Progressive Employment: A Dual Customer Approach to Service Delivery

Content Development by:

Institute for Community Inclusion, University of Massachusetts, Boston, through multiple federal research and model demonstration grants.

The Progressive Employment Model was developed by the Vermont Division of Vocational Rehabilitation in 2009, using funds from the American Recovery and Reinvestment Act.

NiDILRR
National Institute on Disability, Independent Living, and Rehabilitation Research

DEPARTMENT OF EDUCATION · UNITED STATES OF AMERICA
Rehabilitation Services Administration

Explore VR

Progressive Employment:
A Dual Customer Approach
to Service Delivery

Content Authors from the Institute for Community Inclusion:
Cecilia Gandolfo, Kelly Haines, DeBrittany Mitchell & Linda Mock

ICI Progressive Employment Team Contributing Members:
Susan Foley, Melissa Alford, Julisa Cully, Ngai Kwan,
Russ Thelin & Alvaro Tobar

ExploreVR

Progressive Employment Training In Maine: A Dual Customer Approach to Service Delivery

Presented by:

Kelly Haines

The Institute for Community Inclusion

University Of Massachusetts, Boston

and

Maine DVR

SESSION 4:
Evaluation & Progressive Employment Fidelity

✓ Progressive Employment Evaluation:

✓ Progressive Employment Fidelity

✓ Final Messages about Implementing Progressive Employment

Session 4

Learning Objectives:

After this session, trainees will be able to…

1. Explain the emerging evidence base for PE
2. ID the original PE state and other states replicating the model
3. Discuss the impact PE has had on retention rates & employment outcomes
4. List the 4 model components for the PE Fidelity Scale
5. Explain the importance of the Fidelity Scale

SLIDE TO BE DELETED

Context

➢ Progressive Employment (PE) is an emerging evidence-base practice

➢ Efforts are supported by multiple federal research and model demonstration grants

Delivered employment services as part of a research study.

Have you ever?

NiDILRR
National Institute on Disability, Independent Living, and Rehabilitation Research

DEPARTMENT OF EDUCATION · UNITED STATES OF AMERICA
Rehabilitation Services Administration

Explore VR

PE research and evaluation agenda

Process
- Can the model be replicated?
- Focus on model components and implementation strategies

Impact
- Employment outcomes: retention with VR; successfully closed cases
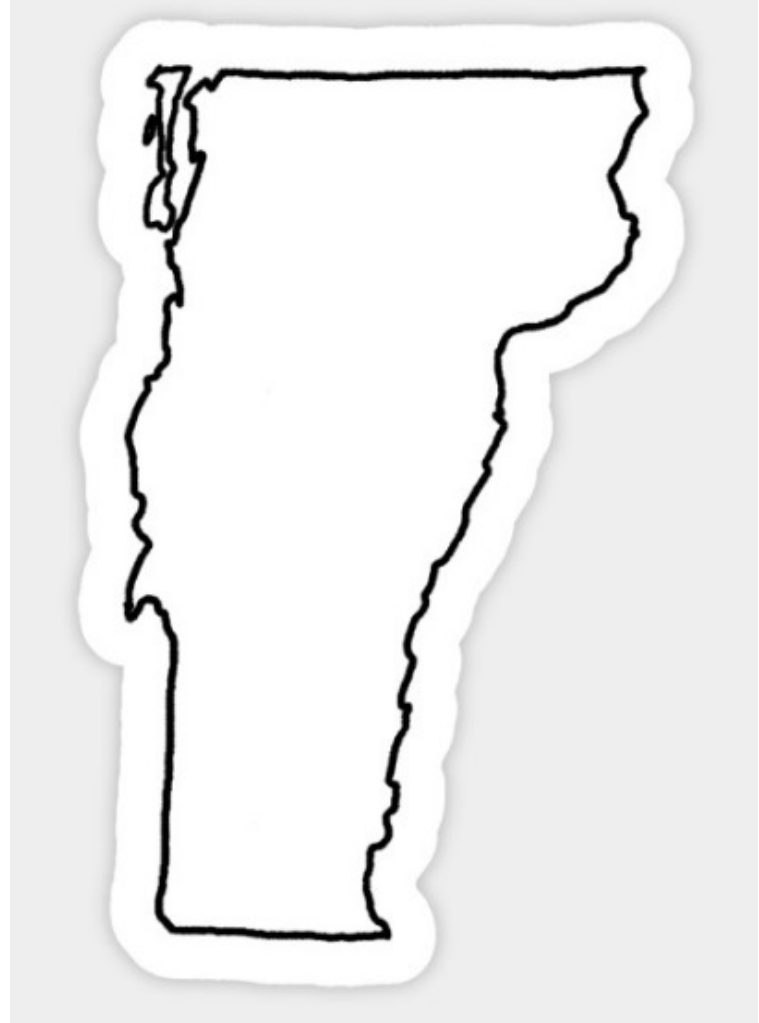- Dosage, case costs, deeper dive into earnings, hours worked, etc.

Fidelity
- Do offices/agencies have high fidelity of implementation?
- How does fidelity affect outcomes?

ExploreVR

Process eval: Step 1. Define and extract

o Emerging model

✓ Define

✓ Document

✓ Package

Process eval: Step 2. Model replication

Engage other agencies to adopt and test the model using a **Learning Collaborative** approach

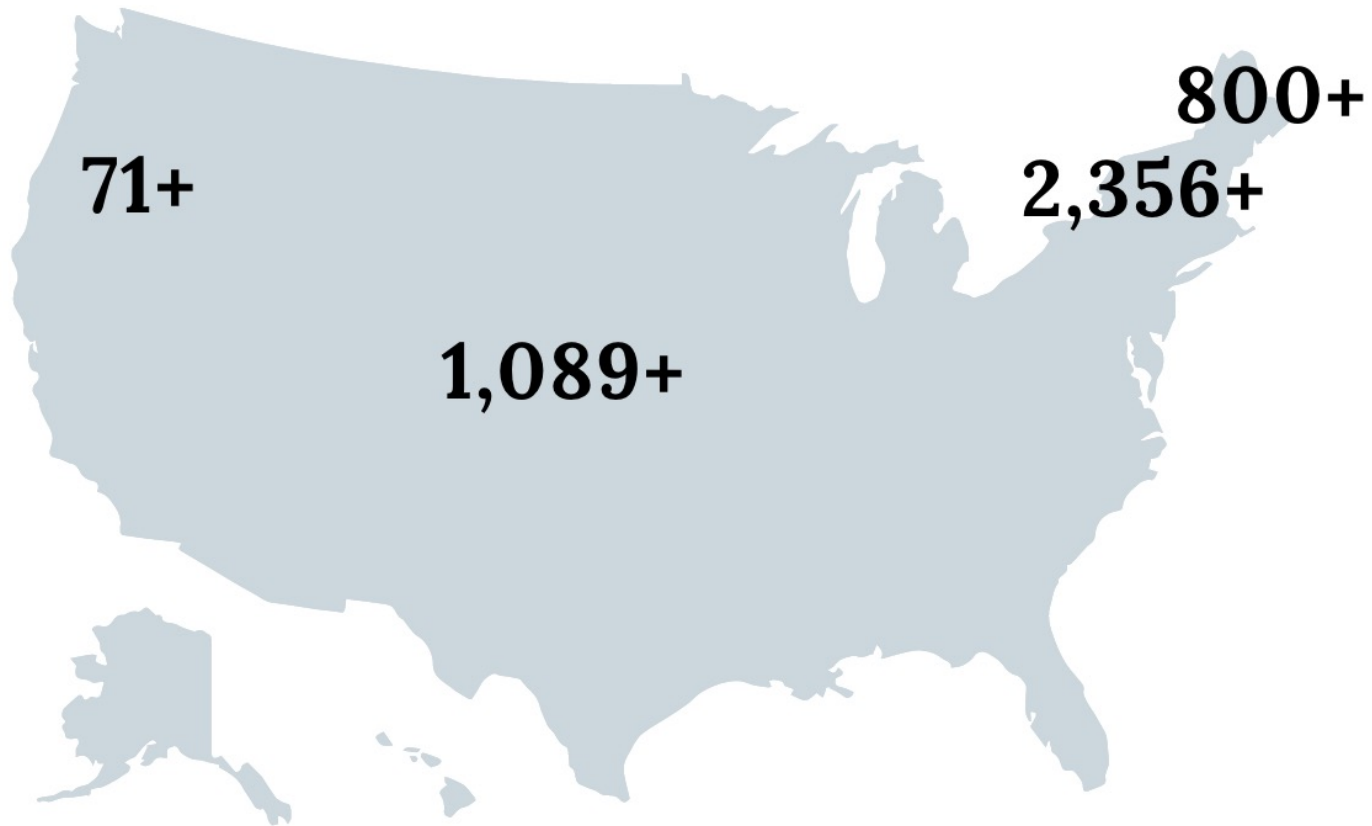State VR Agency Members include:

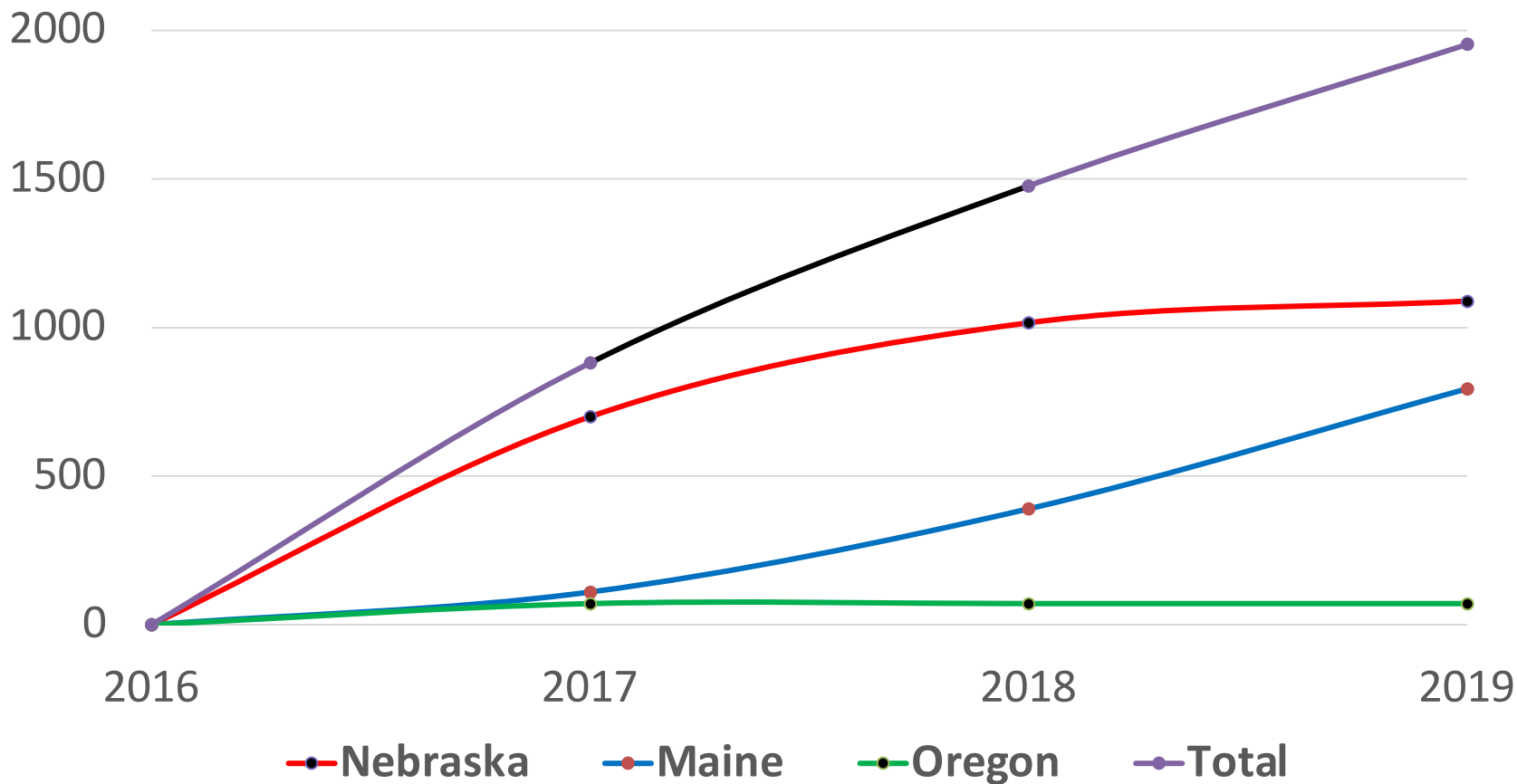Explore VR

Process: What have we learned?

- The model can be replicated in other state agencies

- Each agency has unique features, but Progressive Employment can be consistently implemented.
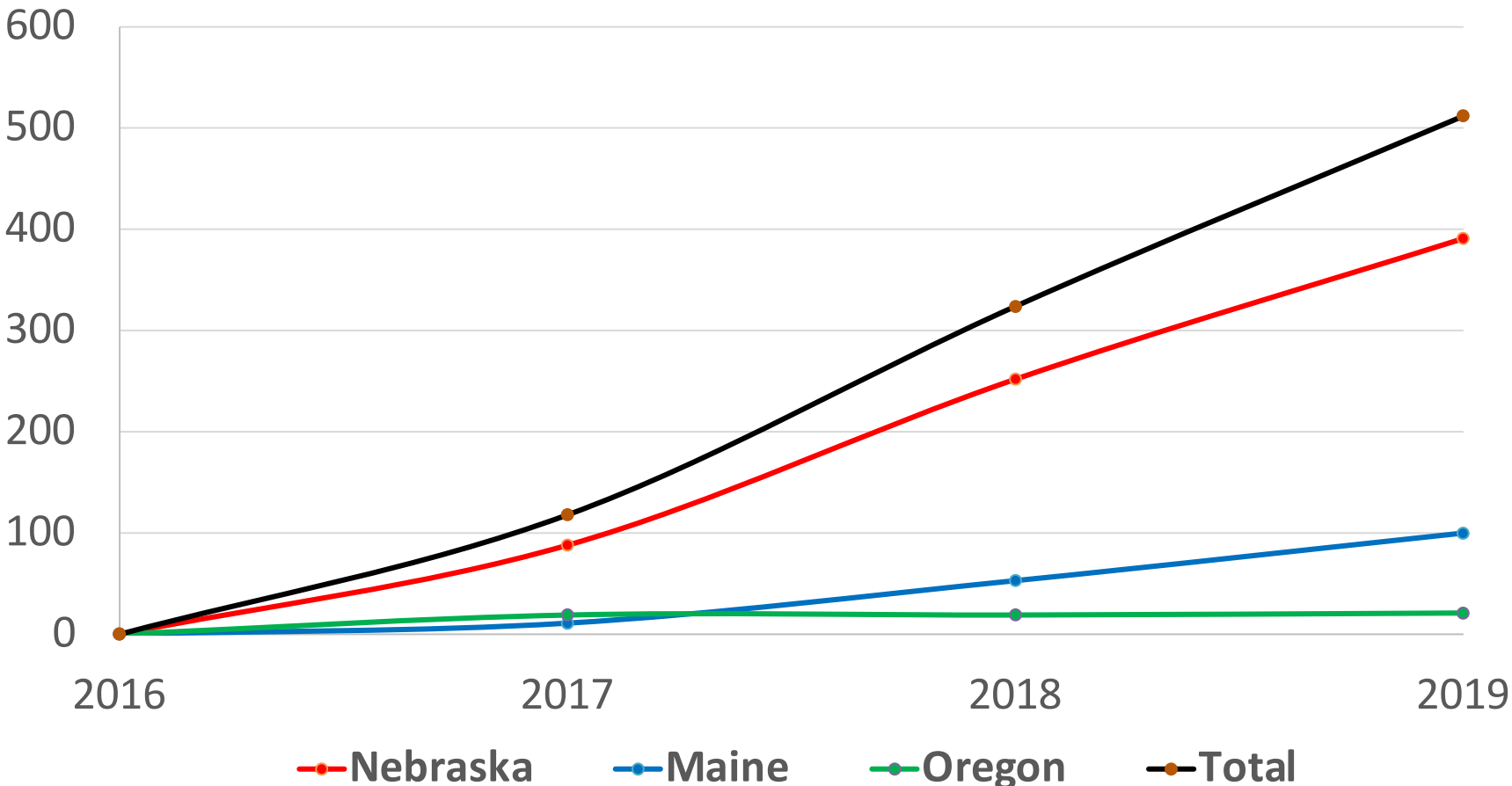
Explore VR

Impact: Including Vermont, over 4,300 jobseekers received PE to date

71+

800+
2,356+

1,089+

Explore VR

Number of Jobseekers receiving PE in replication states 2016-2019

Number of PE Jobseekers closed into competitive integrated employment

Legend: Nebraska, Maine, Oregon, Total

Impact: What have we learned (so far)?

- Many cases are still active and open

- Data indicates:

  - ⬆️ Increased retention with VR (reduced drop out rate)

  - ⬆️ Increased employment outcomes (# of individuals achieving competitive integrated employment)

Explore VR

Why are we excited about this?

- PE is going strong in Maine and other states for over almost 5 years

- Interest in the field (in EBP, dual-customer approaches) continues to grow

"Evidence-based practices are often implemented poorly and rarely endure beyond initial enthusiasm and grant funding"
(Bond et al., 2016, p. 864).

Not the case for PE!

Next Step: Getting to fidelity

Identify: Core model components

Document: Implementation strategies

Develop: Scoring Criterion and measures

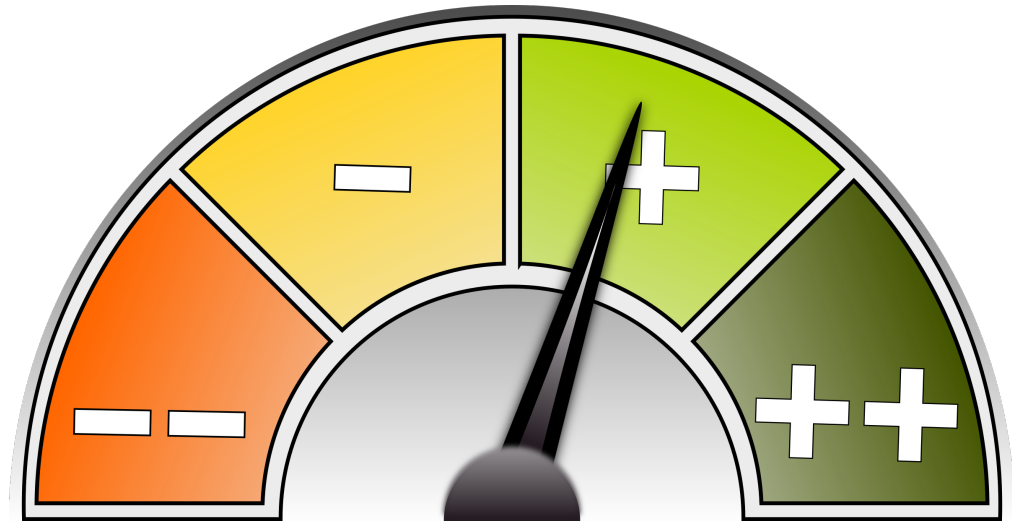Measure: Within/across state programs

Incorporate: Scores into impact eval

Explore VR

Pause for a Quick Check-In

What do you associate with the word "fidelity"?

1. A cornerstone of marriage
2. That John Cusack rom-com from the 1980s
3. Financial Organization known for Investments and retirement funds
4. Adherence to the core Progressive Employment model components

EVALUATION & PE FIDELITY

How do we know we're really doing PE?

Explore VR

Model Components for Fidelity Measurement

Business relations capacity

Jobseeker service capacity

Mechanisms to mitigate risk for jobseekers and business

Team approach and process for addressing dual-customer needs

Business Relations Capacity

Team includes dedicated business relations (BR) staff focused on business outreach

BR focus on business needs

BR staff coordinate communication across team

BR staff contact business providing WBL experiences to solicit feedback

BR staff offer an array of individualized WBL services to businesses

Jobseeker Service Capacity

Offers an array of Work-based learning (WBL) services to jobseekers

Coordinate a "meet you where you are" approach to address jobseeker's barriers to employment

Provide rapid exposure to WBL experience

Mechanisms to Mitigate Risks

Employment services agency has adequate funding and mechanisms to compensate WBL participants

⬇

Employment services agency has mechanism to provide liability and worker's compensation coverage

⬇

Work-based learning activities focus on experience, exposure, and exploration

Team approach

Multiple cross-functional communication processes, including:

- In-person (Jobsville meetings, BAM) meetings
- Digital (accessible databases & systems)
- Written Reports

Regular & Timely cross-functional communication

Communication focuses on: successes, referrals, local LMI, & brainstorming on case challenges

All team members participate

Data maintained on all jobseekers

Data maintained on business contacts

Jobseeker & business data are linked

Are you really delivering PE services?

PE is a comprehensive model & not just individual components.

Are you following it?

Pause for a Quick Check-In

Are you really delivering PE services?

Many agencies say: "We have always used work-based learning experiences at our agency, so we must be providing the Progressive Employment model in our state"
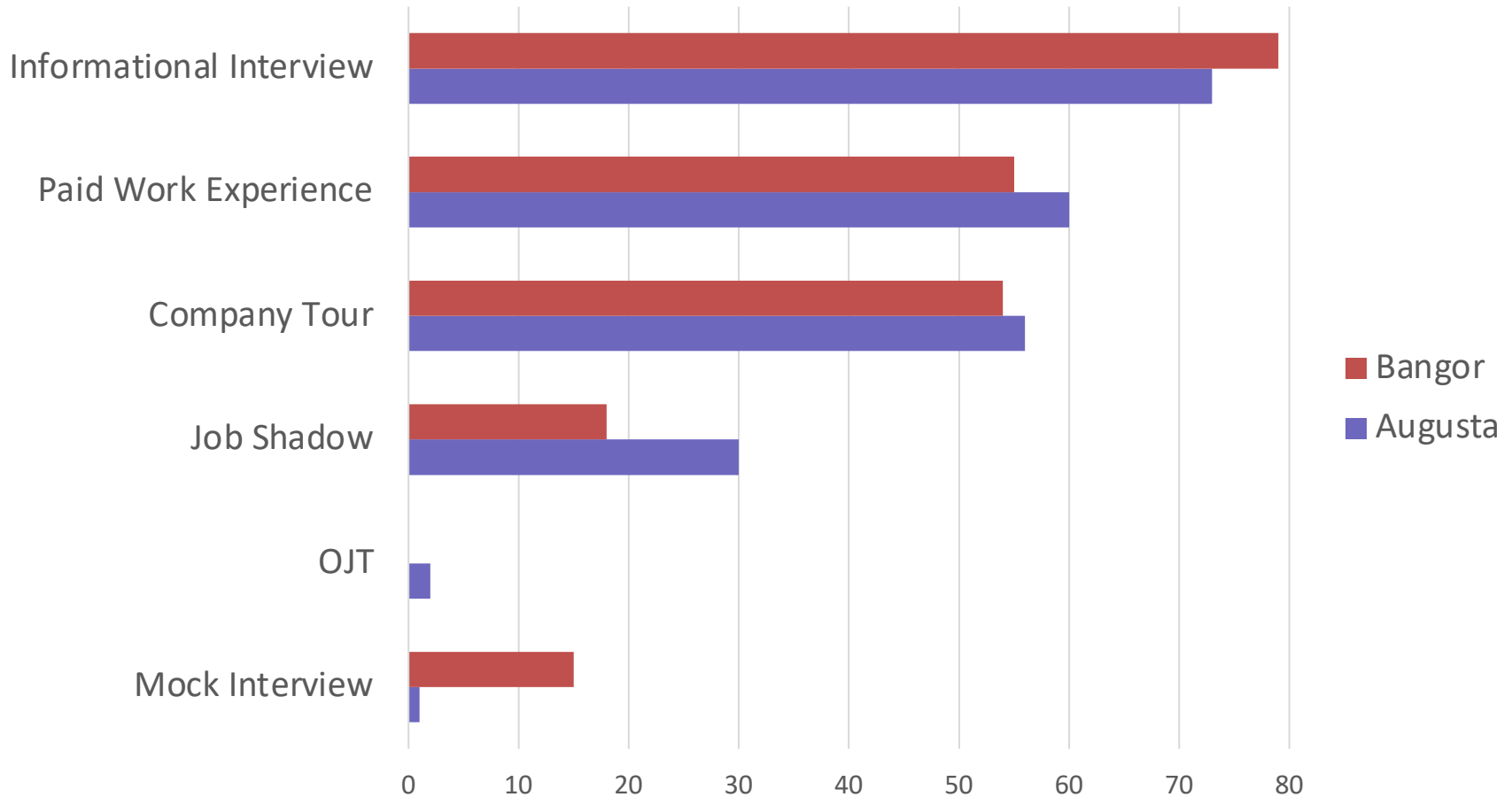
Are they right? Yes or No

PE Activities: A snapshot

✓ Documentation of Work-based learning activities = very rich data!

✓ PE activity data is a critical research element: Dosage

➤ How many PE activities?

➤ What type? How long (duration)?

➤ At what frequency (how often)?

➤ In what order?

✓ How does dosage affect outcomes?

Explore VR

PE Activities: A snapshot

PE Activities

	Bangor	Augusta

Legend: Bangor (red), Augusta (purple)

Horizontal axis: 0, 10, 20, 30, 40, 50, 60, 70, 80

Categories (top to bottom): Informational Interview, Paid Work Experience, Company Tour, Job Shadow, OJT, Mock Interview

Explore VR

PE Activities: A snapshot

**Number of Clients Receiving PE Activities
aka "Dosage"**
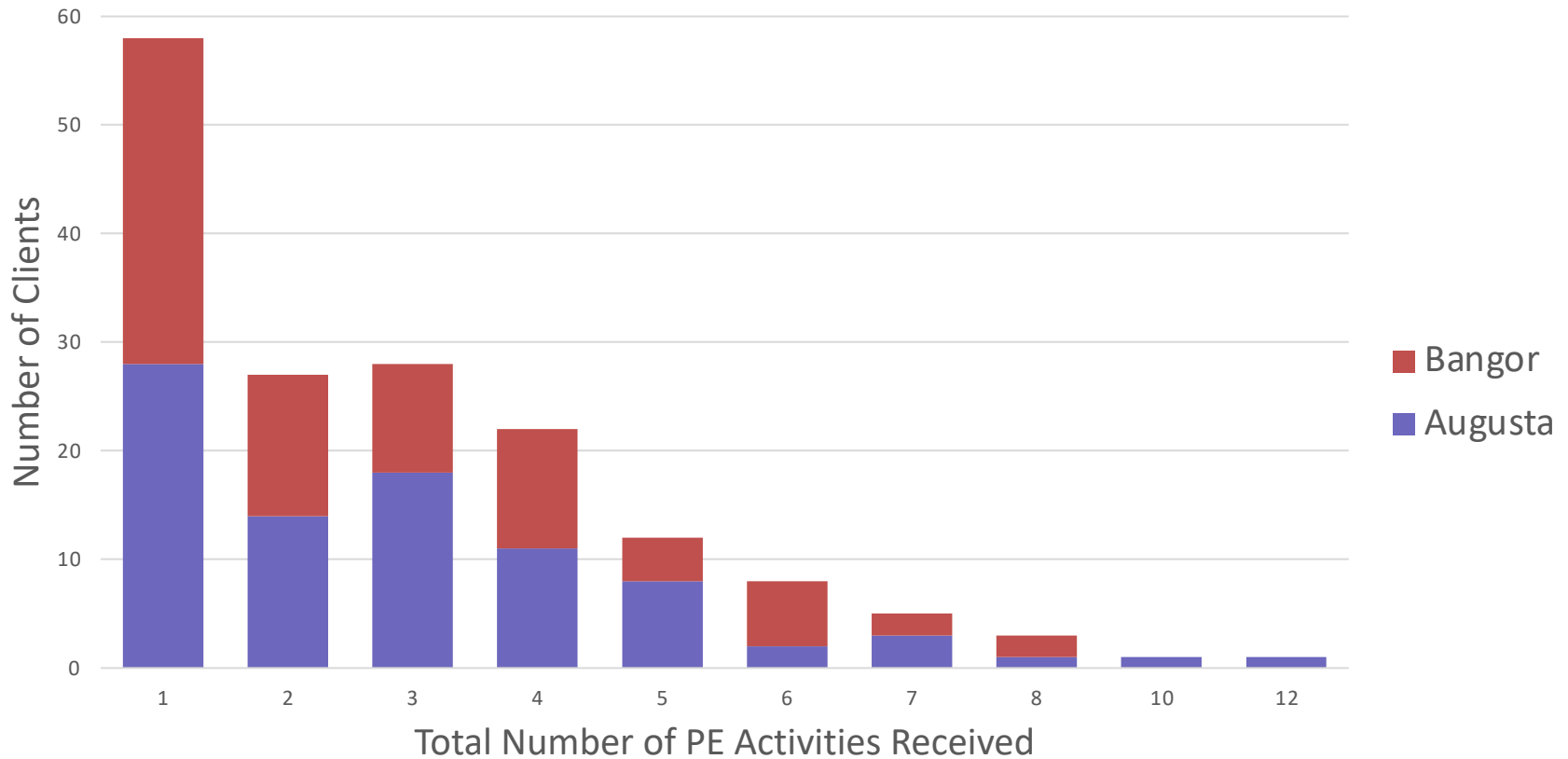
PE Activities: A snapshot

# of PE Activities per client	Bangor	Augusta
Mean (Average)	2.77	2.95
Median	2.00	3.00
Range	1 – 8	1 - 12

Explore VR

Pause for a Quick Check-In

Based on the Progressive Employment (PE) activities just presented… do these figures align with your experience providing PE services & entering PE data?

1. **Yes: right on**
2. **Maybe: pretty close**
3. **No: not really**
4. **N/A: I have not provided/entered PE activities**

Reporting:

Typical Mechanism for PE Activities

Employment Specialist enters information following completion of each PE activity (job shadow, mock interview etc.)

Employment Specialists submits monthly reports to counselors with invoices

Data is uploaded into client's case management file at funding agency

Explore VR

QUALITY DOCUMENTING AND REPORTING

- ➢ Referral at Jobsville

- ➢ Authorized Range of Services for Tours, Interviews, Shadows, Paid Work-Experience

- ➢ Who, When, Where, Why, How and Results for Client and Business?

- ➢ Next Steps based on new learning and team input

- ➢ Bring it back to Jobsville –Popcorn Ideas!

Explore VR

IMPORTANT NOTE: EXPERIENCING JOBSVILLE

The best way to understand Jobsville is to experience a meeting. If you've not had that opportunity, work with your trainer to find a way to observe or participate in a meeting.

ExploreVR

Bringing It All Together!

4 Sessions: Introduced Progressive Employment Model & all 4 elements:

- ✓ Services to Businesses
- ✓ Services to Job Seekers
- ✓ Team Approach including Jobsville
- ✓ Strategies to mitigate risks

All Individuals' action plans must be based on their needs & interests.

Similarly, it is critical to meet businesses where they are and keep their needs in mind as you strive to make matches.

Remember the Progressive Employment Motto:
Everybody is ready for something!
Meet people where they are.

Explore VR

Any Questions?

Thanks again for participating in this training series.