

## Fiscal Year 2018/2019 Program Performance Report East Bay Innovations Employment Services

Includes CARF Accredited Programs Community Employment Services – Employment Supports & Job Development, and Employment Planning Services, as well as supplemental information regarding Tailored Day Services and Project SEARCH.

### **Performance Goal: Ensure timely access to job placement**

**Access Objective:** Individuals will become employed within 6 months of beginning job development services

**Outcome: (Goal not met)** Average time for individuals placed during this fiscal year to become employed was 6.6 months

**Annual Summary:** Average length of time from start of job development activity until placement was 6.6 months, with a range of 10 to 690 days, and a median of 150 days.

2017/2018 Range of time until placement was from 0 to 23 months with a average of 6.6 months. Frustration regarding the length of time during the previous fiscal year resulted in increased efforts to develop relationships with new employers, to increase our job development staff working within Tailored Days Services, and to increase job development training resources.

During this fiscal year we recruited additional Tailored Day staff, but turnover prevented growth of the department. Increased intakes of participants when new staff were hired has resulted in complaints from participants, families, and case managers, that we are not meeting participants often enough to meet their employment goals. Job development training has included customized employment, new training models through the College of Direct Support, and increased internal training. We're also exploring webinars offered by outside employment development trainers and have our first scheduled for Sept 2019.

Efforts during the 2019/2020 fiscal year will include efforts to recruit and retain Tailored Day staff.

### **Performance Goal: Increase Opportunities for Employment**

**Effectiveness Objective:** Place at least 35 individuals in competitive integrated employment of their choosing

**Outcome: (Exceeded goal)** 40 individuals were placed in competitive integrated employment of their choosing this fiscal year

**Annual Summary:** New employers include Wente Vineyards, Active Sports Club, Pleasanton Nursing & Rehabilitation, Acumen, TEC Equipment, Mills College, and Surplus Services, CA State Department of General Services, and Senior Helpers.

**Performance Goal: Consumer satisfaction regarding their support staff**

**Consumer Satisfaction Objective:** 90% of individuals in all Employment Services Programs will express satisfaction with support provided by their program staff at or above a rating of 3 on a 1 to 5 scale, with 5 being the highest

**Outcome: ( Exceeded goal)** 100% of the 30 individuals responding expressed good (2) to excellent (28) satisfaction regarding their support staff

**Annual Summary:** There were no responders who indicated that they were unsatisfied with their staff.

Comments in response to “How do you feel about the EBI staff who work with you” included: I think very very highly of my job coach; as long as I have the current job coach I have who matches my styles/needs, I will remain happy; They are all good with communication with me; they are there for me; Shelly is a nice person to work with all the time; they’re very supportive; knowledgeable and fun to be around; more reliable than other organizations; they are nice; helpful; very informative in its teachings; very great – thank you so much for helping me to get my job.

Comments in response to “What can EBI do to improve” included: Nothing; not sure; not change job coaches so suddenly without a valid reason – I want to keep my current job coach; it needs more funding so it can do more of what it does best.

**Performance Goal: Consumer satisfaction regarding their employment**

**Consumer Satisfaction Objective:** 90% of individuals in all Employment Services Programs will express satisfaction at or above a rating of 4 on a 1 to 5 scale, with 5 being the highest, regarding their employment

**Outcome: ( Exceeded goal)** 95% of the 38 individuals responding expressed good (3) to excellent (33) in job satisfaction

**Annual Summary:** Of the 38 individuals responding, only 2 gave a less than satisfied rating regarding their employment.

Comments in response to “What do you like best about your job” included: I like my co-workers, and I’ve gotten used to the tasks at work; I like the people, and also being chief; everyone is so friendly; I am responsible for reviewing records, organizing database, and tracking outcomes; learning new stuff every day, I enjoy doing janitorial, greeting customers; it’s close to home; friendly environment and hard workers – positive attitude; finding expired stuff and saving lives; the friendly staff.

Job satisfaction is also reviewed individually every 6-months during annual and 6-month reviews. individuals were supported to advance with their current employers, or to move to new employment during this fiscal year. 3 individuals were supported during this fiscal year to move into advanced positions with their current employer, and 2 into new higher paying positions with other employers, after expressing a desire for a change from their current positions.

**Performance Goal: Employer satisfaction**

**Employer Satisfaction Objective:** 90% of employers will express satisfaction with their job coaching services and their supported employees.

**Outcome: ( )** Info not available

**Annual Summary:** Last year’s action plan of increasing employers responding to the 2018/2019 surveys by offering a raffle prize drawing from all responses was not tested, as employer surveys were not sent out. We will try this next year. Only 9 employers responded to the 2017/2018 end of fiscal year survey.

**Performance Goal:** Job Retention

**Effectiveness Objective:** 85% of individuals placed during the previous fiscal year will continued to be employed after one year

**Outcome: (Exceeded goal)** 91% of the individuals placed during the previous fiscal year remained employed after one year

**Annual Summary:** 31 of the 34 individuals placed during the 2018/2019 fiscal year remain employed with the same employer. Looking back at the 92% retention rate reported last year, another 2 individuals lost or quit their positions, resulting in 80% retention over a 2-year period for the 20 of 25 individuals placed by EBI during the 2016/2017 fiscal year and over this 2-year period.

### Supplemental Information Regarding Program Participants

**Number of Persons Employed:** 155

**Average Hours Worked Per Week:** 25

**Average Wage Per Hour:** Increased to \$15.64 per hour from \$14.48 last year. 30% of individuals employed earn \$16 or more per hour, and 28% earn \$18 or more per hour.

**Number of New CA State Department of Rehabilitation Intakes:** 51

**External Situational Assessments:** 16 (69% resulted in employment)

**Personal Vocational Social Assessments:** 12 (1 PVSA to address behavioral barriers during Project SEARCH participation, and remainder for travel training of Project SEARCH interns. Travel training under PVSA has decreased, as we are utilizing TDS in some cases)

**State Internships:** 1 successful hire within the Department of General Services this fiscal period. A new internship began with the CA State Department of Rehabilitations' Greater East Bay Regional Office in Concord and will continue through December.

**Paid Internships Outside of Project SEARCH and State Internships:** There were a total of 6 additional Paid Internships: 5 with Lawrence Livermore National Laboratory (2 of which were extended in hopes of a permanent hire), and 1 with Atelier Colibri, which did not result in a hire. We are continuing our relationship with the Livermore Lab, and are meeting soon to streamline the referral process and to discuss utilizing Fresno College as the educational partner.

## Demographic Information Regarding Program Participants Currently Employed

**Employment Sectors:** 23% grocery, 20% clerical, 10% retail, 9% public sector, 8% food service, 8% health care, 4% education, 4% janitorial, 5% senior living settings, 3% hospitality, 3% manufacturing, 1% childcare, 2% logistics

**Geographical Area of Employment:** 31% North Alameda County (Oakland, Emeryville, Berkeley, and Albany), 25% mid Alameda County (Hayward, Castro Valley, San Leandro, and Alameda), 21% East Alameda County (Dublin, Livermore, and Pleasanton), 14% South Alameda County (Fremont, Newark, and Union City), 9% Contra Costa County (includes Moraga, Danville, San Ramon, and El Cerrito).

**Geographical Area of Residence:** 34% North Alameda County (Oakland, Emeryville, Berkeley, and Albany), 22% East Alameda County (Dublin, Livermore, and Pleasanton), 19% mid Alameda County (Hayward, Castro Valley, San Leandro, and Alameda), 15% South Alameda County (Fremont, Newark, and Union City), 10% Contra Costa County (includes Moraga, Danville, San Ramon, and Pinole)

**Ethnicity:** 46% Caucasian, 18% Asian, 17% African American, 18% Hispanic, and 1% Native American

**Disability:** Secondary to intellectual disability of those supported, 56% are Autistic, 5% have a physical disability, 2% have a traumatic brain injury, and 2% have a visual disability

## Supplemental Information Regarding Project SEARCH

**Claremont Club & Spa Graduating Class of 2018:** Final number will be reported during the next fiscal year, as this class did not graduate until December 2018. 86% of interns successfully completed their internship, and so far, 67% of successful graduates were placed into employment. 3 of these individuals were hired by the Claremont Club & Spa.

**County of Alameda Graduating Class of 2018:** 75% of interns successfully completed their internship, and 86% of successful graduates were placed into employment within one-year of graduating.

## Supplemental Information Regarding Program Staff

**Employment Services' Staff Turnover:** Not including the 2 staff who retired, and the 2 who did not return after exhausting FMLA or ADA leave, turnover was 29%. (10 staff left for other positions from an average of 35 staff during the fiscal year) Including all staff who left, turnover was 40%. There was 1 termination during the fiscal year. Last year's turnover was 10%.

**Direct Support Staff Billable Time:** 84% of total paid time, 95% excluding paid holidays, sick and vacation time

