

## Fiscal Year 2020/2021 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 4.5 months, or 134 days, with a range of 30 to 730 days, and a median of 124 days.

An increase in Tailored Day Services staff resulted in a greater number of placements and satisfaction with participants. TDS continued with remote services this fiscal year.

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

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

**Outcome: (Exceeded goal)** 39 individuals were placed in competitive integrated employment of their choosing this fiscal year

**Annual Summary:** Vital Health (data entry), Sprouts (courtesy clerk), ABB Optical (assembly/packaging), Autism Learning Partners (office support), Office Max (customer service/stocking), Skootsky & Der Law Firm (office support), Good Eggs (packaging), Alameda County Social Services (Clerk II office support), and CSU Hayward Follett Bookstore (Library Aide).

### **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)** 96% of the 49 individuals responding expressed good (14) to excellent (33) satisfaction regarding their support staff

**Annual Summary:** Of the 49 individuals responding, only 2 gave a less than satisfied rating regarding their support staff.

Comments in response to “What I like best about EBI” included: Professional, caring, consistent support...great people; EBI has made my job possible; teaching us about job site; helps teach me skills and knowledge about work site; just helping me out in a positive way and helping me with my schedule; I have great respect and admiration for R. and the team that is coaching me; they are willing to flex to meet my needs on the job.

Comments in response to “What can EBI do to improve” included: No need for improvement; Support client 100% for 3 months; more access to new training opportunities or retraining to accentuate my unique talents; I don't think there is anything; mainly focus on the important part of the learning.

**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)** 93% of the 40 individuals responding expressed good (10) to excellent (27) in job satisfaction

**Annual Summary:** Of the 40 individuals responding, only 3 gave a less than satisfied rating regarding their employment.

Comments in response to “What I like best about my current job” included: Great benefits, fits what I “want” to be; nice bosses; stacking paper; collecting carts, baskets and clothes hangers, teamwork; I like the environment and helping others; the independence, using the computer, my co-workers; working remotely; work is cool; close to home; the people are nice and helpful.

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 9 employers responding expressed good (4) to excellent (5) 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 Program” included” Y.’s attention to details. Consistent visits from job coaches; the level of work output from the employees; I love how well you support your clients and take time with them; really great support for employee and assistance with areas which need support; overall everything/program/staff/volunteers.

Comments in response to “What area(s) do you think EBI needs to improve on?” included: None at this time; work more with the employee’s social skills; little more communication on the coaching tactics and materials used; updates/check-ins would be helpful to better support employer goals.

## Supplemental Information Regarding Program Participants

**Number of Persons Employed:** 161

**Average Hours Worked Per Week:** 27

**Average Wage Per Hour:** Decreased to \$17.38 per hour from \$18.29 last year. Range of \$14.00 to \$33.50 per hour.

**Number of New CA State Department of Rehabilitation Intakes:** 46

**External Situational Assessments:** 7

**Personal Vocational Social Assessments:** 15 (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 State Intern place with the CA State Department of Rehabilitation to learn both Office Tech Assistant (OTA) and Office Tech General (OTG) tasks. Internship continued into the 2021/2022 fiscal year.

**Paid Internships Outside of Project SEARCH and State Internships:** There were a total of 3 paid internships outside of Project SEARCH - CA State Department of Rehabilitation, Lawrence Berkeley National Lab (scan tech), and with EBI to assist with COVID tasks such as vaccine tracking, sharing resources, tracking, and sending incentives for COVID vaccines to staff.

## Demographic Information Regarding Program Participants Currently Employed

**Employment Sectors:** 27% grocery, 20% clerical, 11% retail, 9% public sector, 5% food service, 9% health care, 4% education, 4% janitorial, 1% senior living settings, 3% hospitality, 3% manufacturing, 1% childcare, 3% 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), 20% 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, and 18% Hispanic

**Disability:** Secondary to intellectual disability of those supported, 56% are Autistic, 5% have a physical disability, 1% have a traumatic brain injury, and 1% have a visual disability

<b>Supplemental Information Regarding Project SEARCH</b>
--

**Claremont Club & Spa Graduating Class of 2019:** 75% of interns graduated successfully, and 100% of interns who continued onto job development were placed. 1 intern was hired by the Claremont Club & Spa.

**County of Alameda Graduating Class of 2020:** 75% of interns successfully completed their internship, and 75% of those that continued onto job development were placed. 1 intern was hired by the County of Alameda.