

Polk County Mental Health & Disability Services Region
**Calendar Year 2022 Community-
Based Employment
Outcomes Evaluation**

IOWA | LAW

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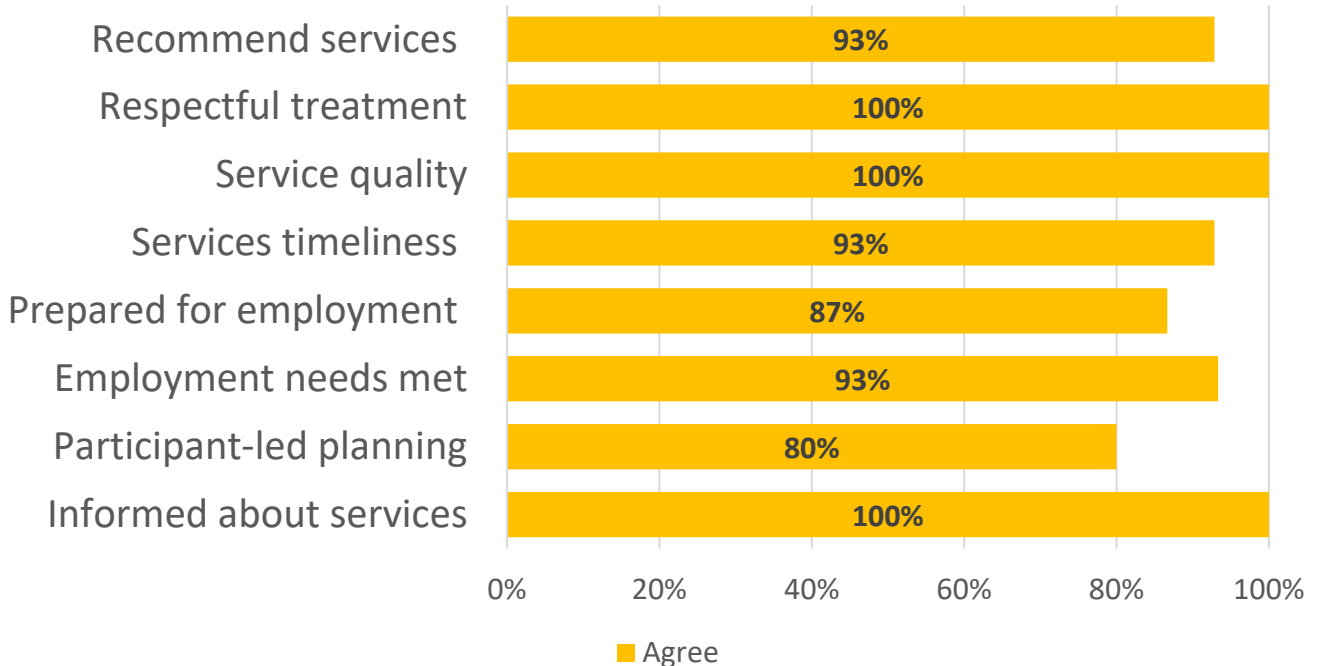
Appendix A. Individual Agency Summaries

Candeo

Table 1. 2022 Candeo Performance Summary

	Performance		Score	
	Candeo	System Average	Candeo	System Average
Barriers to Employment	4.5	3.9	NA	NA
Engaged Toward Employment	88%	81%	3	2
Working Toward Self-Sufficiency	18%	29%	2	3
Negative Disenrollment	0.00%	0.08%	4	4
File Review	100%	99%	4	4
Participant Satisfaction	93%	97%	3	4
Agency Overall Performance	80%	85%	3	3

Figure 1. 2022 Candeo Participant Satisfaction by Item



Participant Comments (N=15)

Services Delivered Effectively

They are really quick. They would explain the question and then my boss would back that up. [I had an issue with a promotion in the past that my job coach was able to help work out with my management team.] They were definitely helping me and helping me cope with all the drama. They helped back me up.

There was a problem with my schedule one day and they came to talk to me one day and we fixed it right away.

They help me when I need them at [Employer Name]. I work [day of week] and [day of week] and they come both those days.

[I was told] just about what I need and that if I need help and stuff like that. We talked about what I would need help with [at work], and they would come every [day of week] just to check.

Positive Relationships with Agency or Staff

Oh yeah. I would tell them they have respectful and peaceful workers there that will help you out with employment skills, social skills, and even [articulation and speaking] skills.

I like Candeo because they have good services. They help me clock-in on time.

[They] helped me get a new job, helped me get along with coworkers. They are good people.

I just really like that they're professional. They're not rude. They're very helpful.

Positive Impacts of Services

Helping me understand interesting questions, like doing true and false, and courtesy questions, and understanding sales and registers.

[You] get the help you need; help you find jobs faster than most places.

If we don't have a ride to work, they will help get us a ride to work. If I need a vacation, they will help me put in my time-off request to my job.

Concerns

Making them on-time more and staying later. I want to change my job coach right now because they don't show up.

Sometimes [Staff] doesn't answer right away. It can be irritating because I have told them things three times and they don't come or help. That can irritate me easily.

I lost my job in February of last year and I just recently started getting the services [job development services] in December. Yeah, it took forever. They cancel a lot. One of the times was weather, and I understand that, but the other times have been doctors and stuff. They just canceled again this week.

Suggestions

Telling me how many times a month I can meet with the person because I actually used up all my credits. So, it would be nice for them to talk more about that, just so I'm aware.

I wanted them to help with interview skills and more resources. Find people who would be willing to help me and get my skills under development. Everything still needs some help, and it's all still a little fresh.

I asked them last September and it took them two business days to respond. I wish it was faster, but I have to be patient.

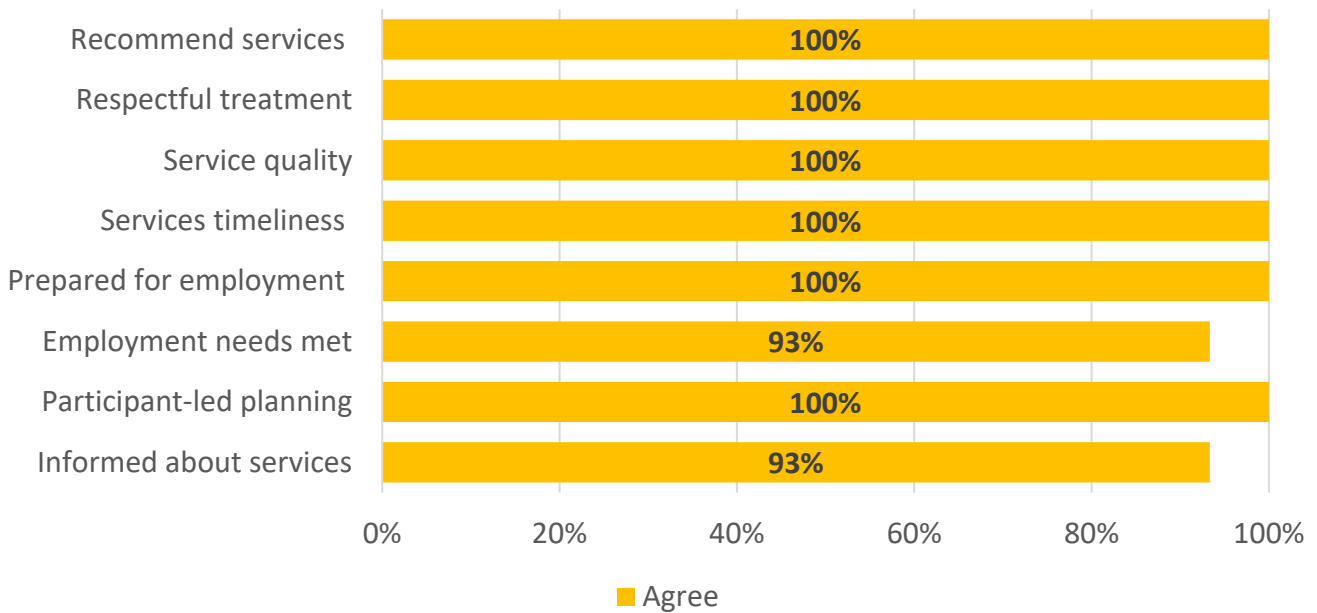
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Easter Seals

Table 2. 2022 Easter Seals Performance Summary

	Performance		Score	
	Easter Seals	System Average	Easter Seals	System Average
Barriers to Employment	3.4	3.9	NA	NA
Engaged Toward Employment	73%	81%	1	2
Working Toward Self-Sufficiency	39%	29%	4	3
Negative Disenrollment	0.00%	0.08%	4	4
File Review	100%	99%	4	4
Participant Satisfaction	98%	97%	4	4
Agency Overall Performance	85%	85%	3	3

Figure 2. 2022 Easter Seals Participant Satisfaction by Item



Participant Comments (N=15)

Services Delivered Effectively

They actually come into and visit work at the right time. And whenever I need something from them, they typically answer right away with what needs to be done. They also ask my workplace management team what they need to do for [my work] to help me out.

They did tell me about them [the employment services] yes. The services [are] like job coaching and interview skills. I have a coach that sees me at work. They see me once a week when I'm at work and I like that.

If something happens, like recently I take a taxi to work and recently my yearly waiver expired, and I let them know and they fixed it right away. We have meetings at my place, and I talk with the staff about how things are going. We do that. It has been a few months since I did that. We do it on my days off and that works for me.

I have a job coach that's really perfect right now. They communicate really well with me and that is great.

Positive Relationships with Agency or Staff

They've helped me with a lot of stuff, and I really appreciate it. They have this personality that cheers me up and I tried to learn from. And they always try to give their best advice to me.

I would say that I have worked with them for a long time, and they have treated me with kindness and respect, and they would treat you that way. They would help with jobs or anything that you need.

I would tell them that they would listen to what you need. They won't put you in a job they think you shouldn't have. They take the time and have the patience to find a job that works for you.

My top one [favorite] is they actually provide client-based service. Like every single one of the services they provide is custom to each client. And that's what I like because not every client you get is going to end up wanting the same thing. They also work really well with their clients' bosses and supervisors. And they do what they can to help [my bosses] help me.

Positive Impacts of Services

Yeah, they found me a job that I was looking for. I work at [business name] and I like the people and working with them.

They help me become more independent. I got my learners' permit [for driving]. I'm learning how to budget and [how to get] jobs.

My goal was to be able to work more than eight hours: at least eight hours or more, be able to get to work on time, and have conversations within the work force. And be able to do my job with 80,90,100 percent effectiveness. And I have almost checked off all those boxes.

Concerns

Whenever I express that I do know these things, it gets pushed to the side. In some programs that I was in, I was taught things that I already knew and when I would request things that I want to learn, they put that to the side. The things I actually wanted to work on were pushed to the side and dumbed down and treated like a child.

[My current job coach is good, we just haven't been able to meet, and I haven't attempted to contact them to change the time we typically meet.]

[I don't currently believe I have any goals ...but I know that I set them in the past.]

Suggestions

I don't know. I like them to be distant, not always around me and hovering over me. But I do like for them to come in when I'm doing something wrong. I would love them to be in the room with me, but I don't want them in my face when I'm doing stuff.

Like, my job coach visits two or three times a year. I want that to be more frequent.

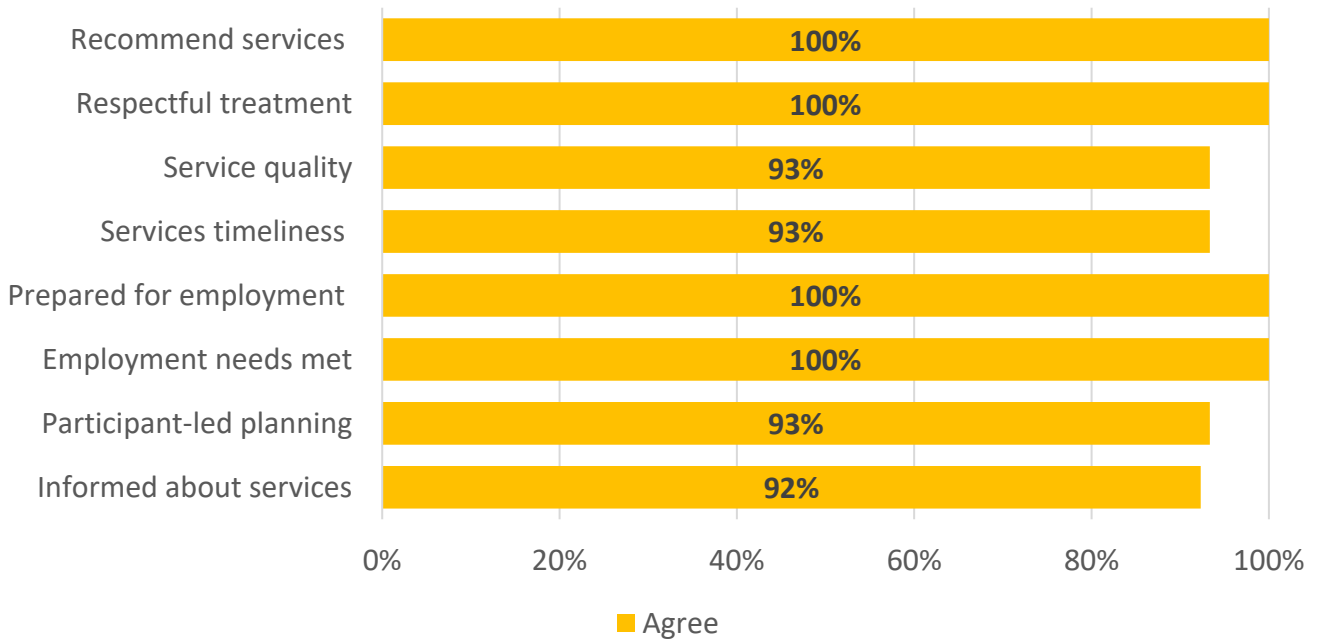
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Goodwill

Table 3. 2022 Goodwill Performance Summary

	Performance		Score	
	Goodwill	System Average	Goodwill	System Average
Barriers to Employment	4.7	3.9	NA	NA
Engaged Toward Employment	77%	81%	2	2
Working Toward Self-Sufficiency	20%	29%	2	3
Negative Disenrollment	0.40%	0.08%	4	4
File Review	97%	99%	4	4
Participant Satisfaction	97%	97%	4	4
Agency Overall Performance	80%	85%	3	3

Figure 3. 2022 Goodwill Participant Satisfaction by Item



Participant Comments (N=15)

Services Delivered Effectively

They always text me if they can't come. They're easy to talk to and get ahold of.

They're very reliable and come every other week to see you, ask your boss how you're doing, and chat with you.

[Response time is] usually right away. If it's a weekend, they will get back to me on Monday.

I tell [my job coach] if I need anything I'll call them because I got their number. I would say, 'Can you come in?' Or they would come in earlier so we can talk before work, and we talk about how I'm doing now and how I'm better.

I get job coaching. I see them every couple Wednesdays. Yep, I like them and working with them. I have a few different ones that I work with. [We meet every six months and work on needs and goals from there.]

Positive Relationships with Agency or Staff

Yeah. They tell me that I've done a great job. They've given me a lot of complements and praise for being outstanding, and they tell me they want me to keep working there.

[They do a good job regarding my employment needs. They have never said 'I know you can do that on your own.'] They encourage me and let me know that I'm more capable than I thought I was. They said that they would be there if it made me more comfortable, but [they] do let me know that I'm more capable than I realize.

I appreciate that Goodwill has been an advocate for me. I feel like I have people on my team, and they're very patient with me. I appreciate it a lot.

[I like] that the staff are very friendly, and they work with you on your schedule and everything.

Positive Impacts of Services

Most of the time; sometimes when I come to work, I don't feel like working. Some of the job coaches that I have, they help me improve and help me make better choices so I can meet more of my goals.

Um let me think. Well, I mean, the fact that they got me a job so easily is what I liked the most. Because when you have a brain injury, it's really hard to get a job interview. But they have helped me explain the injury to them. They have been on top of things really well.

Because when I first got there, I had some trouble and as I kept working there, I got better. [I had] problems with behavior and they talked to me and told me to be more appropriate and do this and not that and helped me [be a better employee].

Goodwill definitely helped me with that one. In the beginning I didn't know how to fill out the resume, or anything on my own, so they really helped with that. I wouldn't have been able to do that on my own.

Concerns

Well, I'm tired of [specific job] and they will not let me not [do specific job]. I have been doing this job for five years and they will not let me change what I'm doing. They're not listening to me.

[The participant said that they don't have any goals right now and that they're not sure if they need new goals.]

Suggestions

Just to keep the job, make sure I'm [good]. I would like to find something with more hours because I only work one day a week and it's Sunday.

Actually, I have been considering calling it [services] off because at this point in my life I don't really see any need for it. It's more my [parent]. At this point they have certainly set me off in the right direction way better than I was. But now I'm at this point where I can finally leave.

I want a new job, like the donation, and to run the cash register. [I want to] learn the other jobs... [Job coach] isn't really helping me. It gets boring [doing specific job].

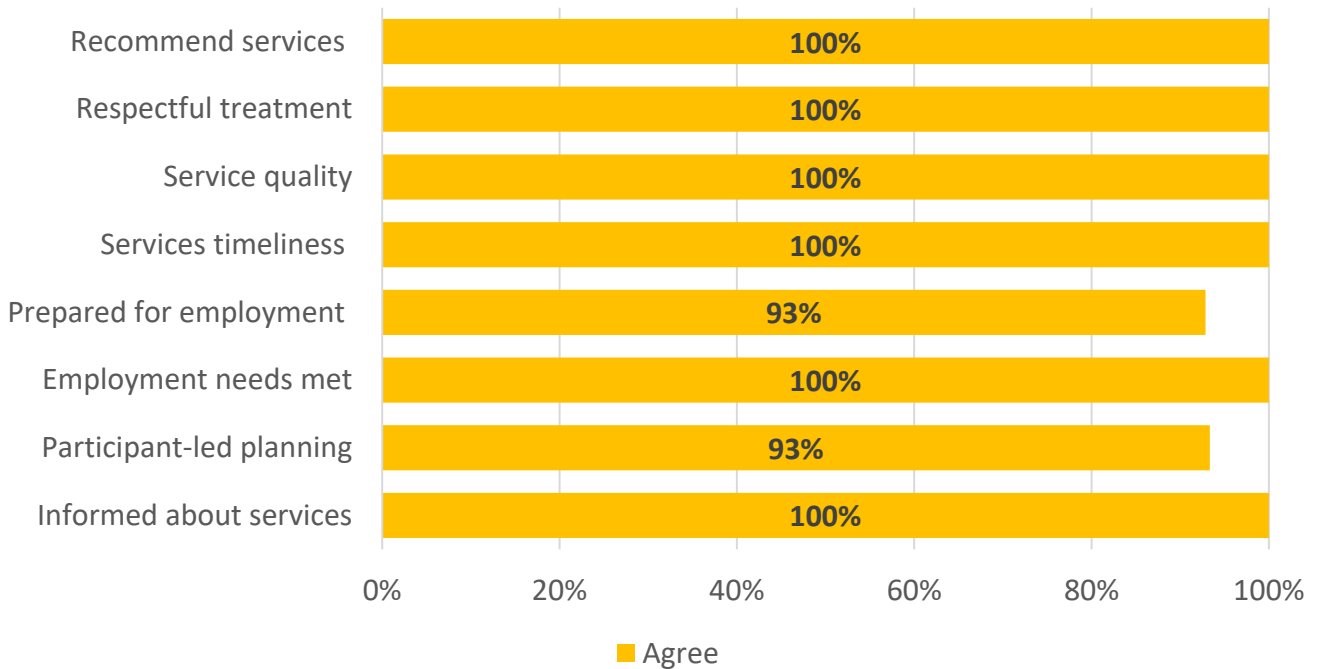
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HOPE

Table 4. 2022 Hope Performance Summary

	Performance		Score	
	HOPE	System Average	HOPE	System Average
Barriers to Employment	1.2	3.9	NA	NA
Engaged Toward Employment	85%	81%	3	2
Working Toward Self-Sufficiency	42%	29%	4	3
Negative Disenrollment	0.00%	0.08%	4	4
File Review	100%	99%	4	4
Participant Satisfaction	98%	97%	4	4
Agency Overall Performance	95%	85%	4	3

Figure 4. 2022 Hope Participant Satisfaction by Item



Participant Comments (N=15)

Services Delivered Effectively

Yeah. They're good about staying in contact. They always ask if I need help and things are always going good.

Yes [I see my job coach] once a month and that's what we talked about. We agreed upon seeing each other one a month rather than more once a month. That's what we both agreed upon and are okay with.

I contact them. We text and they're good about calling me back. We meet Thursdays and Mondays. [Everyone has been short-staffed but we have worked on my stuff.]

I've been with them a long time. They come to my work too. They used to come all the time, but now once a week or so, because I'm getting better with my job. They just stand there watching, or if I need anything, like if I get stressed out or anxious.

They advocate for me [and] my disabilities.

Positive Relationships with Agency or Staff

They help me. And when I don't need help, they listen when I say I can do it by myself.

They're reliable and they will support your needs as much as they can. They try their best to help you any way they can.

Yes. They ...I don't know. They respect me because they get me. They understand me. They don't make me change who I am or try to push me.

Always. They're always respectful. And if I need help, they'll calm me down. If I'm in a meltdown, they don't get mad. They just [do what they can to make it better even if they're not on the clock]. They'll stop and talk to you. It's really nice. They do what they can to try and make it better.

Positive Impacts of Services

If I have goals that I want, they're very supportive. I wanted to try out another [Employer], and I did for about a week. There just wasn't enough to do there, but [Staff] was a big help in talking to my boss about it.

They have helped me with being in the community and socializing.

HOPE is just amazing. I was going down a really dark path and rolling with HOPE has saved my life. I probably wouldn't even be alive if they hadn't come into my life. I love their services. They've been good to me and they try to pair you up. Now, instead of a meet and greet they shadow you to see how your day goes and if you like working. Your staff is there.

We are working on independency and use the job coach less at work. [I] work at my station independently and transportation too. Just continue making the [product] and being independent at work.

Concerns

I know it's hard to get help, and they don't have enough help. Same thing everywhere else, the store, restaurants.

I'll like text them or sometimes call them and I'm still struggling to get a new job. And they will call me to see if I got anything back [any messages for job opportunities]. They try to reach out and help me find something but it's so hard right now.

Suggestions

It would be nice if they help us read, but that's not their goal, not the government rules. They also can't take us to go see a movie.

[I talk to job coaches] probably a few times a week, like three. I'm good with that. I do want to hear more [from them].

I wish they would give them [their HOPE workers] more gas milage. I wish they would pay for gas money because they do a lot for us.

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Link

Table 5. 2022 Link Performance Summary

	Performance		Score	
	Link	System Average	Link	System Average
Barriers to Employment	5.6	3.9	NA	NA
Engaged Toward Employment	87%	81%	3	2
Working Toward Self-Sufficiency	20%	29%	2	3
Negative Disenrollment	0.00%	0.08%	4	4
File Review	100%	99%	4	4
Participant Satisfaction	98%	97%	4	4
Agency Overall Performance	85%	85%	3	3

Figure 5. 2022 Link Participant Satisfaction by Item Error! Bookmark not defined.

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Participant Comments (N=15)

Services Delivered Effectively

I do 45 minutes with them. They come out mostly every time I work. I work once a week. They check in on me.

I left [Business name] and we did job development after two weeks. [I was okay with that amount of time before beginning work on looking for another job.]

Yes, they did what I wanted. They also helped me before I even got my job, so that was nice.

Right now, it's once a week. I'm happy with how it is right now.

I like the schedule I have with them.

Positive Relationships with Agency or Staff

Their hiring process gets the best candidates. Like [Staff] and [Staff] and [Staff]. They are all so great. They helped me stay focused and learn how to do things for myself, like gently, and that's about it.

[Business name] is my job and LINK is my go-to for job services. Yeah, things are good there. We just had a party for being there. Yeah, I love the staff. They're really great with me.

My job coaches gave me positive feedback when I was going good, and answered any questions that I had, and always tried to cheer me up if I had a bad day.

It's a good company and they are good people to work with. I like it a lot.

They talk to me with respect and help me talk through my feelings and they're very nice.

Positive Impacts of Services

I've had a stable job for almost four years and the job coaches take good care of me at work and make sure I'm independent and make sure that I stay stable at my job.

They helped me to do better things that I do right now. They helped me work on doing better at my job with talking and everything.

One other thing they help me with is not talking too loud in the workplace. I work at [Business name] and [Restaurant name]. In fact, I've worked there for six years.

They just found a job that suited me, twice actually, since they helped me find a job before COVID [and then again after].

Concerns

I don't think that they answer my questions very fast. I talk to them in-person and they take a while to respond to me.

I liked the parts where they helped me find my job. The hard part was when I was interacting with my job coach.

I have before, [recommended Link], but it's hard to get into.

My job coach didn't really answer any of my questions, but I don't remember their name. They didn't do that at all.

Suggestions

Maybe be less intrusive about everything. Sometimes they get a little too question-y about what I'm doing, and stuff, like about stuff at work when they can just come observe or email my manager. I want them to observe, but not to question, and see if I need to improve rather than just ask me.

Like sometimes they don't repeat the questions over and over. They ask me like, 'Do you like your job?' 'How are things at home?' 'Are you safe at home?' You know?

Maybe not follow me too much ...or just, if I know how to do my job and I tell them, or if I do something wrong or put something in the wrong place, then yes. But if I'm just doing my job then they should just watch me, not follow me around.

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Appendix B: Employment Barriers Definitions

Measure to assess the number and types of barriers to employment

Child Care: requires access to child care in order to participate in training or employment program and this child care cannot be provided by the immediate family

Criminal Background: convicted of three or more misdemeanors, a serious misdemeanor or any felony.

Education: did not graduate from regular high school or has a special education certificate

Financial Disincentive: recipient of public financial assistance (AFDC, GA, Unemployment Comp) or disability benefits (SSI, SSDI, Worker's Comp, or private insurance)

Homelessness/Lack of Stable Housing: homeless or risk of homeless is defined as living on street, in shelter or living with someone else, but not paying rent {This does not include individuals living with family members} or considered a temporary situation. Lack of stable housing is person who has moved more than twice in a year's period.

Limited Work History: has never held a (one) competitive job for at least six months (does not include facility-based, enclave, or non-paid employment).

Paid Living Assistance: receives Supported Community Living (SCL) or other residential services; support services such as homemaker, meals on wheels (MoW), or CDAC for any combination of services for at least 40 hours per month. Use current hours (for MoW, each unit will equal 1 hour) authorized to determine. If the individual lives with their guardian and would require SCL if the guardian was not present, determine the number of hours of support & count toward paid living assistance hours.

Transportation: not travel independently and/or reliant on public transportation.

Work Limited: individuals with a chronic physical condition who are (a) unable to work at least 30 hours a week, or (b) regularly require personal care assistance on the job, or (c) require adaptations to the job (such as special equipment not including aids used outside of work)

Note: Consumer barriers are identified at program acceptance and not updated.

Measure: Average number of consumer barriers

Appendix C. File Review form

#{e://Field/ExternalDataReference} #{e://Field/RecipientFirstName}

Administrative

Q1.1. File Review Start Date

Q1.2. Reviewer

- Reviewer 1
 Reviewer 2
 Reviewer 3
 Reviewer 4

Q1.4. Member Identification

PolkMIS ID

Participant First Name

Participant Last Name

Alias

Agency

Q1.5. Are the Member ID fields above consistent with PolkMIS sample list?

- Yes
 No

Wage Reporting

Q1.6. Employment Status

End of Year Status from Polk MIS: #{e://Field/Program}

4/26/22, 5:37 PM

Qualtrics Survey Software

Select all programs participant engaged in during CY 2021 and write in dates of active status

Employment (potential for wage reporting)

 Employed, Supported Employment

Inactive employment

 Job Development Employment Prep Accepted, not working/HOLD Waiting List Unemployed Discharged Exempt Graduated, Independent Unknown Other

Q2.2. Does the participant's PolkMIS status indicate enrolment in Supported Employment in the spring (4/16/21 – 04/30/21) or fall (10/17/21 – 10/30/21) reporting periods?

 Yes, spring reporting period Yes, fall reporting period No, neither reporting period

Q2.3. Hours worked and wages

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Qualtrics Survey Software

Hour and wage reporting

	Hours worked (over 2 week time period)	Wage (per hour)	Source(s)	Date verified
Spring Reporting Period (4/16/2021 – 04/30/2021)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Fall Reporting Period (10/17/21 – 10/30/21)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q2.4. Wage and Hour reporting comments

Examples:

Dates active in each employment status

Change in job

Documentation inconsistencies

Q2.5. Wage and Hour reporting score

Criteria met	<input type="text"/>
Criteria expected (2 IF wages reported during both periods)	<input type="text" value="2"/>

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Qualtrics Survey Software

Job Development

Q3.1. Job Development Services

	Were services provided and documented?		
	Yes	No	NA
Did agency make direct contact with client (phone OK to sub for F2F due to COVID) and documented each calendar month during services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Program enrollment dates consistent between PolkMIS and Agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant's employment preferences discussed with participant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job search guided by participant preferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant involved in job placement (NA if not placed yet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.2. Notes

If "No" marked above, describe discrepancy

Q3.3. Job Development score

Criteria met	<input type="text"/>
Criteria expected	5

Job Coaching (Supported Employment, Employed)

Q4.1. Job Coaching Services

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Qualtrics Survey Software

Were services provided and documented?

	Yes	No	NA
Did agency make direct contact with client (phone OK to sub for F2F due to COVID) and documented each calendar month during services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Program enrollment dates consistent between PolkMIS and Agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant received support to meet job expectations (job specific skills, dress, aware of resources available)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logistics addressed with participant (e.g. paperwork, compliances, scheduling, transportation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4.2. Notes

If "No" marked above, describe discrepancy

Q4.3. Job Coaching score

Criteria met	<input type="text"/>
Criteria expected	4

Waiting List

Q5.1. Wait List Services

Were services provided and documented?

Yes	No	NA
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Qualtrics Survey Software

Were services provided and documented?

	Yes	No	NA
Did agency make direct contact with client (phone OK to sub for F2F due to COVID) and documented each calendar month during services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Program enrollment dates consistent between PolkMIS and Agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant notified of waiting list placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant notified of estimated wait time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.2. Notes

If "No" marked above, describe discrepancy

Q5.3. Wait list score

Criteria met	<input type="text"/>
Criteria expected	4

Unemployed

Q6.1. Unemployed Services

	Were services provided and documented?		
	Yes	No	NA
Did agency make direct contact with client (phone OK to sub for F2F due to COVID) and documented each calendar month during services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Qualtrics Survey Software

Were services provided and documented?

	Yes	No	NA
Program enrollment dates consistent between PolkMIS and Agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant plans to return to job development or employment prep were discussed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6.2. Notes

If "No" marked above, describe discrepancy

Q6.3. Unemployed score

Criteria met	<input type="text"/>
Criteria expected	3 <input type="text"/>

Employment Prep

Q7.1. Employment Prep Services

	Were services provided and documented?		
	Yes	No	NA
Did agency make direct contact with client (phone OK to sub for F2F due to COVID) and documented each calendar month during services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Program enrollment dates consistent between PolkMIS and Agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant completed a skills assessment (NA for structured programs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Qualtrics Survey Software

Were services provided and documented?

Participant's individual needs for employment-related skills were addressed
(Examples: hygiene, communication skills, coping skills)

Yes	No	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7.2. Notes

If "No" marked above, describe discrepancy

Q7.3. Employment Prep score

Criteria met	<input type="text" value=""/>
Criteria expected	<input type="text" value="4"/>

On Hold

Q8.1. On hold services

Were services provided and documented?

Staff and participant agreed on expectations for communication while in on hold status (e.g. participant will initiate communication, staff will check in at planned intervals or when reason for on hold status is resolved.)

Yes	No	NA
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8.2. Notes

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Qualtrics Survey Software

If "No" marked above, describe discrepancy

Q8.3. On Hold score

Criteria met

Criteria expected

Reviewer Notes**Q9.1. Finalize reviewer notes****Include details such as**

- Date of contact
- Method of contact (include location if face-to-face)
- Notable events related to participant circumstances (e.g. transportation, health, housing, major relationships)
- Change in program status (move from employment prep to job coaching, on hold status, disruptions in Medicaid eligibility)
- Job changes (change in wage or number of hours regularly worked)
- Notes about participant, but not direct contact (such as provider-to-provider communication, or MCO communication)

Note discrepancies such as

- Gaps in contact during a calendar month (notes as discrepancy and include dates of attempted contact when applicable)
- Repetitive notes (copied and pasted repeatedly)
- Notes do not match participant file
- Inconsistencies between PolkMIS documents and agency documents

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Qualtrics Survey Software

- Mismatch between serices and activities and partipant goals (when goals are provided)
- Logical inconsistencies
- Date inconsistencies
- Missing documentation

Q9.2. Final status summary

- No discrepancies to report
- Potential discrepancies to discuss or clarify
- Discrepancies present - scores affected

Q9.3. Please provide all information from your file review needed to understand the context and nature of discrepancies found

Include dates of case notes and how the file is discrepant. For example, how notes and PolkMIS event don't match, lack of documentation supporting requirements, or how notes indicate requirements have not been met.

Start each new discrepancy with ** to keep separate

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Appendix D. Participant Interview Items

Question number	Abbreviation	Full item
B1A	Informed about services	The staff at [agency] told me about the services that were available to me and answered my questions about the supported employment program.
B2	Positive experiences	What are one or two things about [agency]'s supported employment service that you liked the best?
B3	Areas for improvement	If you could change one or two things about [agency] supported employment service to make it better, what would they be?
B4A	Participant-led planning	I have participated in the selection of my employment goal and development of my individual employment plan.
B5A	Employment needs met	The services I received from [agency] were appropriate to meet my employment needs.
B6A	Prepared for employment	[Agency] adequately prepared me for employment.
B7 A	Timeliness of services	[Agency]'s supported employment services were provided to me in a reasonable amount of time.
B8A	Service quality	I was satisfied with the quality of services from [Agency].
B9 A	Respectful treatment	[Agency] treated me with courtesy and respect
B10 A	Recommend services	I would recommend the supported employment services from [Agency] to a friend

Appendix E. Qualitative Codebook

Positive and Satisfactory	Participant describes services, experiences, outcomes, interactions with staff and agency, relationships with staff, as positive, including supportive, respectful, informative, efficient, etc.
Positive Relationship with staff or agency	Talking about staff or agency in a positive way, "I like them," includes qualities such as accountability, supportive, person centered care, responsive, knowledgeable, kind, nice, friendly, helpful, respectful, would refer to friends
Impact of Services	Participants describe how services have improved their lives or certain aspects of life, such as mental health symptoms, increased independence, increased confidence, goal achievement, needs being met, more included in community, etc.
Services Delivered Effectively	Participants talking positively about services they received, such as help setting goals, care coordination (help making appointments, transport to appointments, pharmacy), medication management, financial support and benefits management, employment support, housing support (finding a place to live), help with various paperwork, improving access to the community and encouragement, emotional support (gives advice, someone to talk to). Includes communication with staff and agency (timely, clear, reliable, accessible), responsiveness to emergencies, crisis line access).
Concerns	Participant describes dissatisfaction with services, experiences, outcomes, interactions with staff and agency, relationships with staff, as negative such as slow or inefficient, not helpful.
Suggestions for improvement	Any time a participant describes unmet needs outside of scope of expected services or services they would like or benefit from, changes to how programming is run, agency changes, policy changes, benefit changes, staff wage changes etc.

Appendix F. Community-Based Employment Background

BACKGROUND

The benefits of employment are well documented. Working has been associated with reductions in mental health symptoms and hospitalizations, and improvements in medication compliance^{1,2,3}, as well as increased community integration,⁴ improved quality of life,^{5,6} and higher self-esteem and self-efficacy.^{7,8} Although wage equity is still lagging, the use of supported employment is a cost-efficient investment in regard to taxpayer expense.⁹

Table 1. Types of Community-Based Employment Services Reimbursed by the State ¹⁰

Service Type	Description	Expected Outcome
Prevocational Services	Services to provide career exploration, learning, and work experiences, including volunteer opportunities, where the member can develop non-job-task-specific skills and strengths that can lead to paid employment in individual community settings.	Individual employment in the general workforce or self-employment, typically in community settings, where the member can interact with individuals with and without disabilities, to the same extent that individuals without disabilities in comparable positions interact with other persons. The member is compensated at or above the minimum wage, and not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities
Career Exploration	Develop an individual career plan and facilitate member's experientially-based informed choice regarding the goal of individual employment.	Written career plan that will guide employment services which may lead to community-based employment or self-employment for the member.
Individual Supported Employment	Services provided to, or on behalf of, members support the member in obtaining and maintaining an individual job in competitive employment, customized employment, or self-employment in an integrated work setting in the general workforce.	Sustained community-based employment or self-employment, paid at or above the minimum or customary wages and level of benefits paid by an employer, in an integrated setting, in a job that meets participant's personal and career goals. Successful transition to long-term job coaching, if needed, is also an expected outcome of this service.

SERVICE ENVIRONMENT

The delivery of Community-Based Employment services continued to be impacted by the COVID-19 pandemic throughout the 2022 reporting year. The following section outlines the policies and circumstances relevant to employment, people with disabilities, and the direct support workforce.

COVID-19 Impact on Employment of Individuals with Disabilities 2020-2022

Prior to the COVID-19 pandemic

- Nearly two-thirds of working-age Americans with disabilities were left out of the labor market all together.¹¹ In other words, fewer than one-third of working-age people with disabilities had a job compared to almost three quarters of working-age people *without* disabilities who have jobs.¹²

After March 2020

- The COVID-19 pandemic caused mass unemployment and it is estimated that, by the end of April 2020, one million workers with disabilities had lost their jobs, that is 20% of all working people with disabilities.¹³
- The unemployment rate for persons with a disability, at 10.1% in 2022, decreased by 2.5 percentage points from the previous year but remains higher than in 2019, when it was 7.3%¹⁴.

Ongoing Risks of COVID-19 Infection for People with Disabilities

The Center for Disease Control (CDC) notes some individuals with disabilities have a higher likelihood of becoming infected from COVID-19 because of the following risk factors¹⁵:

- Underlying chronic medical conditions (adults with disabilities are three times more likely than adults without disabilities to have heart disease, diabetes, cancer, or a stroke).
- Congregate living settings
- Systemic health and social inequities

Increased Demand for Mental Health Services¹⁶

Throughout the pandemic, significant increases in demand for mental health services have been documented across the general population. These changes across the general population can strain resources and symptoms experienced can have a compounded negative impact for people with existing mental health diagnoses.

According to a CDC report, which surveyed adults across the U.S. in late June of 2020:

- 40% of U.S. adults surveyed reported struggling with mental health or substance use in the prior 30 days, including experiencing significant emotional upheaval (anxiety, depression, trauma-related symptoms, increased substance use)
- 31% of respondents reported symptoms of anxiety or depression
- 13% reported having started or increased substance use
- 26% reported stress-related symptoms
- 11% reported having serious thoughts of suicide in the past 30 days
- 62% of Americans have reported feeling increased anxiety

Risk factors for reporting anxiety symptoms or suicidal ideation included:

- Food insufficiency
- Financial concerns
- Loneliness, isolation, and a lack of connection
- Challenges to daily life and well-being

Issues Impacting Employment Services Providers in 2022

- 1 in 4 (25%) essential workers have been diagnosed with a mental health disorder since the start of the pandemic.¹⁷
- Despite being essential workers, the most recent hourly wage (adjusted for inflation) for direct care workers in Iowa has been estimated at \$13.23, an increase of only \$1.55 per hour since 2010 when the hourly wage was \$11.63.¹⁸
- The living wage in Polk County, IA, for a single person with no dependents, is \$14.32.¹⁹
- Demand for direct care services, including employment services providers, has far outpaced the available workforce.

Ongoing Employment Services Provider Shortage

In December 2022, the Iowa Mental Health and Disability Services (MHDS) Commission Annual Report recommended²⁰:

- The MHDS workforce shortage be addressed by including “the evaluation of the sufficiency of all Medicaid fee schedules”
- Increasing the maximum allowable fund balance for Iowa’s MHDS Regions
- Fully funding state appropriations annual regional mental health services

POLK COUNTY MHDS REGION

The Polk County MHDS Region advocates for people with disabilities to create lives undefined by disability. Employment and education are important ways to increase opportunities for all individuals, and the Polk County MHDS Regional Network supports individuals using an array of educational, training, and employment services. Employment is a means by which individuals can meet their basic needs and enhance their lives beyond the basic necessities. Workers strive to bring personal meaning and satisfaction to their lives, as well as benefits to the society around them. People have a need to work and to gain identity through that process. Currently, people with disabilities are largely unemployed or underemployed. Social isolation and poverty are two reasons that being unemployed is an unhealthy way to live. It is striking that adults with disabilities are the only group in the United States for whom not working is considered acceptable and who are not viewed as a significant economic resource. To end discrimination for people with disabilities, employment is crucial.

Employment is a strategic priority for the Polk County MHDS Region and is governed by the following values:

- Employment is not a choice; it is an expectation.
- Employment services are strengths-based where the individual is treated respectfully.
- Employment equals minimum wage or greater.
- Employment in the community is preferred; however, if the individual needs greater support, employment services in a group setting at or above minimum wage is an individual choice.
- All participants’ plans should address employment.

- Participants should both be employed and able to pursue their individual career goals.
- Businesses should employ people with disabilities as they would anyone else.

This evaluation of community-based employment services is a key component to measuring the effectiveness of employment services.

Evaluation period

2022 calendar year (January 1, 2022, through December 31, 2022)

Report Structure

The report results are structured in three main sections:

1. Participant Demographics
 - a. Total census
 - b. Disability Type
2. Employment Metrics
 - a. Average Wages earned (hourly and weekly)
 - b. Average hours worked per week
 - c. Employment Setting
 - d. Employment Retention
 - e. Employment Status
3. Outcomes
 - a. Barriers to Employment
 - b. Engagement Towards Employment
 - c. Working Towards Self-Sufficiency
 - d. Negative Disenrollment
 - e. File Review
 - f. Participant Satisfaction

This evaluation documents the Community-Based Employment providers' efforts to improve the quality of life of individuals served, as well as their commitment to providing responsive, efficient, and effective services.

Community-Based Employment Service Providers:

1. Candeo
2. Easter Seals
3. Goodwill Industries
4. HOPE Agency
5. Link Associates

Data sources

1. Outcome data that agencies provide to the Polk County MHDS Region
 - a. The agencies record employment and service data through the Polk County MHDS Region's electronic system, the PolkMIS interface.
 - b. At the time an individual is accepted into an employment program, the agency declares the types of services that the individual will be receiving (e.g., wait list, employment preparation, job development, supported employment, hold status).
 - c. Agencies report any changes in the type of employment services as they occur.

- d. Biannually, agencies enter participants' earnings (hourly wages, hours worked, and job types) during a specific reporting period of two weeks (April 16 – 30 and October 17 – 30). These biannual data also become part of the network employment outcomes.
2. Reviews of agencies' files
 - a. The Law, Health Policy & Disability Center (LHPDC) checks a random sample of agency files for agreement with the electronic system and adherence to PCHS guidelines and expectations.
3. Interviews with program participants.
 - a. LHPDC also interviews a sample of community-based employment program participants to gather feedback and satisfaction information.

DRAFT

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