

2020 Community Employment

H.O.P.E. Agency Profile

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LAW, HEALTH POLICY & DISABILITY CENTER

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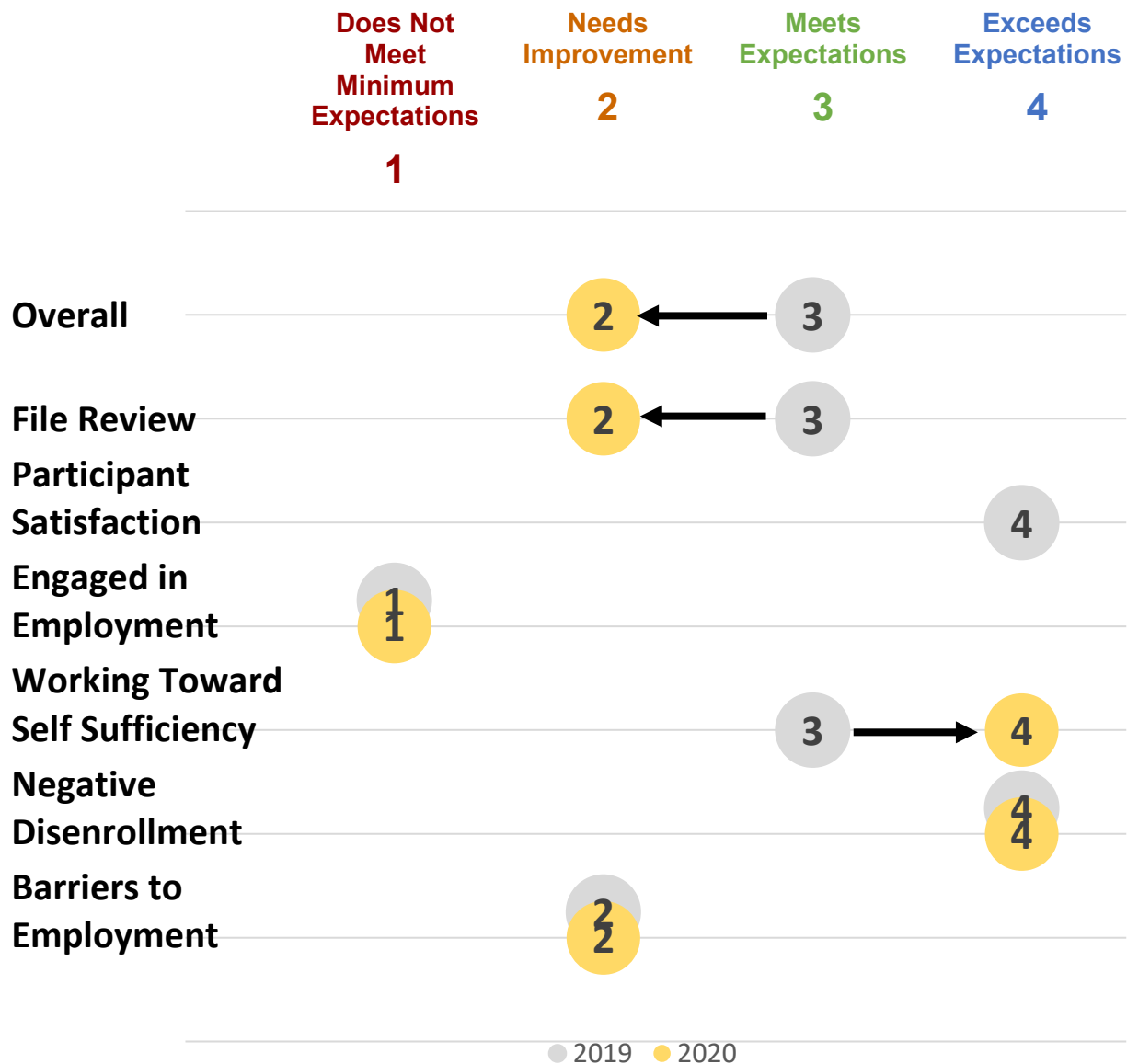
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Community Employment Evaluation Results Summary



The results of the 2020 evaluation indicate that H.O.P.E.’s Community Employment Program ***Needs Improvement*** overall for the calendar year.

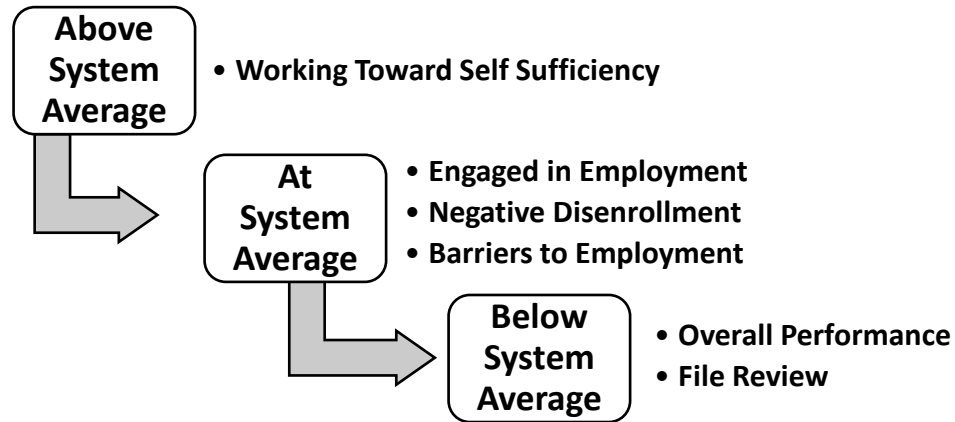
The program received an **overall performance of 65%**, which is a reduction from H.O.P.E.’s overall performance of 71% in 2019, and **below the 2020 system average of 67%**.

H.O.P.E. 2020 Performance Overview

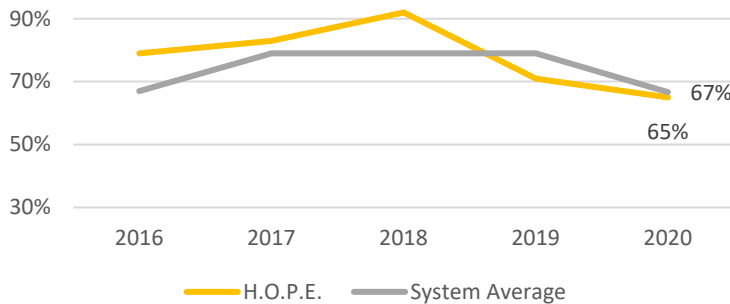
Purpose

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

Figure 1. H.O.P.E. Performance in Community Employment Outcomes Compared to 2020 System Average



H.O.P.E. and System Average Performance 2016-2020



Overall Performance

Similar to the trend for the system average, H.O.P.E.’s **Overall Performance declined in 2020**, from 71% in 2019 to 65% and was below the system average (67%).

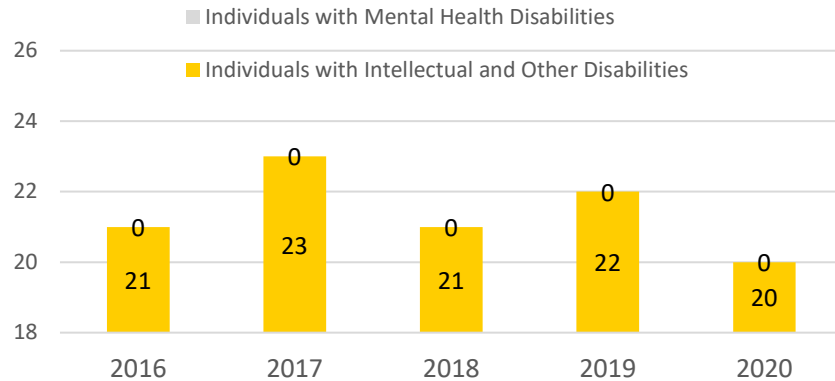
Agency Overview – H.O.P.E.

Years operating in Polk County	Founded in 2004
Services Provided	supported employment, supported community living, supported education, and respite.
Workforce	60 employees
Service Area	Polk county area

Individuals Served

In 2020, H.O.P.E. served an average of 20 participants in Community Employment programming, all of whom were individuals with intellectual disabilities. Program enrollment decreased in 2020 and has remained stable over the last 3 years.

H.O.P.E. Participants by Disability Type 2016-2020



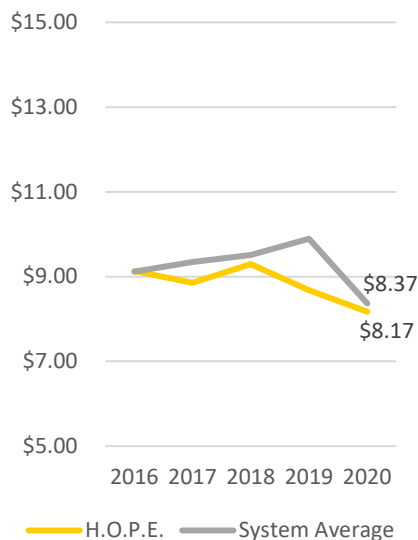
Participant Earnings

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

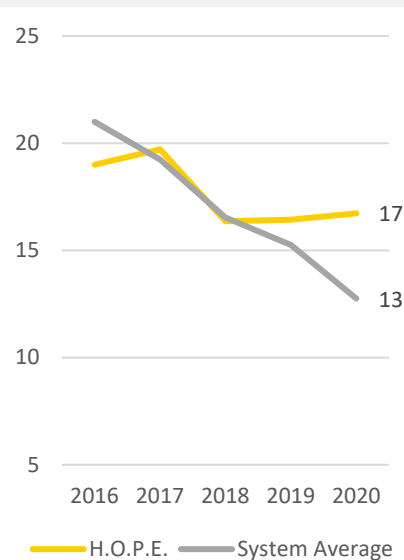
H.O.P.E. participants earned a somewhat lower hourly wage compared to the 2020 system average, reporting an hourly rate \$0.20 lower than the system average.

On the other hand, H.O.P.E. participants had **weekly hours and weekly earnings higher than system average**, reporting about four hours per week more and about \$30 more per week more than the system.

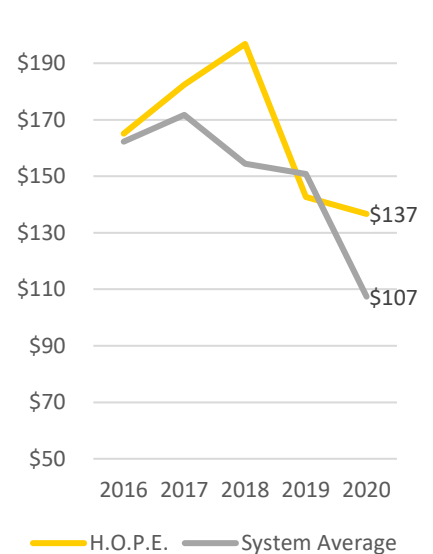
Hourly Wages 2016-2020



Weekly Hours 2016-2020

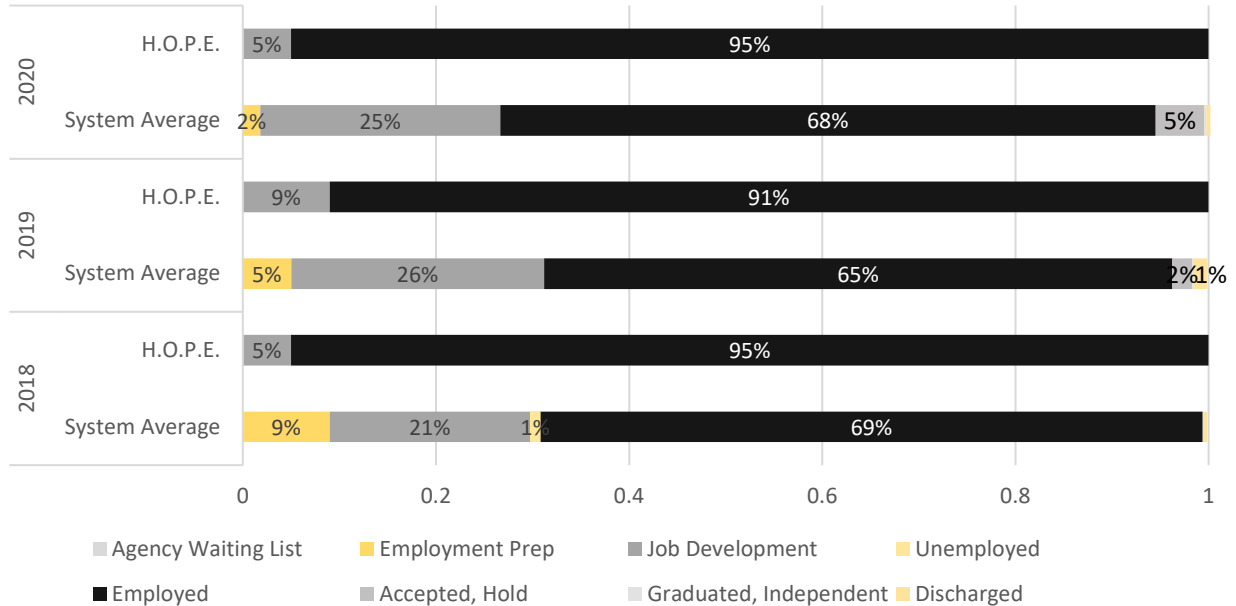


Weekly Income 2016-2020



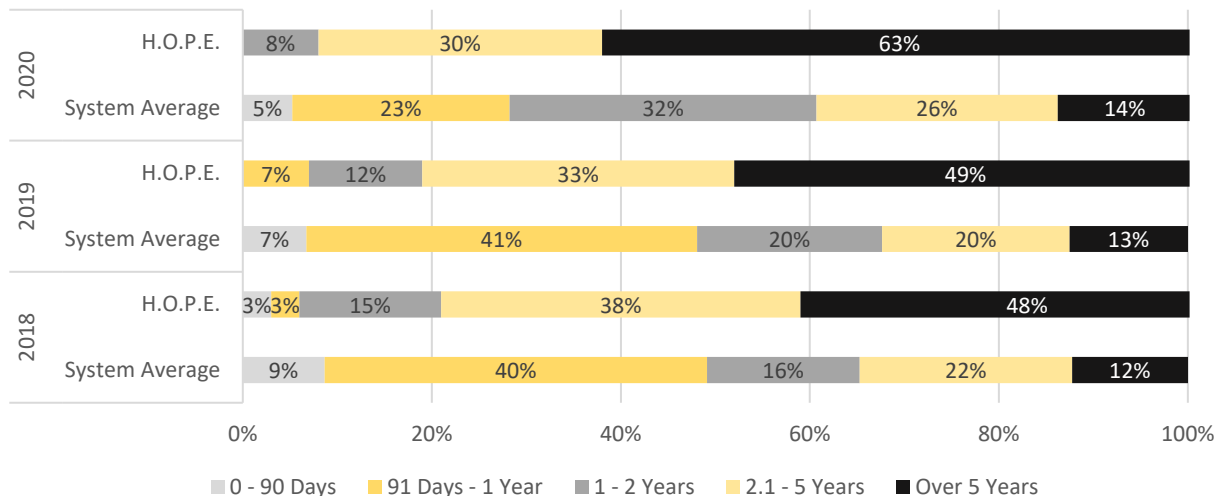
Employment Status

All but 5% of participants (19 out of 20 participants) were employed in 2020, above the system average. H.O.P.E. continues with consistent annual employment rates.

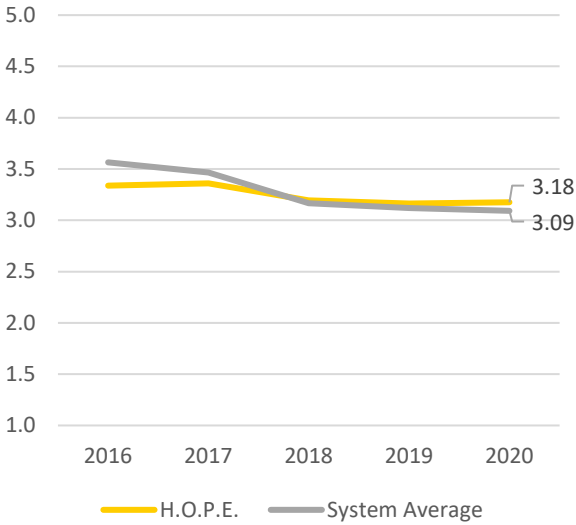


Community Employment Tenure

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, **nearly all H.O.P.E. participants (93%) have been continuously employed** for more than two years, well above system average. This employment continuity percentage has increased over recent years.



Community Employment Outcomes

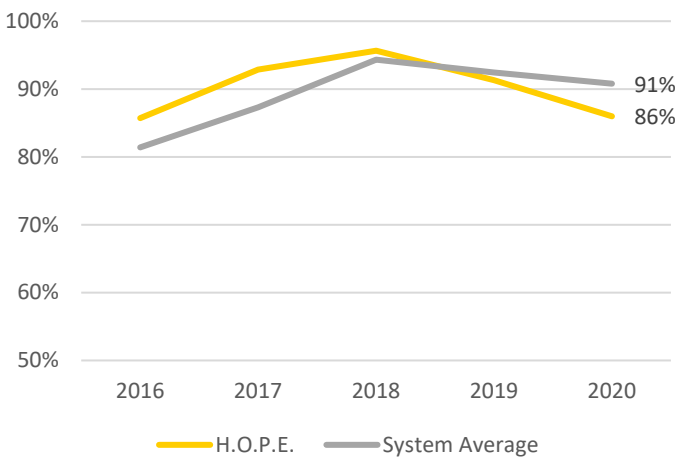
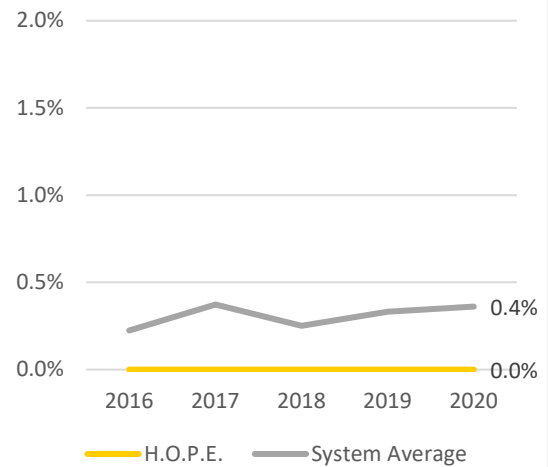


Barriers to Employment Needs Improvement

H.O.P.E. participants had scored an average of 3.18 on LOCUS assessments, above the system average and has been relatively stable over recent years.

Negative Disenrollments Exceeds Expectations

H.O.P.E. has reported **no negative disenrollments** in the last five years.

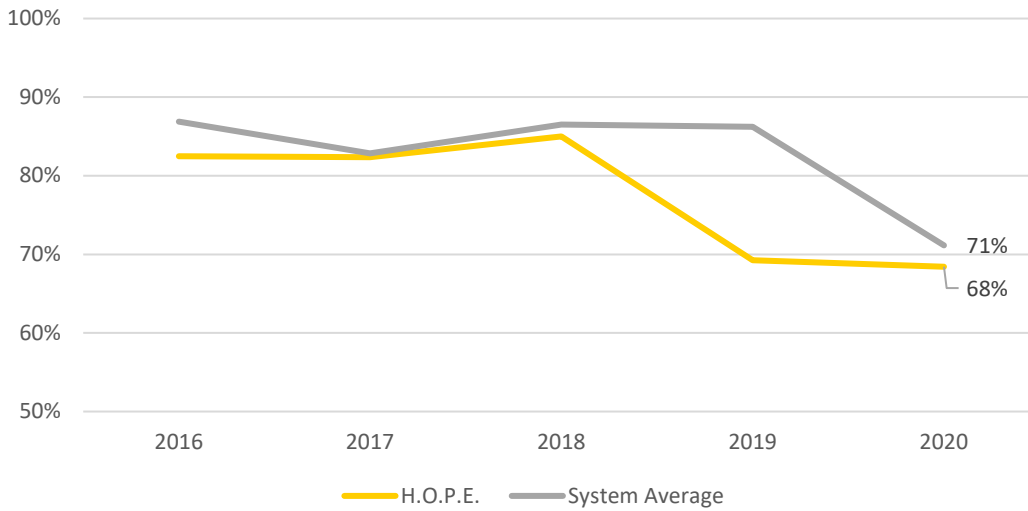


File Review Needs Improvement

H.O.P.E. scored 86% in the 2020 file review, down from 2018 and 2019 and below the system average.

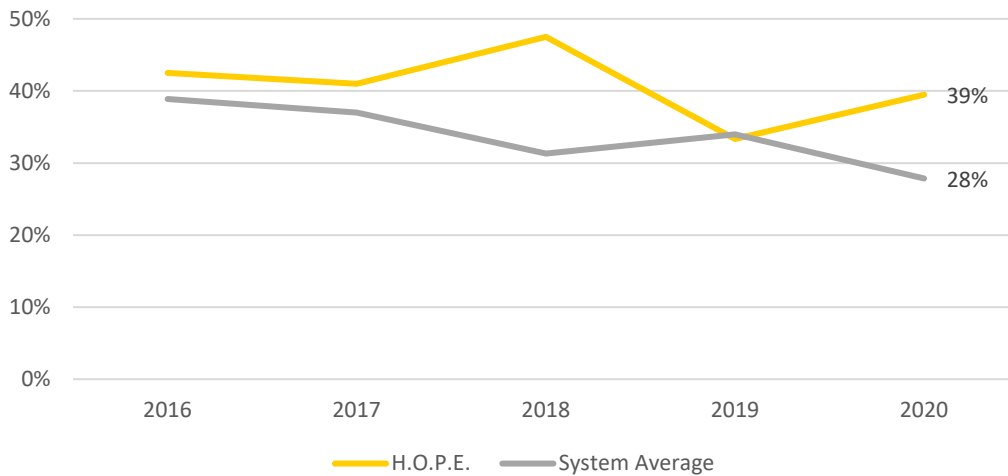
Engaged in Employment
Does Not Meet Minimum Expectations

H.O.P.E. reported that 68% of participants were working at least 5 hours per week at or above minimum wage, just below the system average.



Working Toward Self-Sufficiency
Exceeds Expectations

An average of **39% of H.O.P.E. participants were working at least 20 hours per week** at or above minimum wage, above the system average. This improves their score to an *Exceeds Expectations* rating.



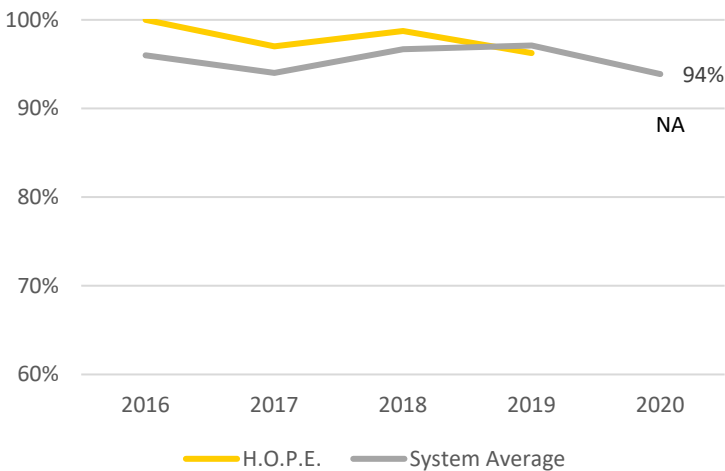
Participant Satisfaction

H.O.P.E. program participants were not scored this year for Participant Satisfaction because a minimum of 10 participants could not be interviewed. The evaluators interviewed 4 program participants (20%) out of the 20 H.O.P.E. 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.

Although Participant Satisfaction could not be scored for the Satisfaction outcome because interviewers were not able to interview a minimum of 10 participants, the participants who were interviewed showed consensus agreement that they were satisfied with services they received and the staff who worked with them.



Participant Satisfaction Not Scored

H.O.P.E. was not scored in 2020 for Participant Satisfaction because a minimum of 10 participants could not be interviewed for the survey.

Open Ended Results

The themes listed below are described in detail in the Polk County Region report. The following representative comments are from H.O.P.E. participants.

Staff and Agency Relationships

She did answer my questions about what she would do for me

[W]hat me and her [staff] talked about were just staying focused and on task and making sure I am doing what needs to be done throughout the day at work. I am happy with that. She is good at all that [listening to me].

If I talk about some of my hopes like that ...], they are very receptive.

I would say that they are easy going, and they help you do the best job you can do. And the people at H.O.P.E. are great.

Services Received

How she comes down and checks how things are going and if there are any concerns from my boss. Then she can come, and we can talk and resolve things right there.

I would like it if while I am still employed if she looked around at other places and felt them out while I am still employed. She hasn't started that yet.

Service Delivery

I would like for her to come more often than she is coming. She only came once for 10 or 15 minutes. Then she came another time this week. Otherwise, she hadn't been coming much.

They were appropriate. [I am now independent at work.]

I am satisfied with what she provides, but if she could just come more consistently, like we talked earlier. I am very satisfied with what she does.

Pandemic and Quarantine

He wanted to make sure things were clean. I am a lobby attendant, and I clean tables and chairs. [Staff] was there for every one of my shifts. The dining room shut down in March due to COVID, and I talked to my supervisor, and he said I will come back when they reopen.

They stopped coming for a while when COVID started. [I had to wear a mask and social distance at work.] I don't remember ... [how things changed exactly when COVID started and what they did to help me adjust.]

Even overall, with the virus, she still makes time to come down and do what needs to be done there.

Impact of Services

Just to know I have a lot of people in my corner.

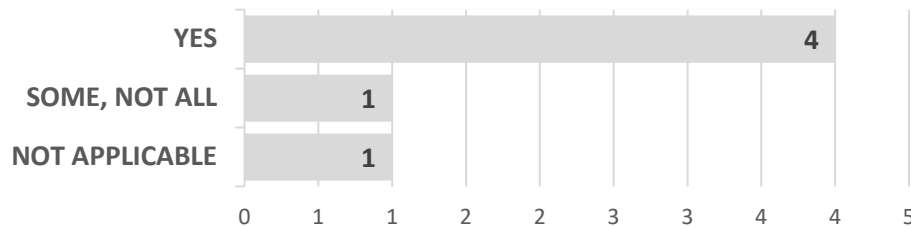
[There is] not anything really that I would change. They are good people to work for. H.O.P.E. is a nice place. They help you get into the community and make friends.

They are great people to work for. They are a good organization. They are the ones that helped me develop my job skills.

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?

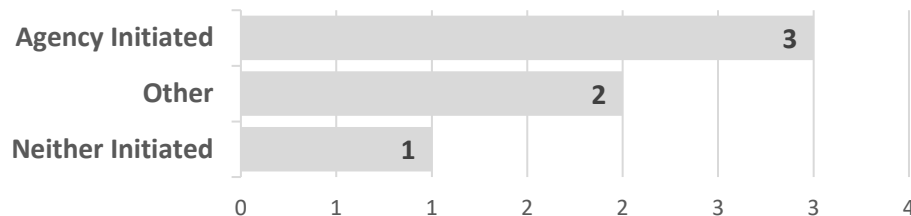


Of the 6 participants who responded to this COVID question, 4 responded “Yes,” 1 responded “Some, Not All,” and 1 responded “Not Applicable.”

When asked to elaborate, 3 respondents explained that basically nothing had changed, though some added that there were some minor differences, such as wearing masks and social distancing. One indicated that staff stopped coming for a while, but it's back to normal now. One stated that they did not need a job coach. One has stopped working until it is safe to return.

Of those who responded that some, or none, of their needs were getting met, 1 stated that there were not needs that needed support. One indicated that they graduated.

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



Of the 6 respondents, 3 responded that contacts were initiated by the agency, 2 responded “Other,” and 1 responded “Neither Initiated.” Among the participants who responded “Other” or “Neither,” two explained that their guardian or family member initiated contact. The other indicated that they saw staff at work.

3. In what ways did you communicate?



Of the 5 respondents, all 5 responded “Other.” Of these respondents, all 5 stated that they communicated with staff in person.

Agency Response

The agency reported that they experienced some struggles, including that participants either lost their jobs or were laid off following the initial stage of the COVID-19 pandemic. Many job lay-offs were for several months.

Many employers also decided not to allow job coaching, and some still are not allowing job coaching – which affects the quality and quantity of work participants completely, the work performance of our participants – which affect their success in hours and wages.

We have lost a couple of participants also. They moved closer to be with their families during the pandemic.

Finding new jobs has been a bit more of a struggle as well, lots of loss in the food, hotel and entertainment industries. where a bulk of our participants often lean towards.

The list goes on.

We are hoping for improvements in 2021.