

Fiscal Year 2019/2020 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 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 2.7 months, or 79 days with a range of 5 to 510 days, and a median of 30 days.

During early March of this fiscal year we moved the TDS/Job Development program to remote support and remote Job Club participation. Interview and support that was necessary continued to be provided in person. Several interviews took place with employers via Zoom, and participants were prepared due to their remote participation. Many participants expressed hesitancy to begin work, or a request to continue participation without placement until the COVID pandemic ended.

Performance Goal: Increase Opportunities for Employment

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

Outcome: (Goal not met) 19 individuals were placed in competitive integrated employment of their choosing this fiscal year

Annual Summary: New employers included Project Heartbeat (Front desk at 1st responder training agency), Casa Sanchez (warehouse inventory), Elemeno Health (Content writer), Rubixis (data entry with analytical/billing for health care agencies) and Dunkin' Donuts (baker).

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 4 scale, with 4 being the highest

Outcome: (Exceeded goal) 97% of the 38 individuals responding expressed good (9) to excellent (28) satisfaction regarding their support staff

Annual Summary: Of the 38 individuals responding, only 1 gave a less than satisfied rating regarding their support staff.

Comments in response to “What I like best about EBI” included: Everybody is very helpful and makes me feel supported; they’re giving me an opportunity to get a job and treat me with plenty of respect; 1. They listen. 2. Follow through. 3. Support client; she shows me how to put items in the bag; they got me a job, lots of support; organized very well, great job opportunities and training; they help you solve problems and they’re reliable; the level of service and expertise.”

Comments in response to “What EBI can do to improve” included: Keep good people like B.; providing more opportunities that are available; communicate about training and job opportunities; have classes not only in San Leandro; offer services in Contra Costa County; perfect; nothing.

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 4 scale, with 4 being the highest, regarding their employment

Outcome: (Exceeded goal) 97% of the 39 individuals responding expressed good (12) to excellent (26) in job satisfaction

Annual Summary: Of the 39 individuals responding, only 1 gave a less than satisfied rating regarding their employment.

Comments in response to “What I like best about my job” included: Having my own cubicle and feeling productive in life; I learned so many new things and I enjoy the people; trying new things; the stability and nature of the work; medical insurance benefits, the people are nice, learning new skills; being with other people and meeting new co-workers and customers; printing out resumes and emailing different candidates about their interview reminders; the variety of activities I perform; the best part is sweeping.

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: (Exceeded goal) 100% of the 16 employers responding expressed good (7) to excellent (9) in job coaching services and their supported employees.

Annual Summary: None of the employers responding expressed dissatisfaction with their job coaching services and their supported employees.

Comments in response to “what are you most satisfied with about EBI’s Supported Employment/Internship Program” included: Very satisfied with employee and job coach; R. works well with J. and always communicates with me; good support and a reliable resource; great associates; kind, inclusive, communicative and totally understands what the people he is coaching need; that L. has come a long way; excellent program to support the employee.

Comments in response to “What area(s) do you think EBI needs to improve on?” included: increase communication of issues with the employee before the need for escalation; we could use access to ongoing professional training for our employees; nothing.

Supplemental Information Regarding Program Participants

Number of Persons Employed: 154

Average Hours Worked Per Week: 26

Average Wage Per Hour: Increased to \$18.29 per hour from \$15.64 last year. Wages ranged from \$14.00 per hour to \$33.50 per hour.

Number of New CA State Department of Rehabilitation Intakes: 28

External Situational Assessments: 6

Personal Vocational Social Assessments: 8 (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: 0

Paid Internships Outside of Project SEARCH and State Internships: There was only one paid internship outside of Project SEARCH, and this internship was with the Lawrence Livermore National Laboratory

Demographic Information Regarding Program Participants Currently Employed

Employment Sectors: 24% grocery, 19% clerical, 10% retail, 8% public sector, 8% food service, 9% health care, 4% education, 4% janitorial, 4% senior living settings, 5% hospitality, 2% manufacturing, 1% childcare, 2% logistics

Geographical Area of Employment: 32% 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), 13% South Alameda County (Fremont, Newark, and Union City), 9% Contra Costa County (includes Moraga, Danville, San Ramon, and El Cerrito.

Geographical Area of Residence: 35% North Alameda County (Oakland, Emeryville, Berkeley, and Albany), 23% East Alameda County (Dublin, Livermore, and Pleasanton), 19% mid Alameda County (Hayward, Castro Valley, San Leandro, and Alameda), 14% South Alameda County (Fremont, Newark, and Union City), 9% Contra Costa County (includes Moraga, Danville, San Ramon, and Pinole)

Ethnicity: 45% Caucasian, 19% Asian, 17% African American, and 19% Hispanic

Disability: Secondary to intellectual disability of those supported, 54% are Autistic, 5% have a physical disability, 1% have a traumatic brain injury, and 1% have a visual disability

Supplemental Information Regarding Project SEARCH

Claremont Club & Spa Graduating Class of 2018: 86% of interns successfully completed their internship and 100% of the individuals who went on to job placement were placed. 3 graduates were hired by the Claremont Club & Spa.

County of Alameda Graduating Class of 2019: 100% of interns successfully completed their internship, and 80% of interns were placed into employment. 2 were hired by the County of Alameda.