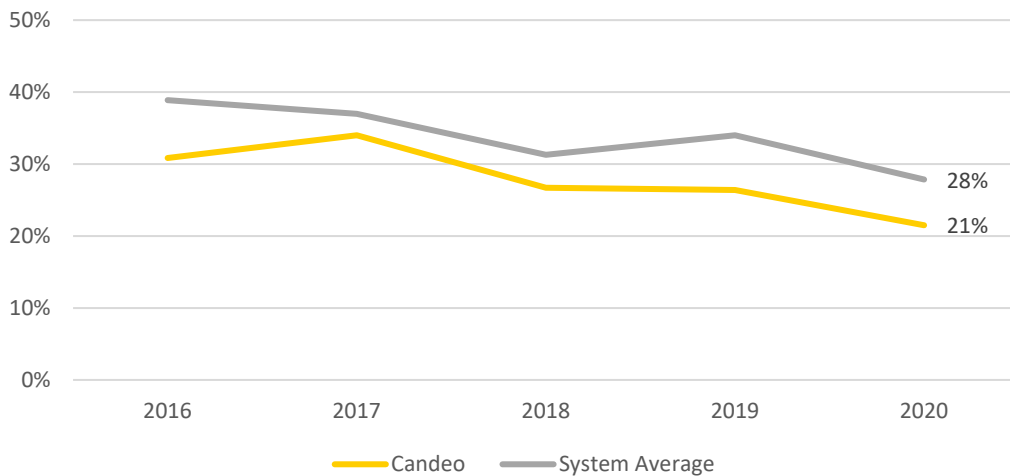
Engaged in Employment
Does Not Meet Minimum Expectations

Candeo participants were working at least five hours per week making at least minimum wage at about the same level (70%) as the system average (71%). However, these levels are **rated Do Not Meet Minimum Expectations**



Working Toward Self-Sufficiency
Needs Improvement

For Candeo, 21% of eligible participants were working 20 hours per week or more with at least minimum wage, compared to 28% for the system average. **This score is at the Needs Improvement rating.**



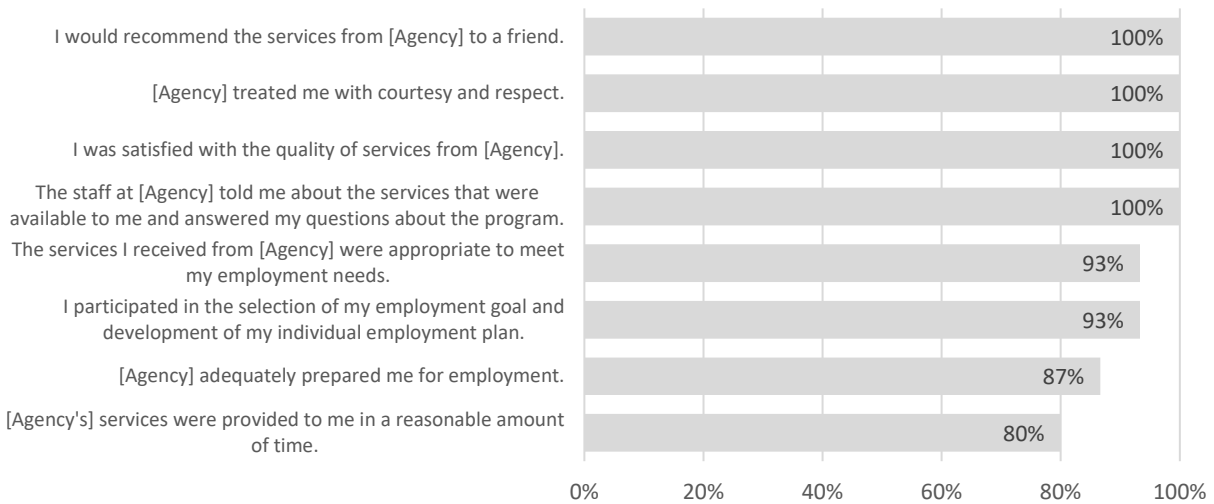
Participant Satisfaction

Candeo program participants reported being satisfied this year with the community employment services they received and the staff who worked with them. The evaluators interviewed 15 program participants (16%) of the 95 Candeo program participants for whom contact information was provided.

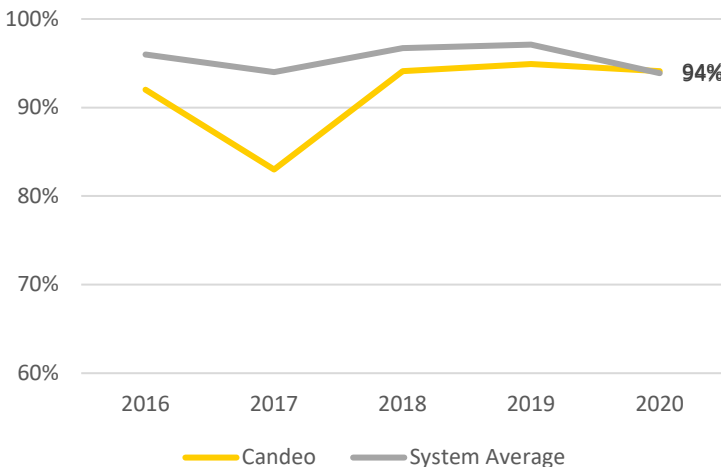
Participant Satisfaction

Respondents were asked a series of questions to assess their agreement or disagreement with certain statements.

Candeo Participant Satisfaction results by item



Among those structured questions, program respondents generally agreed **that they would recommend Candeo’s services to a friend, that the agency treated them with courtesy and respect, that they were satisfied with the quality of services, and that staff told them about services that were available to them.** However, participants were somewhat less in agreement about whether they were adequately prepared for employment and whether services were provided in a reasonable amount of time.



Participant Satisfaction Meets Expectations

On average, **Candeo participants reported 94% satisfaction with services received, which is aligned with the system average (94%)**

Open Ended Results

The themes listed below are described in detail in the Polk County Region report. The following representative comments are from Candeo participants.

Staff and agency relationships

Right now I have a gal who is very understanding and who tries to help out as much as she can when she can.

They were pretty on top of it. [Even with changes in staff] there was never really a lot of time between coaches.

Like they talk to me with respect and helped me when I needed help.

The person I work with is very nice and listens to me.

Services Received

I work at [employer name redacted] but want more hours so I have been working with [staff name redacted] since October and we are working on job development and finding out my interests.

Yes, because we talked about ... what kind of jobs I wanted and what I would do in a job and how I would do a job interview.

Just helped me find a job and answered questions. They did a good job.

Service Delivery

I liked the ... well actually I mean I'm with their social program. I basically liked the social aspect of it better. I didn't like the employment services.

More resources available or more services for job development in general; I have been having to do some of my own research.

Pandemic and Quarantine

Services are paused right now for COVID. I did have a job coach.

I am now trying to get a new job. I used to have a job coach until COVID. And then in October they quit, and I no longer have a job right now because of COVID and because they closed part time at my job. I'm really not sure. I know I'm on something so I can collect unemployment.

Well since [COVID]'s still on, what Candeo has been doing for Tuesdays is that we've been meeting on Microsoft Teams, and we've been chatting.

Impact of Services

I like how they help me keep my job.

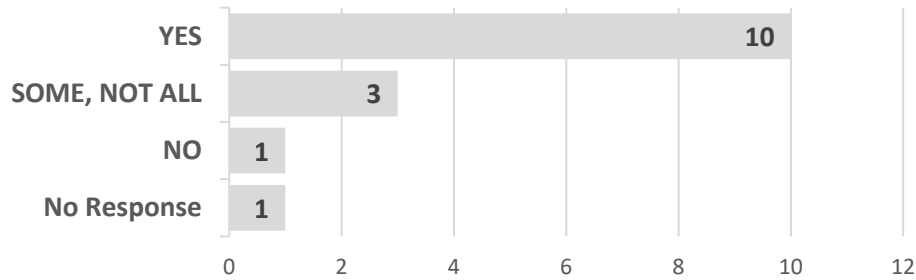
[The goal was] to find a job, which I found a job. And to hold a job, which I've held this one for about nine months. And the manager said that he wouldn't fire me. He said he likes my job production.

Just for me, I was in a job I wasn't comfortable with, and they helped me get comfortable with it.

COVID-19

During the satisfaction interviews, participants were asked three questions in addition to questions normally asked to assess satisfaction with the program.

1. Have your needs been met by your Supported Employment team since the Governor's Health Disaster Emergency Declaration on March 17th?

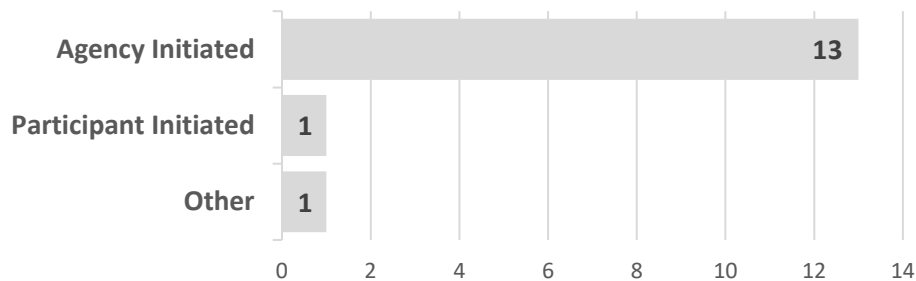


Of the 15 participants who responded to this COVID question, 10 responded “Yes,” 3 responded “Some, Not All,” 1 responded “No,” and 1 did not respond to the question.

When asked to elaborate, 4 respondents explained that basically nothing had changed, though some added that there were some minor differences, such as wearing masks and social distancing. Three participants indicated that they have stopped looking for work and had little or no contact with staff. Two said they had stopped or reduced working and were looking for work. Two indicated that nothing had changed, except they were meeting through video. Two indicated that they had stopped work and were on hold or had been discharged. One found employment during lockdown and was currently getting services.

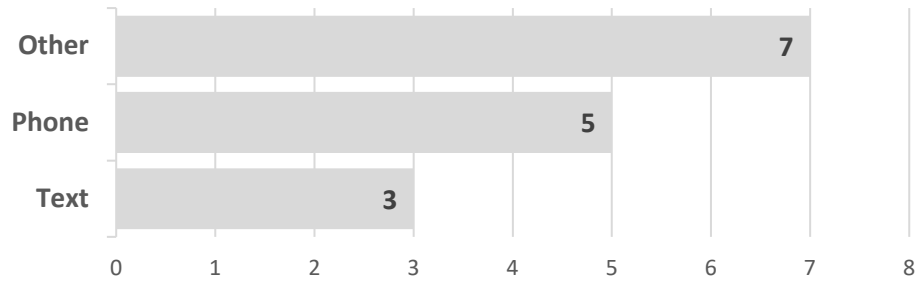
Of those who responded that some, or none, of their needs were getting met, three expressed that they were no longer working with a job coach or other staff. Another one stated that they did not have unmet needs.

2. Who initiated contact between you and your team since mid-March?



Of the 15 respondents, 13 responded that contacts were initiated by the agency, one responded “Participant Initiated,” and one responded “Other.” The participant who responded “Other” explained that their guardian or family member initiated contact.

3. In what ways did you communicate?



Of the 15 respondents, 7 responded “Other,” 5 responded that contacts were conducted via phone, 3 responded by text. Of the respondents who responded “Other,” 5 indicated that they communicated with staff in person. Two communicated via digital video or messaging.