

2020 Community Employment

EasterSeals Profile

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LAW, HEALTH POLICY & DISABILITY CENTER

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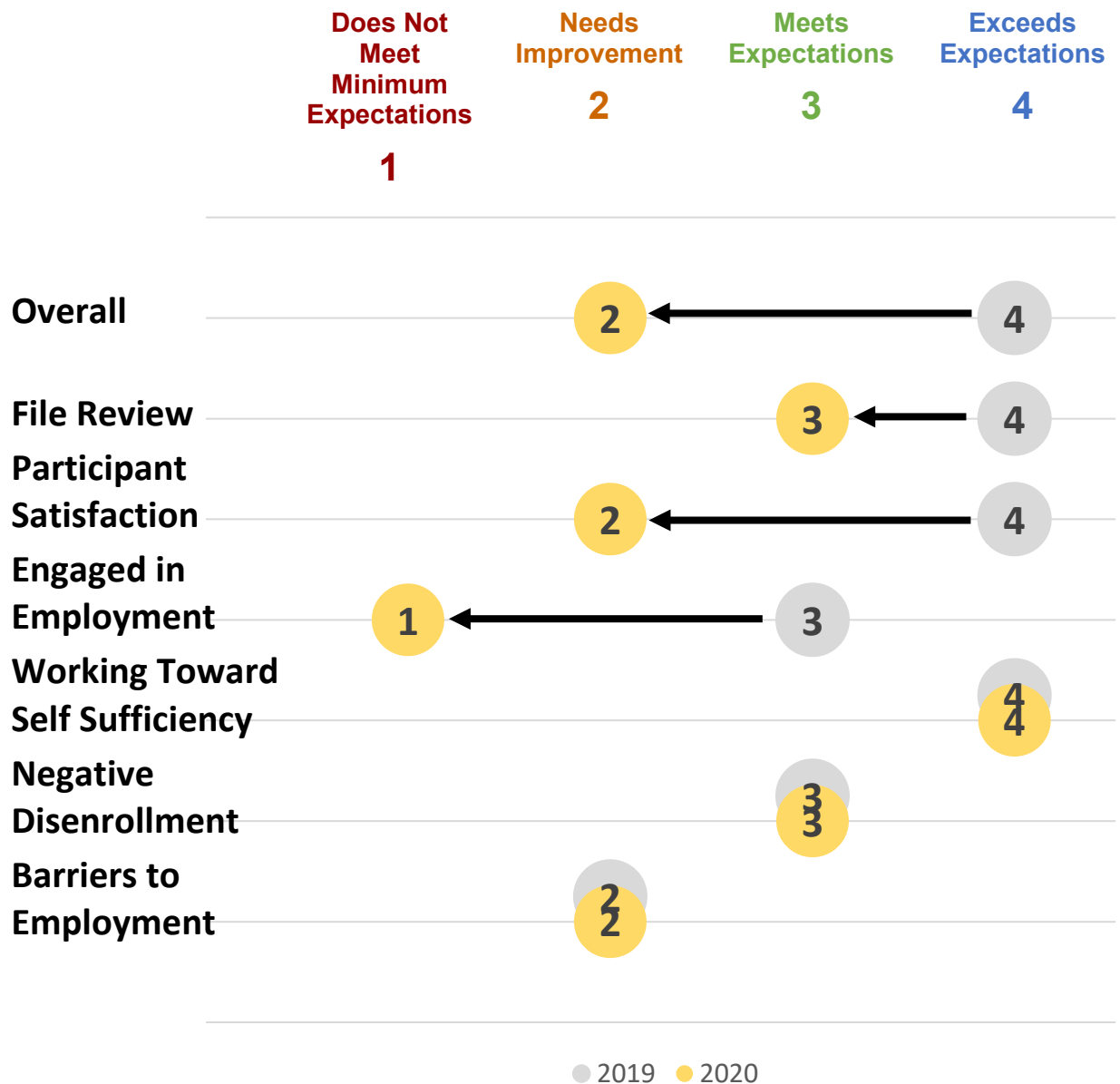
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Community Employment Evaluation Results Summary



The results of the 2020 evaluation indicate that Easterseals' Community Employment Program scored ***Needs Improvement*** overall for the calendar year.

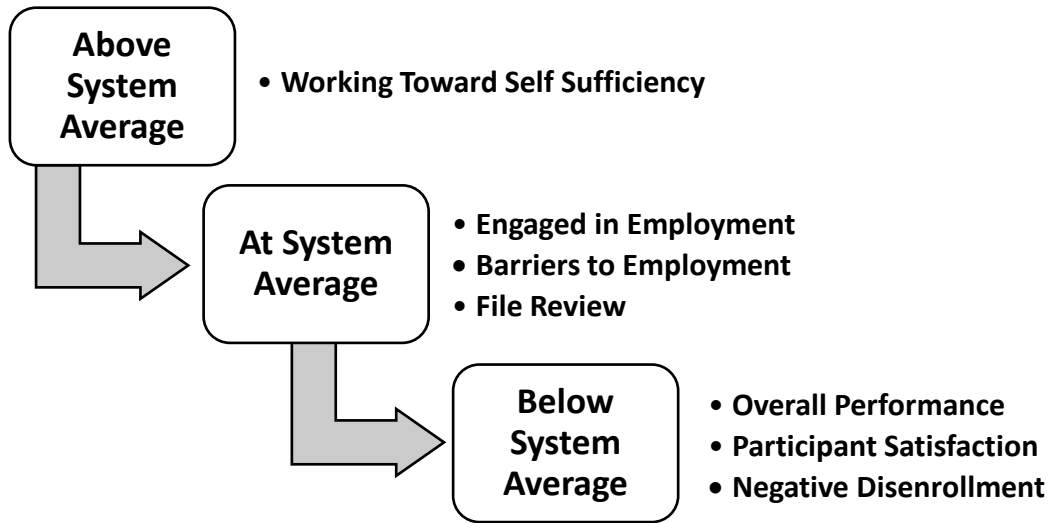
The program received an **overall performance of 63%**, which is a reduction from Easterseals' overall performance of 83% in 2019, and **below the 2020 system average of 67%**.

Easterseals 2020 Performance Overview

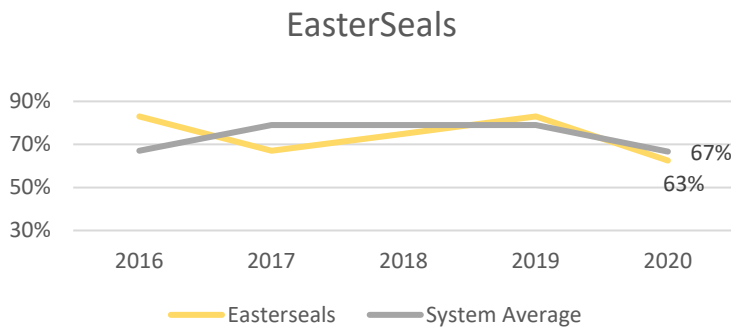
Purpose

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

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



Easterseals and System Average Performance 2016-2020



Overall Performance

Similar to the trend for the system average, Easterseals' Overall Performance declined in 2020, from 83% in 2019 but above system average this year.

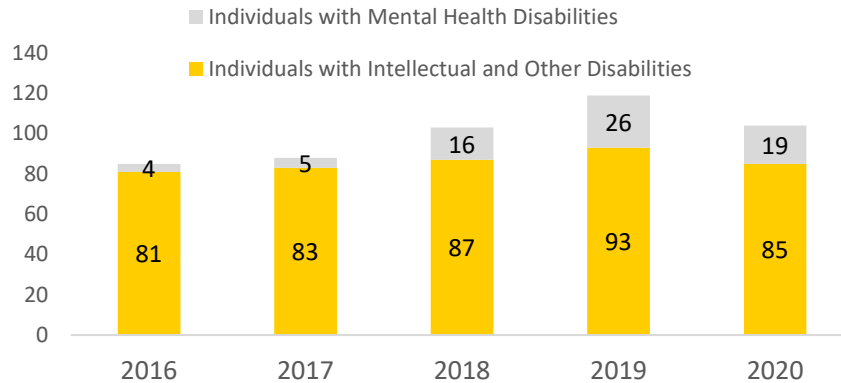
Agency Overview - Easterseals

Years operating in Polk County	Over 100 years.
Services Provided	Integrated Services Program, case management, supported community living, respite, adult day activity, employment skills training, supported education, supported employment, and benefits planning
Workforce	Approximately 181 employees
Service Area	Polk County area

Individuals Served

In 2020, Easterseals served an average of 106 participants in Community Employment programming, 85 of which were individuals with intellectual disabilities. Program enrollment increased each year since 2016 until a decline in 2020.

Easterseals Participants by Disability Type 2016-2020



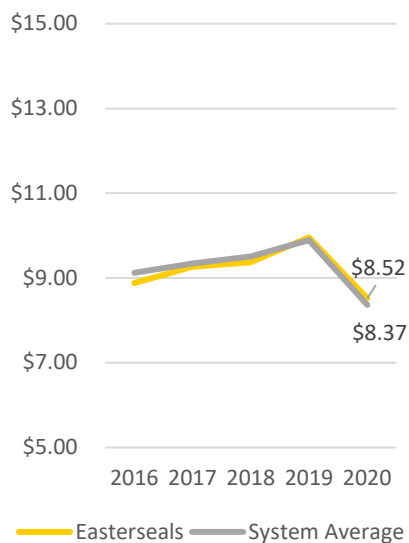
Participant Earnings

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

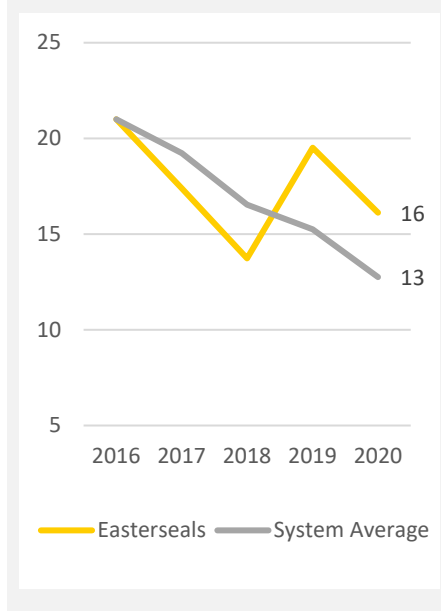
Easterseals participants earned a higher hourly wage compared to the 2020 system average, reporting an hourly rate \$0.15 higher than the system.

Weekly Hours and Weekly Income were also both above system average, with 3 hours per week above average and about \$30 above average weekly wages.

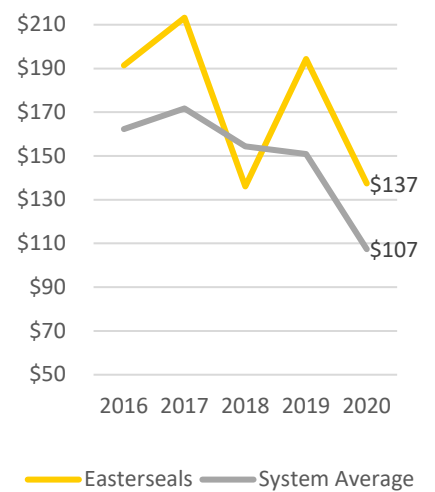
Hourly Wages 2016-2020



Weekly Hours 2016-2020

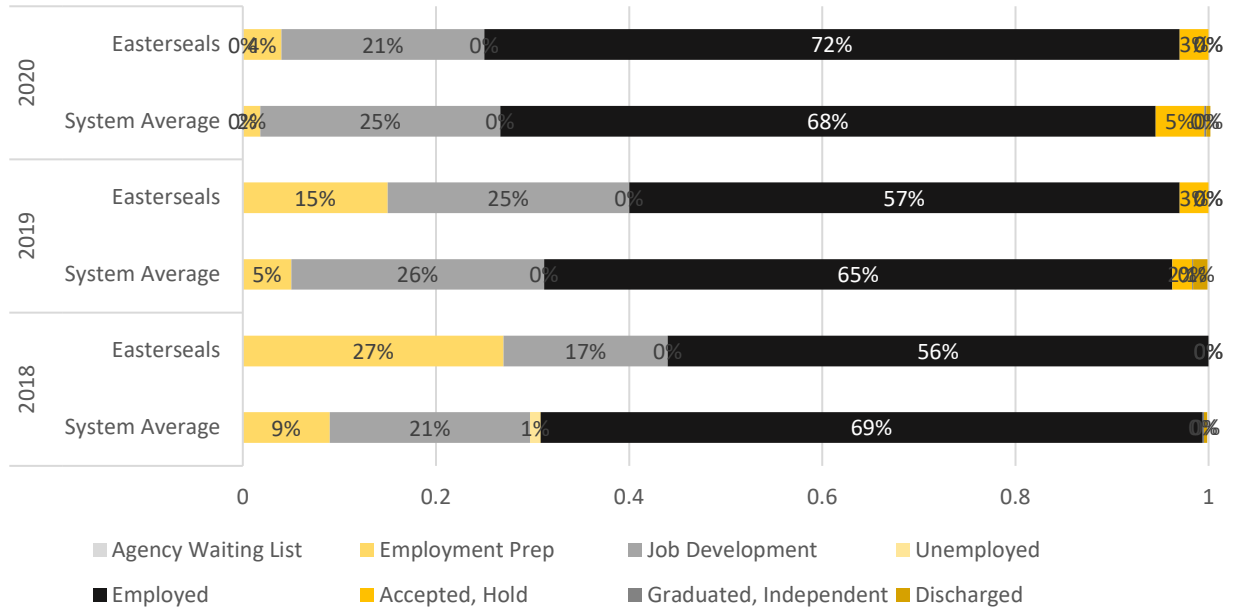


Weekly Income 2016-2020



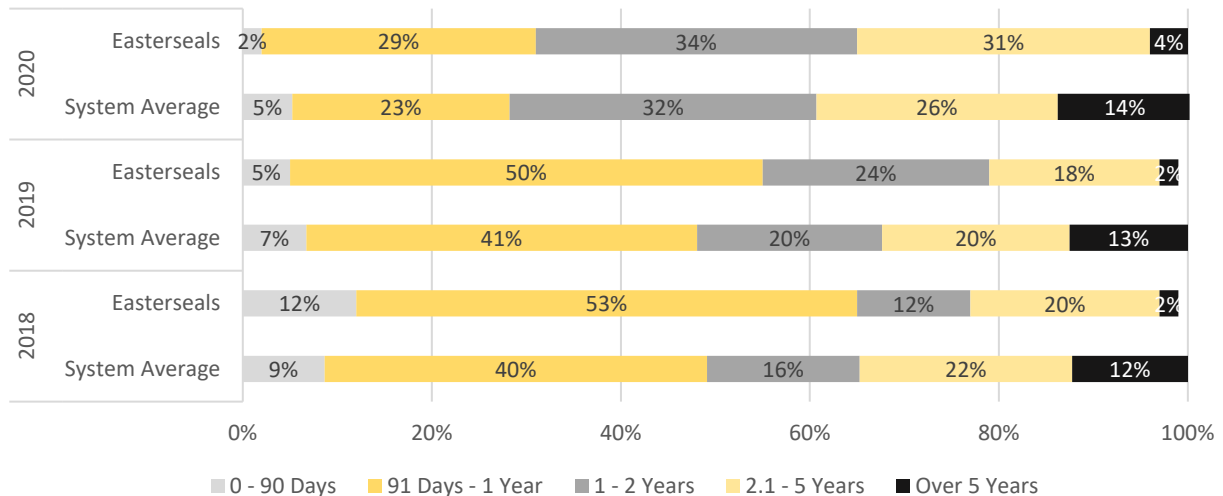
Employment Status

Almost three-quarters of Easterseals participants (72%) were employed in 2020, above the system average and an increase of about 20 percentage points above previous years. About one-quarter were in Job Development (21%) or Employment Prep (4%). A few (3%) were accepted into the program but on Hold. No participants were on the waiting list or unemployed.

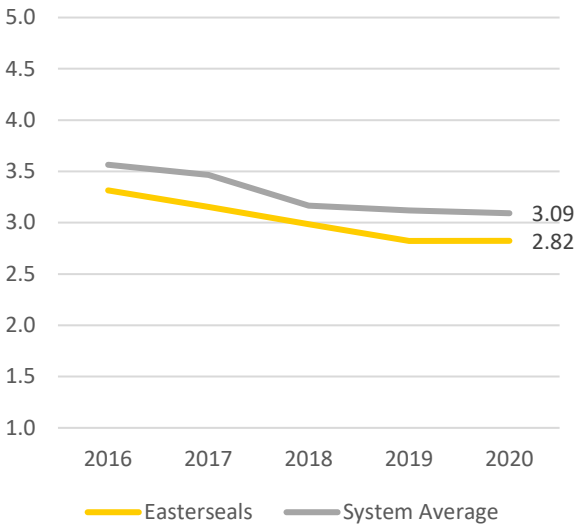


Community Employment Tenure

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. In 2020, **more than one-third of Easterseals participants (35%) have been continuously employed for more than two years**. Another third (34%) have been employed between one and two years. The number of long-term workers (employed for more than two years) has increased by 25 percentage points from 2019 and 35 percentage points from 2018.



Community Employment Outcomes

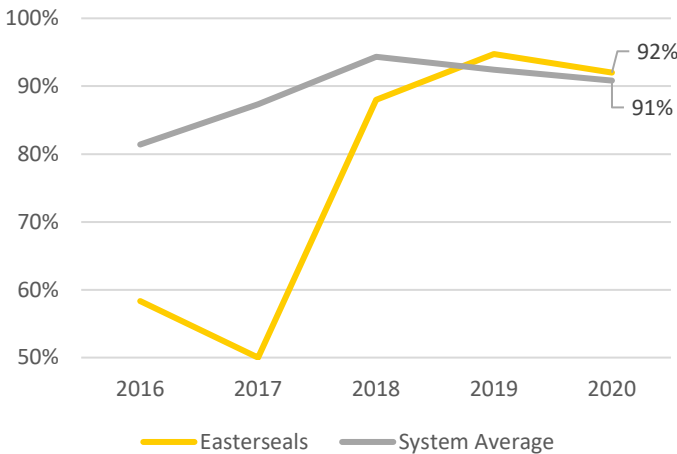
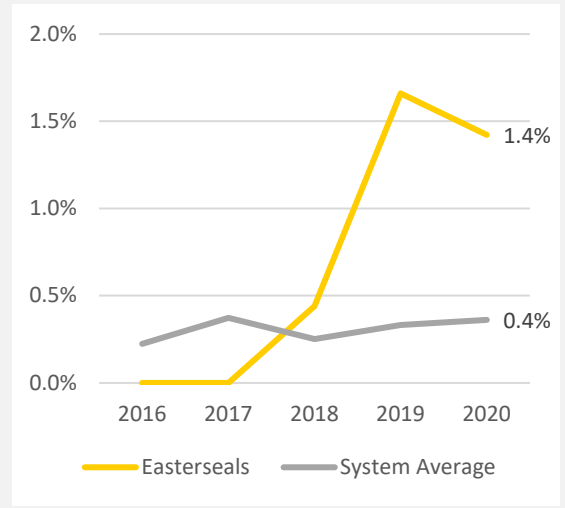


Barriers to Employment Needs Improvement

Easterseals' average LOCUS scores were the same as 2019, after a multiyear decrease, and were **below the system average**.

Negative Disenrollment Meets Expectations

Easterseals had four negative disenrollments in 2019 and three in 2020, at percentages **above the system average** but still meeting expectations.

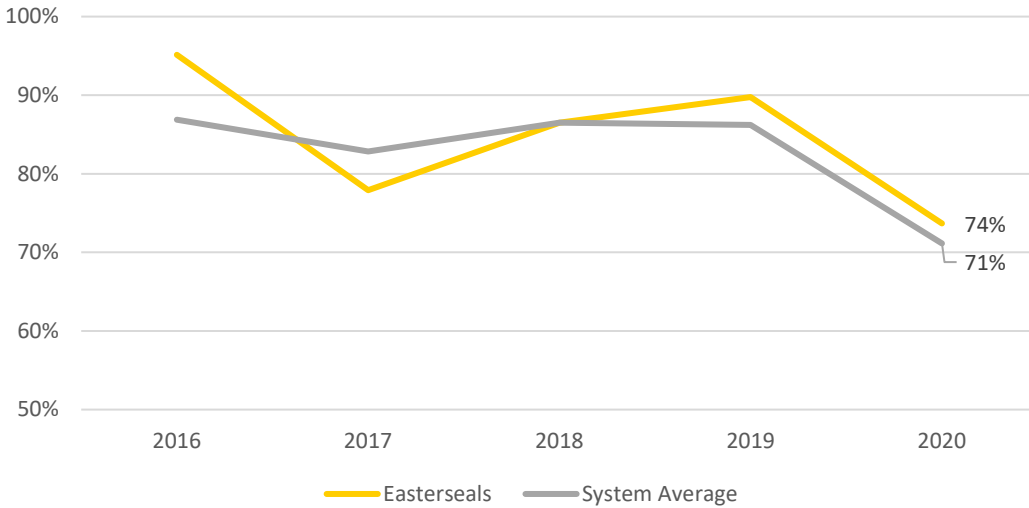


File Review Meets Expectations

Both Easterseals and the system File Review scores decreased from 2019. **Easterseals' scores changed from 95% in 2019 to 92% in 2020**, above the system average.

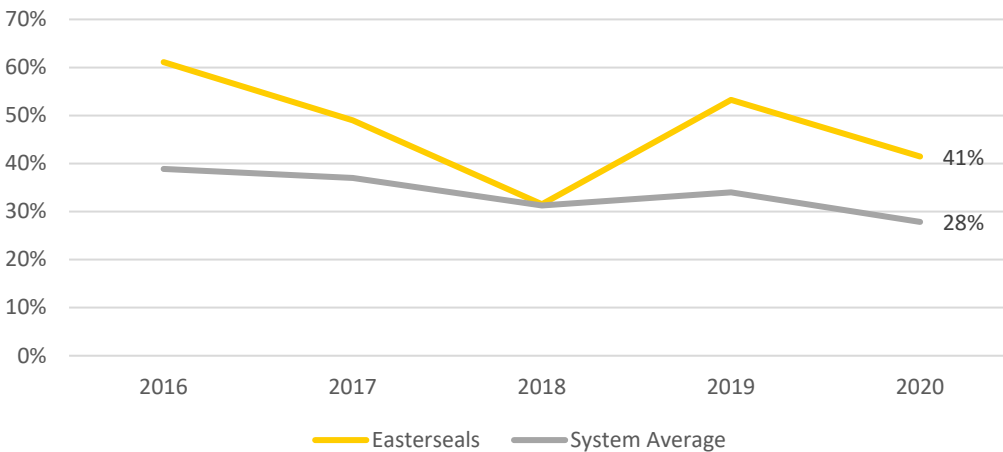
Engaged in Employment
Does Not Meet Minimum Expectations

Both Easterseals and the system participants working at least 5 hours per week at or above minimum wage decreased from 2019, with **Easterseals remaining above the system average at 74%**.



Working Toward Self-Sufficiency
Exceeds Expectations

As with Engagement with Employment, Working Toward Self-Sufficiency scores for both Easterseals and the system decreased from 2019. In 2020, Easterseals' score was **above the system average by 13 percentage points**.



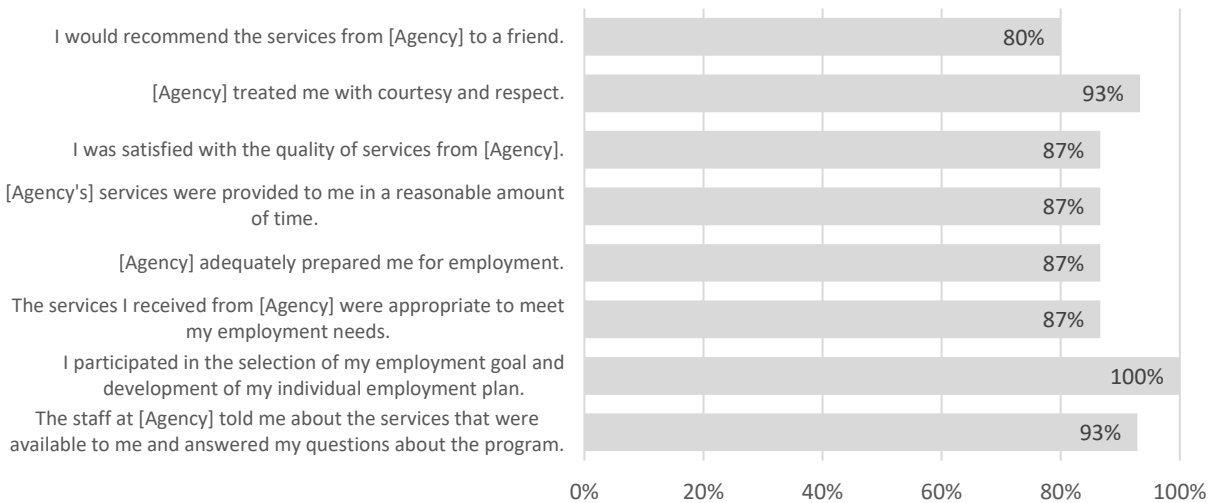
Participant Satisfaction

Easterseals program participants reported not as satisfied as prior years with the community employment services they received and the staff who worked with them, rating Needs Improvement. The evaluators interviewed 15 program participants (13%) of the 112 Easterseals program participants for whom contact information was provided.

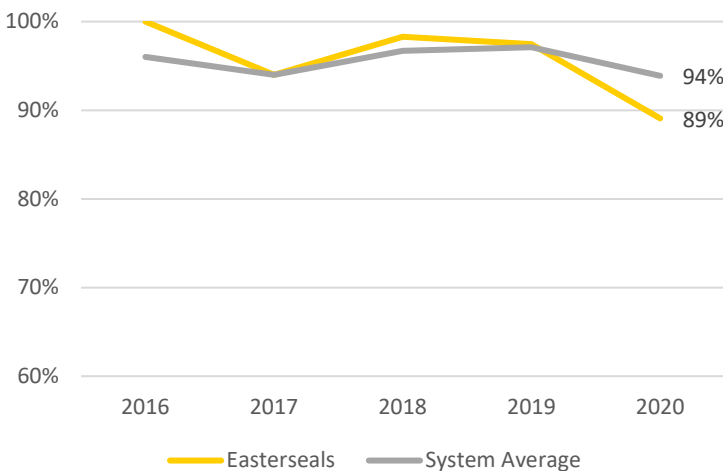
Participant Satisfaction

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

Easterseals Participant Satisfaction results by item



Among those structured questions, program respondents generally **agreed that they were told about services, that they participated in setting of their employment goals, and that the agency treated them with courtesy and respect.** However, participants were less in agreement about whether they would recommend the agency to a friend.



Participant Satisfaction Needs Improvement

On average, **Easterseals participants interviewed reported 89% satisfaction with services** received, below the system average (94%) and at a Needs Improvement rating.

Open Ended Results

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

Staff and agency relationships

I could, you know, talk to them about it. I told them I wanted to be independent, and we had conversations about it, and we could agree to a thing like that.

They're very outgoing with what they say, like they do what they say.

They listen to what I want, and they work with me. They don't try and force me into something that I don't want. They understand what I want.

Services Received

I thought what they were doing was fine. Because they would check in until they felt confident in what I was doing.

I have a job coach that comes into [employer name] regularly just to check up on me.

Oh just not a whole ... just making sure that ... to give me tips to do better at things.

I know that one of my goals was to find a new job, and I'm so glad they're helping me find a new job.

Service Delivery

I feel like they don't listen and don't understand certain things. Like they don't show up to anything. That's why I quit. I felt overwhelmed, and there was no one there.

I haven't talked to them since I quit my job, which was last year [last spring].

I didn't like any of it. They said they were going to show up and never did. It's kind of sad, I guess.

[T]hey helped me out a lot.

Pandemic and Quarantine

I wanted to get a job in something that involved retail. This year I couldn't really do anything because of COVID, so I'm still working on trying to find something more at home.

All my services were still intact.

Everything was the same. With me working two jobs, we just changed a lot of my schedules around because of COVID.

Impact of Services

I like the best where they took us to many job sites and experience what the job is. I liked that. I really appreciate they're helping me find a new job because I really need a new job. I want to buy some stuff. And they also tell me the bus routes, so I memorize the bus routes to get out in the community.

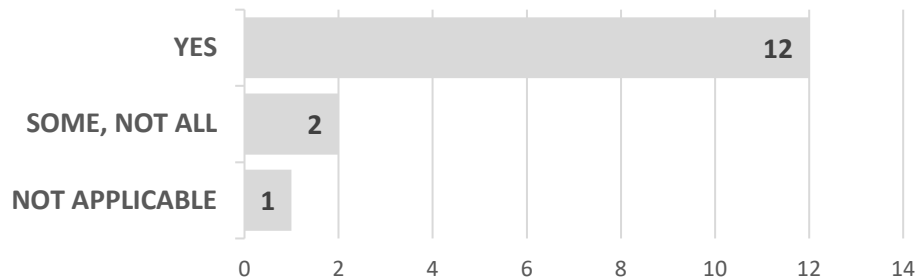
I found the job that was the good fit for me. [Then Easter Seals helped with coaching to succeed in that job.]

To not feel anxious [in a working environment and] not get frustrated. [That is what the staff said they would help with.]

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?

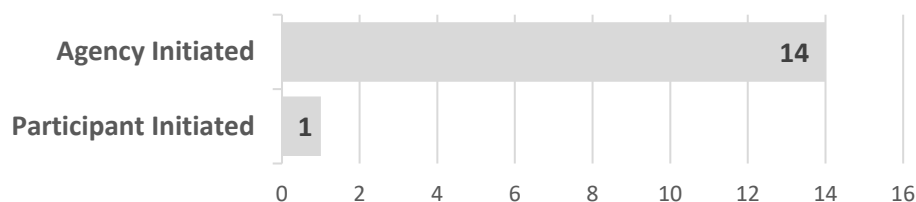


Of the 15 participants who responded to this COVID question, 12 responded “Yes,” 2 responded “Some, Not All,” and 1 responded “Not Applicable.”

When asked to elaborate, 8 respondents explained that basically nothing had changed, though some added that there were some minor differences, such as wearing masks and social distancing. Two said that they did not have any needs. Two indicated that they had little or no contact since COVID. One said that there was still contact, but not as much. One indicated that nothing had changed, except they were meeting through video.

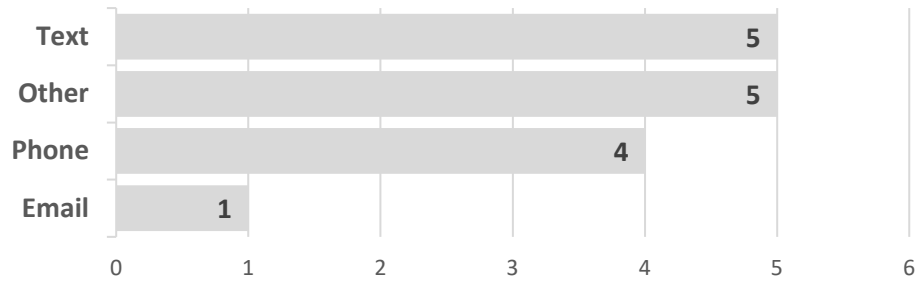
Of those who responded that some, or none, of their needs were getting met, two stated that they did not have unmet needs because they were staying home. One was not working and looking for work on their own.

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



Of the 15 respondents, 14 responded that contacts were initiated by the agency and 1 responded “Participant Initiated.” The one who responded “Participant Initiated” explained that a parent or guardian initiated contact.

3. In what ways did you communicate?



Of the 15 respondents, 5 responded that contacts were conducted via text, 5 responded “Other,” 4 responded by phone, and 1 responded by email. Of the respondents who responded “Other,” all 5 indicated that they communicated with staff in person.