
NTAR Leadership Center

State Peer Leaders Network
Cooperative Inquiry System
Round 1, September 2008

OUTCOME MEASUREMENT RESPONSES

District of Columbia

Has or is your state agency developing “common outcome measures” with another state agency(s) to help evaluate employment outcomes for people with disabilities across systems?

Yes

If yes, please list which agencies are involved.

Rehabilitation Services Administration, Developmental Disabilities Administration, Department of Employment Services, Office of Disability Rights, DC Human Resources, Department of Mental Health, Department of Youth Rehabilitation Services, Office of the State Superintendent of Education

If yes, please provide a brief description of the common measures.

Still in process but will focus on creating greater access to available jobs/careers; providing support to employers and businesses in recruiting, hiring and retaining workers with disabilities; expanding the network of employers and economic development projects that include people with disabilities; increasing the capacity of DC government to recruit, hire and retain employees with disabilities in all levels of government.

Has your agency developed indicators and/or outcomes for “employer engagement?”

No

Does your agency measure progress on “system change” activities (activities such as coordination and collaboration, infrastructure development, capacity building, etc.)?

No

Your agency and state:

Department on Disability Services, District of Columbia

Contact information for further information on the responses above.

Rebecca Salon, Rebecca.Salon@dc.gov, 202-730-1529

Louisiana

Has or is your state agency developing “common outcome measures” with another state agency(s) to help evaluate employment outcomes for people with disabilities across systems?

No

Has your agency developed indicators and/or outcomes for “employer engagement?”

No

Does your agency measure progress on “system change” activities (activities such as coordination and collaboration, infrastructure development, capacity building, etc.)?

No

Your agency and state:

Louisiana Department of Health and Hospitals, Medicaid Purchase Plan, Medicaid Infrastructure Grant

Contact information for further information on the responses above.

Elaine Richard, 225/342-3159, erichard@dhh.al.gov

New Jersey

Has or is your state agency developing “common outcome measures” with another state agency(s) to help evaluate employment outcomes for people with disabilities across systems?

Yes

If yes, please list which agencies are involved.

The General and Blind VR agencies are in two separate state departments but guided by the same regulations so we use common measures as per the federal regulation.

If yes, please provide a brief description of the common measures.

Number of people seen, Number who met the eligibility criteria, Number placed into an Individual Plan for Employment, Number of positive employment outcomes (over 90 days employed), Number of cases closed without an employment outcome

Has your agency developed indicators and/or outcomes for “employer engagement?”

Yes

If yes, please list the indicators and/or outcomes that your agency uses.

We measure wages before and after the delivery of services. We measure the difference between public assistance before and after services. We measure the wages at outcome with the average wage for the general population.

Does your agency measure progress on “system change” activities (activities such as coordination and collaboration, infrastructure development, capacity building, etc.)?

Yes

If yes, please provide some examples of the types of indicators or measures that your agency uses.

In the DVRS State Plan we get the opportunity to report on activities such as: the Comprehensive System of Personnel Development goals and outcomes for service delivery and innovative programs and initiatives.

* *This is captured in a narrative format.

Your agency and state:

New Jersey Department of Labor and Workforce Development, Division of Vocational Rehabilitation Services, PO Box 398, Trenton, NJ 08625

Contact information for further information on the responses above.

Brian Fitzgibbons, MPA, CRC, Acting Director, brian.fitzgibbons@dol.state.nj.us, (609) 292-7555

Ohio – Department of Job and Family Services

Has or is your state agency developing “common outcome measures” with another state agency(s) to help evaluate employment outcomes for people with disabilities across systems?

Yes

If yes, please list which agencies are involved.

Ohio's State Partner Team is comprised of the following agencies: -Ohio Department of Job and Family Services -Ohio Rehabilitation Services Commission -Ohio Department of Development -Ohio Department of Aging -Ohio Board of Regents -Ohio Department of Education -Ohio Department of Alcohol and Drug Addiction Services -Ohio Department of Mental Health

If yes, please provide a brief description of the common measures.

Ohio has implemented a quality assurance and certification program for our One-Stop System called the "Gold Standard Continuous Improvement Program." The program is predicated on twelve benchmarks with one of the benchmarks being "All partners involved in the One-Stop System MOU are attaining performance measures." One of the critical success factor measures for this is that partner agencies meet or exceed their program performance indicators (such as the DOL Common Measures). Ohio's State Partner Team is currently compiling and analyzing all partners' measures to be able to provide guidance to the local workforce investment areas on how to best work together to attain and exceed their respective measures. One of the most common measures among all agencies is employment attainment and employment retention.

Has your agency developed indicators and/or outcomes for "employer engagement?"

Yes

If yes, please list the indicators and/or outcomes that your agency uses.

This is also included in the Gold Standard Continuous Improvement Program. One of the Business Services benchmarks is "Repeat use of One-Stop services by employers and/or continuous recruitment of first-time employers utilizing the services of the One-Stop System." This is measured in part by two critical success factors: - The percentage of local businesses in the area who utilize the system. - A structure is in place to accomplish delivery of business services that includes partner input and participation. The expectation is that business awareness and use of services improves over time and that all partners actively engage in business teams and/or employer outreach activities. Understanding that all partners include those who clientele have barriers to employment, whether physical, mental, financial, or otherwise and that these partners are actively engaged in the local area business team planning and activities. In addition, there is an expectation of employer engagement, meaning business is also active in the local workforce area decision making. A benchmark to this effect is "Active business community involvement in the local Workforce Investment Board and One-Stop System decision making process." A local WIB may set additional goals for engagement expected of their business teams and outreach activities.

Does your agency measure progress on "system change" activities (activities such as coordination and collaboration, infrastructure development, capacity building, etc.)?

Yes

If yes, please provide some examples of the types of indicators or measures that your agency uses.

Again, the Gold Standard Continuous Improvement Program has additional benchmarks to meet this objective. The benchmarks are: - "Partner integration is evident through non-duplication of services and efficient and effective service delivery." This is measured by two critical success factors that (1) partners participate in regularly scheduled One-Stop System service planning meetings, and (2) continuous effort is made to implement service strategies that reduce and/or eliminate duplication of services. - "Outreach activities are strategically planned and effective." This is measured by the critical success factor that outreach activities are in collaboration with partners. - "Staff competency is a high priority." This is measured, in part, by the critical success factor of cross-training and cross-information sessions are a regular event for the One-Stop staff. Note: All of the critical success factors mentioned in each of the survey questions above include a very specific set of metrics with ratings. These metrics are outlined in detail and may give more insight into how measures are accomplished. These can be found at: <http://jfs.ohio.gov/workforce/workforceprof/certification.stm>

Your agency and state:

Ohio Department of Job and Family Services

Contact information for further information on the responses above.

Tom Hutter, Chief, Bureau of Local Area Support and Oversight, Office of Workforce Development, Ohio Department of Job and Family Services, P.O. Box 1618, Columbus, OH 43216-1618, (614) 466-9466, tom.hutter@jfs.ohio.gov

Ohio – Project SEARCH

Has or is your state agency developing “common outcome measures” with another state agency(s) to help evaluate employment outcomes for people with disabilities across systems?

No

Has your agency developed indicators and/or outcomes for “employer engagement?”

Yes

If yes, please list the indicators and/or outcomes that your agency uses.

We are an employer led initiative and track all of the employers that we work with nationwide. We also have a nationwide data base used by the program within each employer. Through that database we track a multitude of data including wage, hours, benefit status, etc.

Does your agency measure progress on “system change” activities (activities such as coordination and collaboration, infrastructure development, capacity building, etc.)?

Yes

If yes, please provide some examples of the types of indicators or measures that your agency uses.

We certainly have a strategic plan which we measure performance against. We are right now redoing that strategic plan because of the need for greater capacity.

Your agency and state:

Project SEARCH Ohio

Contact information for further information on the responses above.

Erin Riehle, Director, Project SEARCH, Cincinnati Children's Hospital Medical Center, 3333 Burnet Avenue, ML 5030, Cincinnati, Ohio 45229

Oregon

Has or is your state agency developing “common outcome measures” with another state agency(s) to help evaluate employment outcomes for people with disabilities across systems?

Yes

If yes, please list which agencies are involved.

- Addictions & Mental Health Division, Oregon Department of Human Services
- Oregon Supported Employment Center for Excellence for Persons with Serious and Persistent Mental Health
- Office of Developmental Disabilities, Seniors and People with Disabilities, Oregon Department of Human Services
- Commission for the Blind
- Oregon Employment Department

If yes, please provide a brief description of the common measures.

- Increase the number of adults with significant disabilities who are employed

- Increase the number of transition age youth (14-24) who obtain employment outcomes
- Increase the quality of employment outcomes as measured by wages, availability of employer paid benefits, and hours worked
- Increase the number of youth with more significant disabilities who receive services

Has your agency developed indicators and/or outcomes for “employer engagement?”

Yes and these indicators and/or outcomes are collaborative efforts between the Oregon Business Leadership Network (OBLN), Vocational Rehabilitation, and the Competitive Employment Project

If yes, please list the indicators and/or outcomes that your agency uses.

- Provide programmatic support to the Oregon Business Leadership Network (OBLN) for expansion and implementation of the OBLN annual Career Exploration/Job Fair day to market to and increase the numbers of businesses educated about the benefits of hiring persons with disabilities ages 16 through 64; and to offer persons with disabilities ages 16 through 64 increased employment opportunities
- Work with Medicaid Infrastructure Grants (MIGs) and the National Consortium for Health Systems Development (NCHSD) to develop and identify funding for a national marketing campaign to provide outreach to employers nationwide about hiring people with disabilities
- Develop a marketing brochure for OBLN
- Provide assistance to OBLN in grant writing for support of their Internship Center that provides paid Summer internship and job shadow opportunities to high school students
- Collaborate with Vocational Rehabilitation and the Commission for the Blind on revision of the OBLN’s on-line employer FlexAbility Toolkit

Does your agency measure progress on “system change” activities (activities such as coordination and collaboration, infrastructure development, capacity building, etc.)?

Yes, but these activities are primarily accomplished through the Competitive Employment Project (Oregon’s MIG2)

If yes, please provide some examples of the types of indicators or measures that your agency uses.

- Increase the yearly total of people with disabilities receiving benefits and work incentives planning services and supports needed to achieve their desired employment outcomes
- Continue contract with Oregon Department of Human Services Addiction/Mental Health Division for training/technical assistance to 14 counties in evidence-based

practice Supported Employment for persons diagnosed with serious mental illness including Supported Employment peer support groups via the Center for Excellence

- Provide support for, assist in planning and facilitate outreach for Employed Persons with Disabilities (Oregon's Medicaid Buy-In Program) program to Seniors and Persons with Disabilities staff and contractors
- Continue collaboration with Oregon Vocational Rehabilitation Services, Seniors and People with Disabilities and Addictions and Mental Health Divisions for Oregon Department of Human Services to become Employment Network after new ticket regulations are published
- Increase the number of businesses who have demonstrated their commitment to increasing employment of people with disabilities through their formal affiliation with the Oregon Business Leadership Network (OBLN)

Your agency and state:

Competitive Employment Project, Office of Vocational Rehabilitation Services,
Department of Human Services; State of Oregon

Contact information for further information on the responses above.

Karen Bigler, Policy Analyst, Competitive Employment Project, 503-945-6457,
karen.c.bigler@state.or.us