

Early Employment Outcomes and Engagement of Transition-Age SSI Youth Receiving PROMISE Services

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At the end of this session, you will be able to:

1. Identify key service interventions related to employment outcomes for youth receiving SSI benefits.
2. Better understand the employment service and support needs of low-income youth and families with disabilities.
3. Identify the RSA-911 data points essential for identifying and serving low-income individuals with disabilities in VR.
4. Discuss how serving the SSI population aligns with the Workforce Innovation and Opportunity Act (WIOA) and Order of Selection (OOS).
5. Share how data was tracked to make program improvements.

Underlying Issues/Challenges

Youth Supplemental Security Income (SSI) Population Increasing

Underutilization of SSA Work Incentives

Low Engagement of Youth Receiving SSI in Public VR

Challenges of Living in Poverty

Low Expectations

Service Systems

Disability & Poverty Demographics

2014 Poverty Guidelines (100%)	
Size of Family Unit	48 Contiguous States and D.C.
1	\$11,670/year (\$973/month)
2	\$15,730 (\$1,311/month)
3	\$19,850 (\$1,654/month)
4	\$23,850 (\$1,988/month)

Source: U.S. Department of Health and Human Services (January 2014). *Federal Register*, Vol. 79 No. 14, January 22, 2014, pp. 3593-3594

<https://aspe.hhs.gov/poverty-guidelines>

What Is PROMISE?

- Intersection of disability and poverty
- Research grant to improve the education and career outcomes of low income children with disabilities receiving SSI
 - *advances goal of fostering interagency collaboration at the Federal and State levels to improve services and drive innovation*
- Randomized Control Design
- Six demonstration sites nationally (ASPIRE, Arkansas, California, Maryland, New York, Wisconsin)
- >13,000 participants across 6 sites during 24-month enrollment period (April 2014-April 2016)
- >\$200 million invested in the study across 5 years (Oct 2013-Sept 2018 + No Cost Extension)
- PROMISE is a federal and state partnership Department of Education (DOE)
 - Department of Education
 - Social Security Administration
 - Department of Labor
 - Department of Health and Human Services

Required PROMISE State Partners

- State VR services under Title I of the Rehabilitation Act
- Special education and related services under Part B of the IDEA
- Workforce Development services under Title I of the Workforce Investment Act (WIA), including Youth Services described in the WIA (Section 129(c)(2))
- Medicaid services under Title XIX of the Social Security Act
- Temporary Assistance for Needy Families under the Personal Responsibility and Work Opportunity Reconciliation Act
- Developmental/intellectual disabilities services
- Mental health services

PROMISE Services/Interventions

- Career exploration and planning
- Job development and placement
- On the job supports
- Work Incentives Benefits Counseling
- Financial training and coaching
- Social skills training
- Self- and family- advocacy training

Wisconsin Enrollment Demographics

(2024 Total Enrolled; 853 Milwaukee)

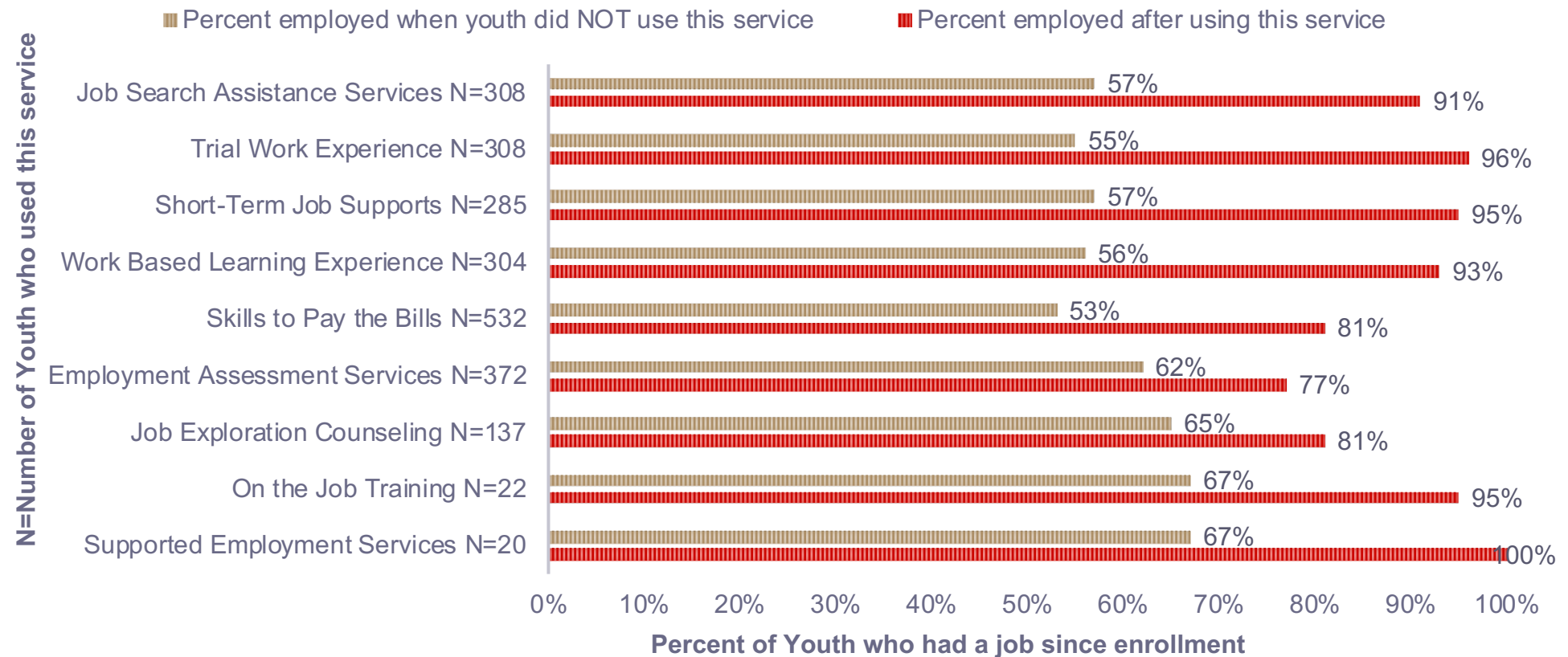


- Primary Disability Type
 - Mental Health/Behavioral: 34%
 - Intellectual/Developmental: 30%
 - Other: 25%
- Race/Ethnicity:
 - African American: 49% (78% in Milwaukee)
 - White: 36% (8% in Milwaukee)
 - Hispanic: 10% (11% in Milwaukee)
 - Primary English Speaking: 95% (92% in Milwaukee)
- Gender: Male: 67%
- Family Households
 - Most single-parent households: 66% (77% in Milwaukee)
 - Most low income
 - 33% <\$10K a year (40% in Milwaukee)
 - 37% between \$10K and \$25K (35% in Milwaukee)

VR Employment Services and Outcomes



VR EMPLOYMENT SERVICES AND OUTCOMES



Wisconsin PROMISE Service Rates



- **914** youth with any service
- **889** Individual Plans for Employment (IPE) Written
- **884** Family Resource Teams Identified
- **487** Family Services Plans Written for **652** Family Members
 - ***109** Family members with regular DVR case*
- **714** Promise youth with employment services
- **597** Promise Families met with a Family Advocate
 - ***414** completed Family Advocacy modules*
- **581** Promise Families met with a Financial Coach (Make Your Money Talk)
 - ***380** had a savings accounts*
- **546** met with Work Incentives Benefits Specialist
- **481** completed the Self-Advocacy Modules
- **424** completed Social Skills Training (Skills to Pay Bills)
- **351** completed Health Promotion

Youth Employment

17 (2%) of
youth worked
18 jobs before
enrollment.



681 (67%)
of youth worked
1,092 jobs at or
after enrollment.**

Hours Worked

13^{hrs}
weekly before
enrollment.



22^{hrs}
per week after
enrollment.

Earnings

\$92
median
weekly before
enrollment.



\$150
median
weekly after
enrollment.

Families Employment.....

306 family
members worked

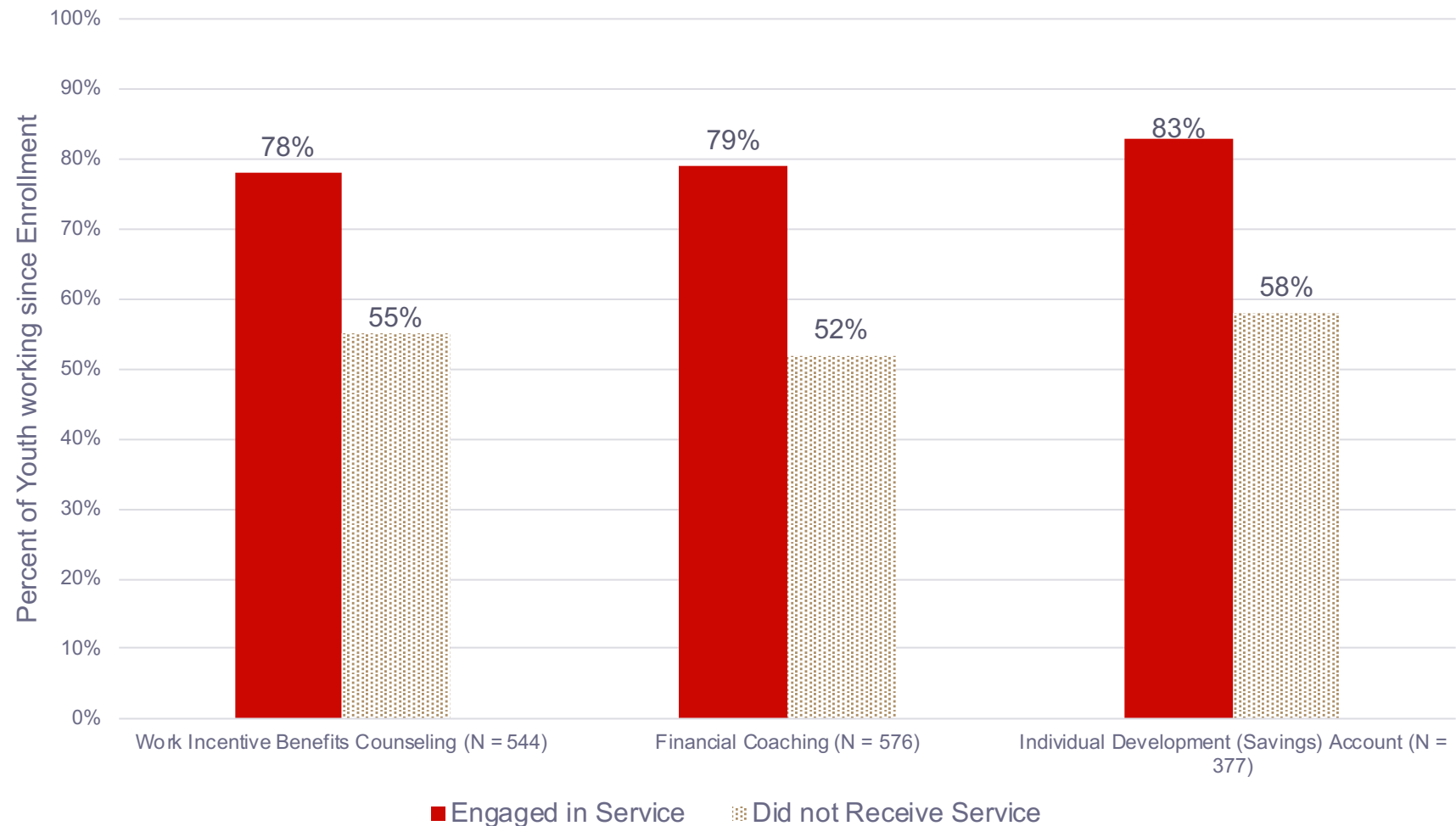
729 (68%) family
members worked

320 jobs before
enrollment.

828 jobs after
enrollment.**

**Retrieved from UI wage data

Work Incentive Benefits Counseling Impact on Employment Outcomes

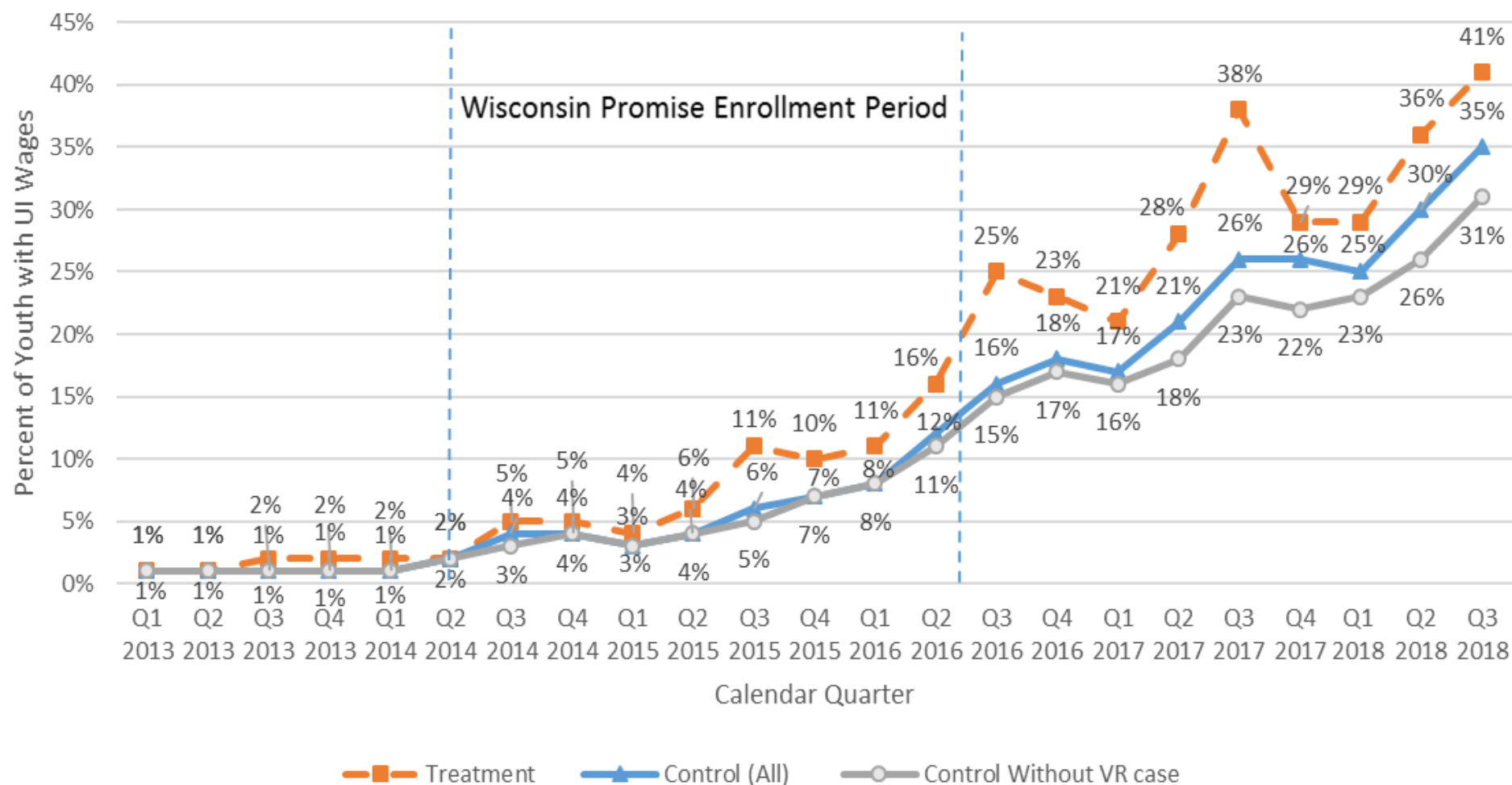


Employment Outcomes

- Percent employed during the PROMISE service period:
April 2014 to September 2018
 - Treatment - 67% (UI)
 - Control - 57% (UI)
 - Control with no DVR case - 51% (UI)

**Of Note: 78 (8%) Promise Youth Earned Substantial Gainful Activity*

Youth (14 or Older) Employment Rates by Quarter



From Training to **Support**



- Family Advocacy group trainings
 - Low attendance
- Need for support to connect to resources

Transform from a model of Training to Family Peer Support

- Wisconsin PROMISE Family Advocates
 - 2016 PROMISE Counselor/Staff focus groups identified need
 - Help families identify and navigate supports
 - Increase expectations of what is possible
 - Work, integration, increased independence, living
 - Help youth with self-advocacy
 - One on one family support; When and where families are at

No Wrong Door?



- Youth and families eligible for lots of services and supports, but POVERTY can get in the way:
- Living day to day makes it difficult to jump through all the required hoops to access needed services
- Training/services are not always user friendly, and do not always account for hardships of poverty:
 - Trauma
 - Basic Needs
 - Ambivalence
 - Training structure (theory vs. hands on/practical instruction)
 - Truly meeting youth/family where they are at

PROMISE Family Advocate Support



- 958 Families referred to Family Advocacy
 - 27,880 total activities between the family advocate and the family, averaging 29 activities per family (including attempts to contact)
 - 9,484 total service hours, an average of 10 service hours per family
 - 2,753 total travel hours, an average of 2.9 hours of travel per family
 - 597 met with a family advocate
 - 414 completed Family Advocacy modules

Topics Addressed at Family Advocate Meetings/Contacts



- 11,887 Relationship Building
- 1,947 Cold Case engagement
- 3,029 Self-Advocacy training
- 1,113 Self Advocacy and Relationship Building
- 823 Relationship Building and Cold Case Engagement
- 623 Housing/Food/Clothing/Transportation
- 216 Housing/Food/Clothing/Transportation and Relationship Building
- 213 Individual Education Programs (IEPs)
- 212 Addressing Employment Barriers and Concerns
- 164 Technology check-ins
- 135 Self-Advocacy and cold Case engagement
- 121 Creating a Positive Description
- 112 Creating a Positive Description and Identifying Interests

Family Advocacy



62% of the 417 youth who have not met with a family advocate have worked.

71% of the 594 youth who met with a family advocate have worked.

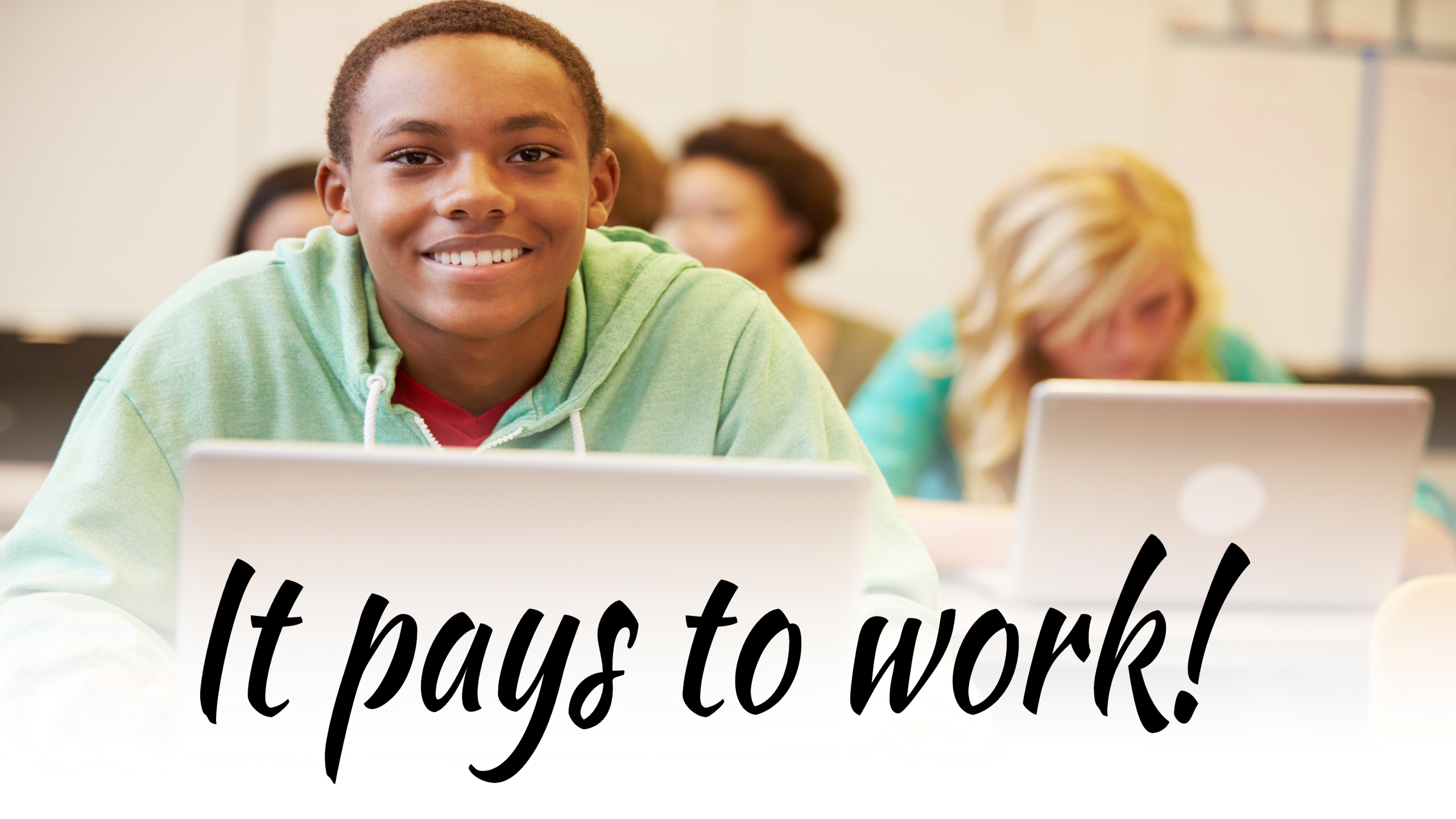


Youth that met with a family advocate had **twice (2.4) the amount of jobs since enrollment** as youth who haven't met with a family advocate.

Youth that met with a family advocate at least once had **twice (2.4) the weekly earning amount** as youth who haven't met with a family advocate.

77% of the 422 youth with families who completed the family advocacy training who had a job while enrolled in Promise.





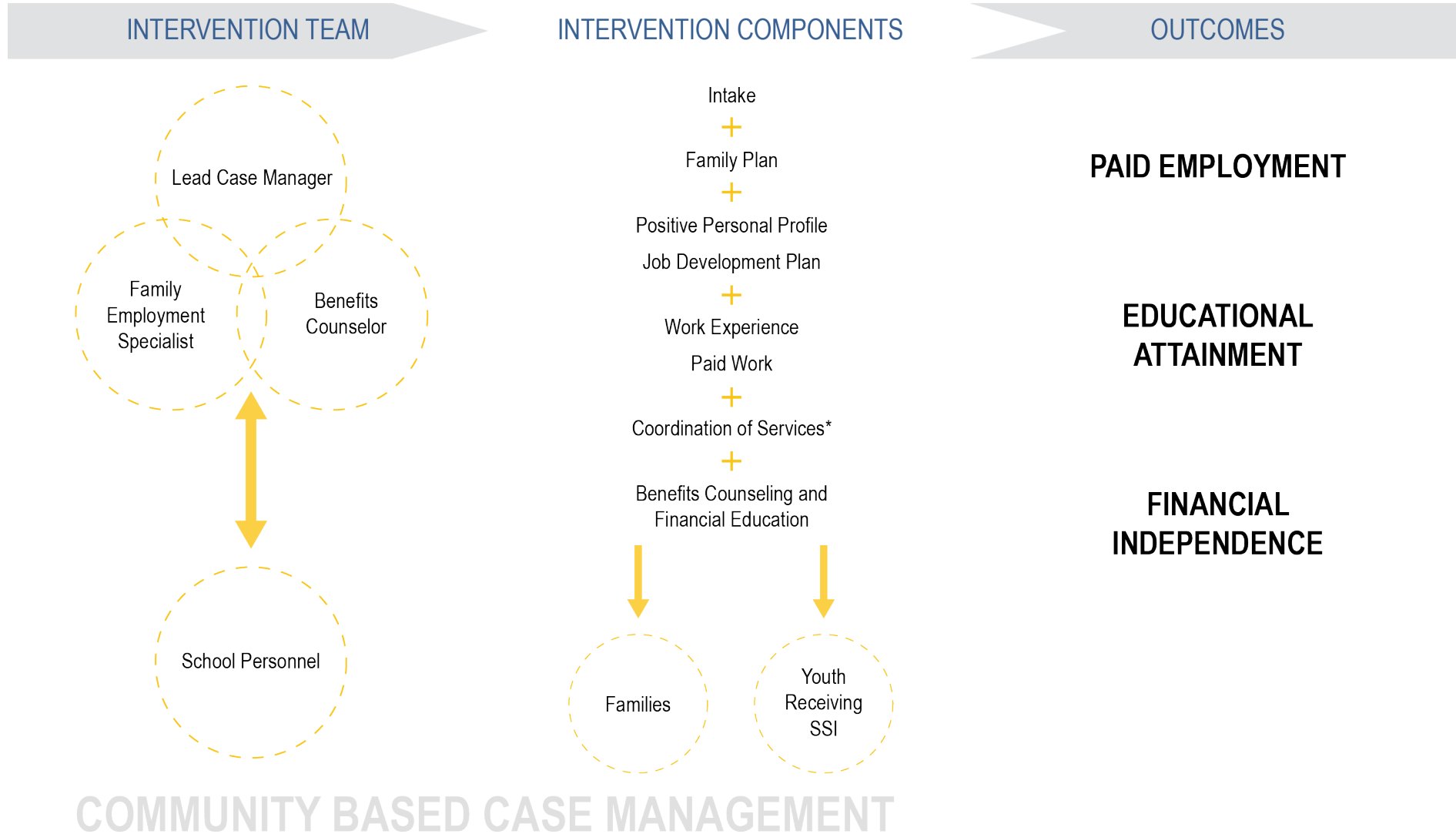
It pays to work!

MD PROMISE Basics

- Sample: 997 treatment youth
- 5 core intervention services
 - Family plan
 - Youth-centered plan & job development plan
 - Benefits counseling & financial education
 - Unpaid work experience
 - Paid employment
- Delivery of services:
 - Statewide; 27 teams in 5 regions
 - Teams: family employment specialist; case manager; benefits counselor; and school personnel



PROMISE Interagency Leadership Team



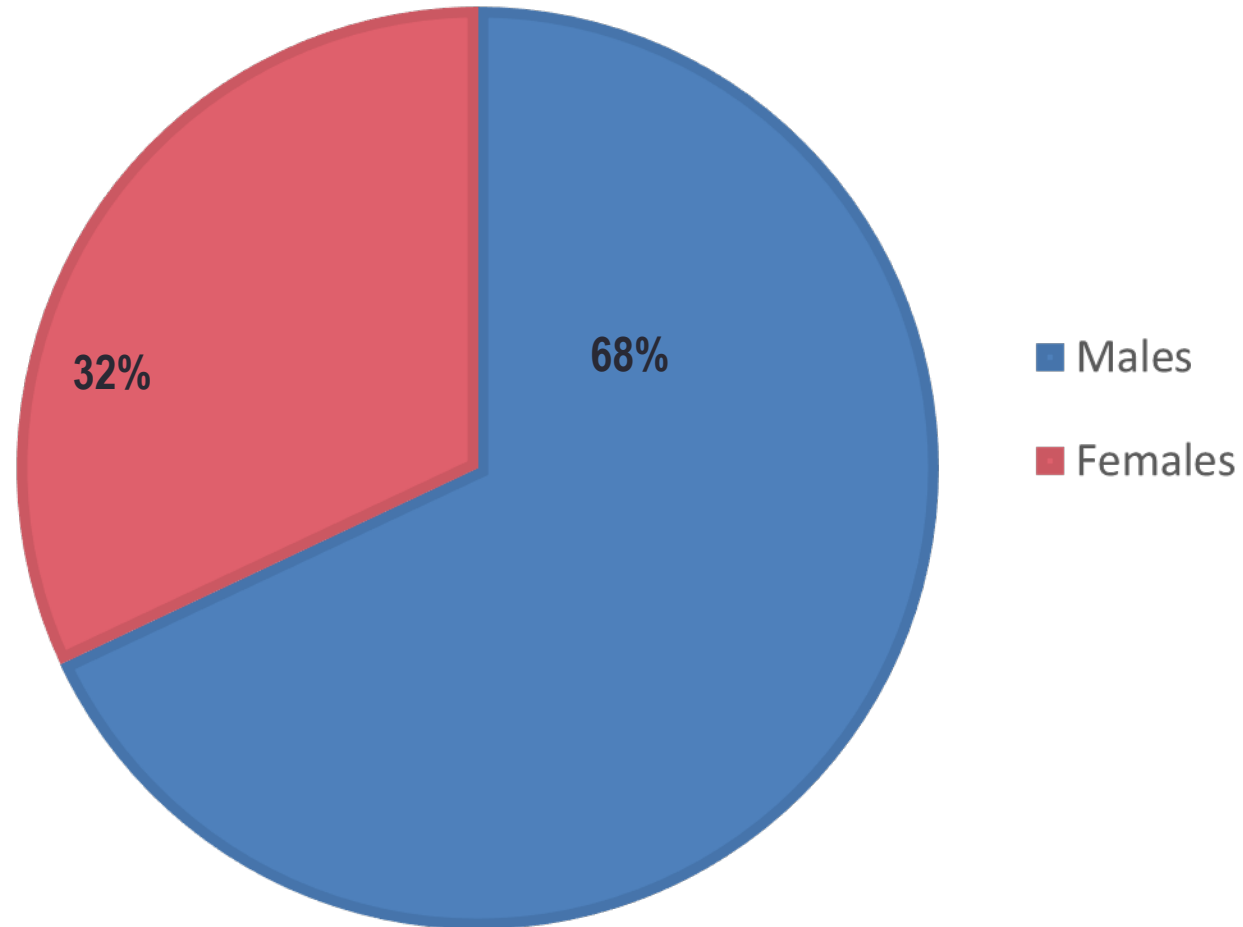
* Rehabilitation Services, Mental Health, Juvenile Justice, Workforce Community Based Associations, etc.

MD PROMISE Sample Characteristics

N=997

32 % Females

68% Males



MD PROMISE Sample Characteristics

N=997

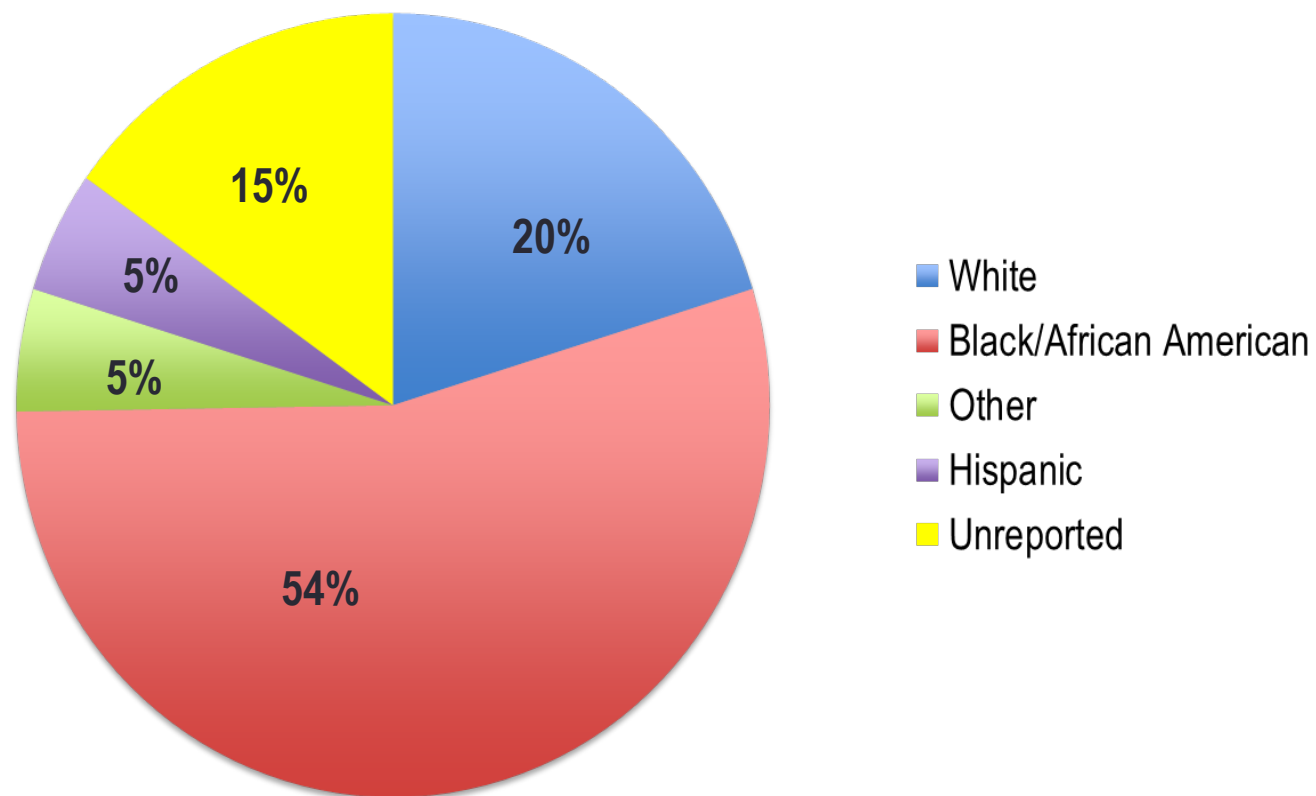
20% White

54 % Black

5% Other

5% Hispanic

15% Unreported



MD PROMISE Sample Characteristics

N=997

13% ID

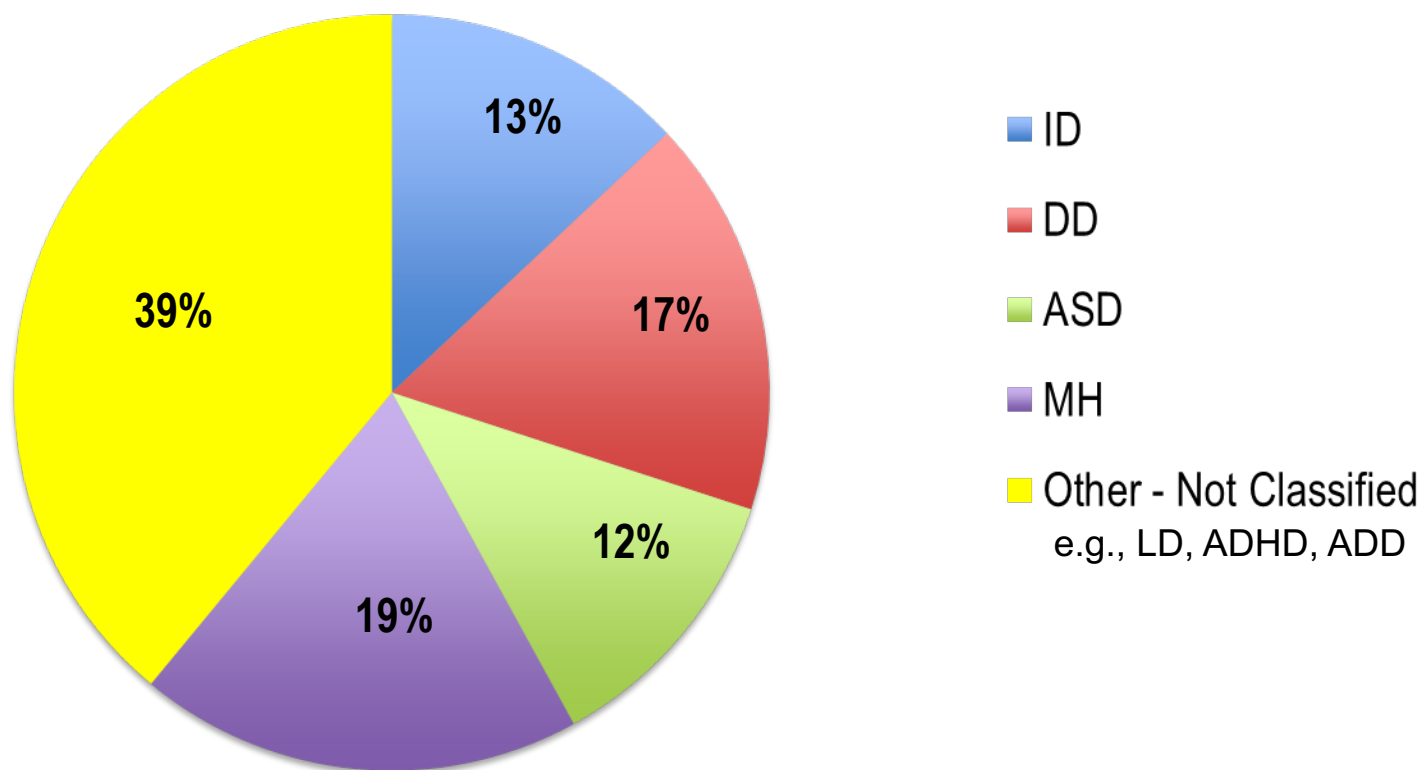
17% DD

12% ASD

19% MH

39% Other

Per SSA Definitions



MD PROMISE Regional Breakdown

N=997

55% Urban 45% Rural

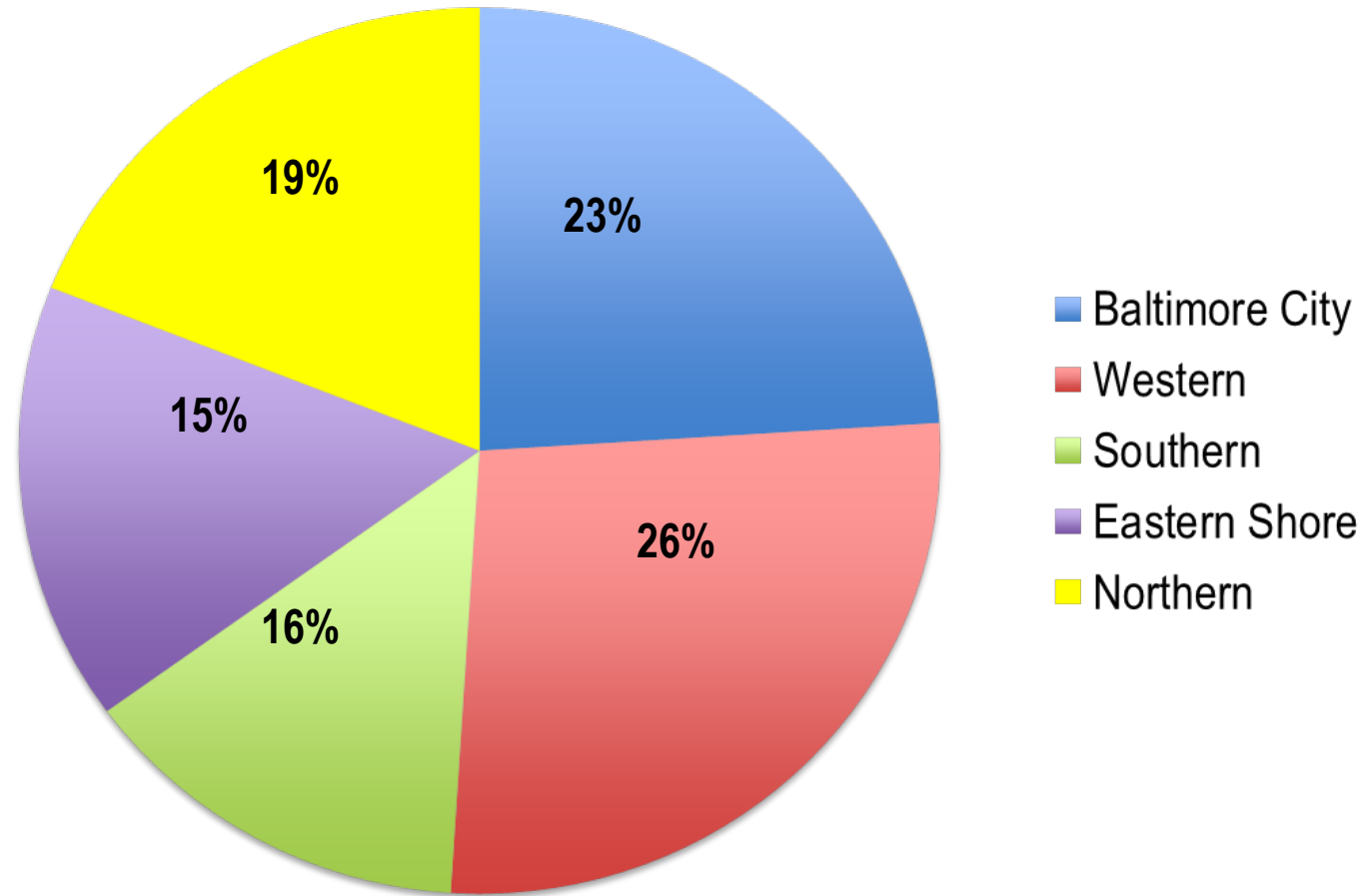
23% Baltimore City

26% Western

16% Southern

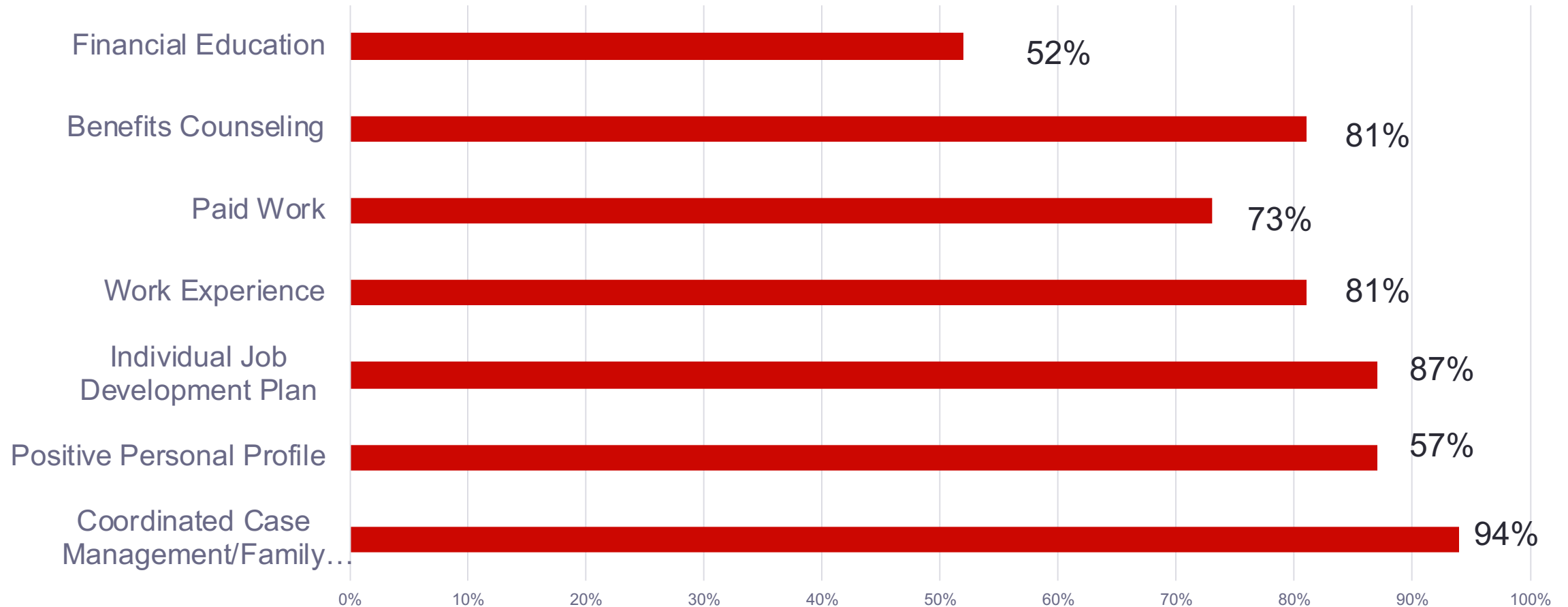
15% Eastern Shore

19% Northern



Core Intervention Services Received

N=997



Performance Management for Improved Outcomes

Why we tracked performance:

- Informed PROMISE staff what to change
 - What behaviors to stop, start, or adjust?
- Clarified expectations
- Provided feedback on progress toward outcomes
- Gave leadership indicators to either stay on or adjust the current course of action (e.g., engagement, benefit services, and employment)



MD PROMISE Performance Management Tools

1. Individual/Staff Tracking Tool

PROMISE Intervention Report & Staff Tracker

2. Program Summary Tool

PROMISE Fidelity Report

3. Program Performance Measure Tools

PROMISE Performance Matrix Report

Intervention Report & Staff Tracker

- Helped to manage caseloads
- Assisted in tracking outcomes to date and progress with each participant on caseload
- Set goals/targets particularly as it relates to fidelity services
- Assisted in prioritizing interventions particularly as it relates to employer activity

Individual Intervention Reports

	Enrollment		Intake Interviews		Family Plans		Goals Achieved		PPP		Job Dev Plan		BC Referral		BC Meeting		Financial Literacy		Unpaid Work Exp		Job Seeker		Employer Outreach		Paid Employment		Work Placement		Education		Post Secondary		Linkage to Services		DORS		301 Continuation		Transportation		Pre-ETS		Closer Pending		Discharge	
Baltimore	233	204	88%	213	91%	136	58%	194	83%	189	81%	160	69%	126	54%	91	39%	190	82%	169	73%	173	74%	180	77%	175	75%	172	74%	75	32%	86	37%	131	56%	31	13%	12	5%	3	1%	127	55%	31	13%	
Eastern	150	141	94%	143	95%	124	83%	136	91%	136	91%	117	78%	104	69%	94	63%	121	81%	131	87%	117	78%	111	74%	111	74%	136	91%	79	53%	100	67%	73	49%	34	23%	25	17%	45	30%	114	76%	29	19%	
Northern	194	178	92%	180	93%	149	77%	175	90%	177	91%	155	80%	152	78%	135	70%	165	85%	169	87%	146	75%	154	79%	151	78%	171	88%	112	58%	119	61%	66	34%	51	26%	35	18%	40	21%	130	67%	50	26%	
Southern	158	136	86%	145	92%	103	65%	132	84%	132	84%	111	70%	105	66%	72	46%	116	73%	121	77%	92	58%	98	62%	99	63%	104	66%	56	35%	36	23%	92	58%	8	5%	9	6%	2	1%	77	49%	0	0%	
Western	262	239	91%	252	96%	156	60%	227	87%	230	88%	219	84%	201	77%	127	48%	213	81%	230	88%	210	80%	181	69%	181	69%	179	68%	128	49%	158	60%	188	72%	42	16%	66	25%	31	12%	163	62%	5	2%	
Totals	997	898	90%	933	94%	668	67%	864	87%	864	87%	762	76%	688	69%	519	52%	805	81%	820	82%	738	74%	724	73%	717	72%	762	76%	450	45%	499	50%	550	55%	166	17%	147	15%	121	12%	611	61%	115	12%	
Goals									100		100				95				80					70		50				25																
*Number of youth who have received service at least one time																																														

*Number of youth who have received service at least one time

Region	Enrollment	Intake Interviews	Family Plans	Goals Achieved	PPP	Job Dev Plan	BC Referral	BC Meeting	Financial Literacy	Unpaid Work Exp	Job Seeker	Employer Outreach	Paid Employment	Work Placement	Education	Post Secondary	Linkage to Services	DORS	301 Cont.	Transportation	Pre-ETS	Closer Pending	Discharge
Baltimore	232	204	213	662	194	189	160	126	261	320	839	1667	292	264	1025	126	274	157	36	14	3	127	31
Eastern	150	141	143	1530	136	136	117	104	228	284	2382	1031	150	157	1234	155	226	86	44	40	45	114	29
Northern	194	178	180	690	175	177	155	152	261	429	1431	1322	233	221	1602	330	241	83	52	46	40	130	50
Southern	158	136	145	753	132	132	111	105	215	240	771	889	173	174	718	118	48	101	8	15	2	77	0
Western	262	239	252	881	227	230	219	201	387	608	2701	1211	317	333	827	289	297	259	48	91	31	163	5
Totals	996	898	933	4516	864	864	762	688	1352	1881	8124	6120	1165	1149	5406	####	####	686	188	206	121	611	115

*Total number of services provided to youth

PROMISE Fidelity Report

- Provided aggregate data directly from the intervention report (MIS)
- Assisted PROMISE leadership in comparing activity levels within fidelity interventions between regions and as a whole
 - *at-a-glance*
- Allowed PROMISE leadership to compare changes in outcomes over time
 - Month-by-month and year-by-year

PROMISE Fidelity Report

Region	Fidelity Component (n/%total enrolled)						
	Enrollment	Family Plans	Positive Personal Profile	Job Development Plan	Benefit Counseling	Unpaid Work Experience	Paid Work Experience
Baltimore	233	214 (92%)	194 (83%)	190 (82%)	185 (79%)	190 (82%)	180 (77%)
Eastern	150	143 (95%)	136 (91%)	137 (91%)	116 (77%)	121 (81%)	111 (74%)
Northern	194	180 (93%)	175 (90%)	177 (91%)	165 (85%)	165 (85%)	154 (79%)
Southern	158	145 (92%)	132 (84%)	132 (84%)	118 (75%)	117 (74%)	98 (62%)
Western	262	252 (96%)	227 (87%)	230 (88%)	227 (87%)	213 (81%)	181 (69%)
Total	997	934 (94%)	864 (87%)	866 (87%)	811 (81%)	806 (81%)	724 (73%)
Goals		100%	100%	100%	95%	80%	70%

PROMISE Fidelity Report

114	Education Related Services	
115	1) # and types of education service total	
116	2) # and types of education service per region	
117	Baltimore City	
118	Eastern Shore	
119	Northern MD	
120	Southern MD	
121	Western MD	
123	Post-Secondary Education Linkage	25%
124	1) # and types of education service total	
125	2) # and types of education service per region	
126	Baltimore City	
127	Eastern Shore	
128	Northern MD	
129	Southern MD	
130	Western MD	
131	Linkages to Services	20%
132	1) # and types of linkages total	
133	2) # and types of linkages per region	
134	Baltimore City	
135	Eastern Shore	
136	Northern MD	

The *fidelity reports* captured more than just outcomes. Other services were tracked and are being analyzed for their impact on outcomes.

PROMISE Performance Matrix Report

- Tracked outcomes to date and progress being made through aggregate numbers
- Provided basis for goal setting and desired outcomes of specific interventions
- Provided a basis for evaluating progress

PERFORMANCE MATRIX	PERFORMANCE MEASURE #	PERFORMANCE MEASURE FOCUS	TARGET %	ACTUAL #	ACTUAL %
Educational Attainment	1.1	Assertive community case management	100%	934/997	94%
Paid Employment	1.2	Unpaid Work experience	80%	806/997	81%
Educational Attainment	1.3	Post Secondary Education and training programs	25%	452/997	45%
Educational Attainment	1.4	High School Graduation/Completion Rate	N/A	172/997	N/A
Educational Attainment	1.5	Remain in School		760/825	92%
Paid Employment	2.1	Positive personal profile	100%	864/997	87%
Paid Employment	2.2	Plan for employment	100%	866/997	87%
Paid Employment	2.3	Paid work based	70%	724/997	73%
Paid Employment	2.4	Linkages to adult employment/postsec	40%	553/997	55%
Paid Employment	2.5	Family member employed	45%	283/362	78%
Paid Employment	2.6	Competitive employment rate	50%	361/500	72%
Paid Employment	3.1a	Assertive case management with employment services	100%	941/997	94%
Paid Employment	3.1b	Assertive case management with employment services	100%	137/517	26%
Financial Independence	3.2	Financial literacy services	100%	533/533	100%
Financial Independence	3.3	Increased household income	45%	730/997	73%
Financial Independence	3.4	Full or part-time employment and/or post-secondary school placement	50%	215/238	91%
Financial Independence	4.1a	Work incentives counseling	95%	666/997	67%
Financial Independence	4.1b	Alternative Work incentives counseling		136/997	13%
Financial Independence	4.1c	Alternative Work incentives counseling ***Unduplicated***		36/997	4%
Financial Independence	4.2	Participate in a work incentive option	15%	259/997	26%
Financial Independence	4.3	Reduced the amount of public cash benefits	20%	307/997	31%
Program Completion	5.1	Closure Pending		997/997	100%
Program Completion	5.2	Discharged		997/997	100%

Example of Tracker for School Collaboration

[illegible]

Digital Tracker in Development

To be required under ESSA

- Demographic Data
 - SSI/SSDI ---if known
- Exit Date/Type (including anticipated post school outcomes)
- IEP date
- Unpaid/Paid Work: DORS, School, AJC, other
 - External Service Referrals (DORS, DDA, BHA,AJC, other)
 - Data of referral, initiation date, point of contact
- Pre-ETS start date, type of services
- VR Application: date of determination, date of IPE, start date
- Point of Exit/Indicator14 data: external service linkage and type (e.g., postsecondary; military, employment)

Perspectives

Front line staff:

- The diverse needs of many youth with disabilities and their families, particularly those in poverty, can't be met by any one school, provider, community service agency or family.
- Focused and committed efforts across the broad range of partners at the state, local and school level are essential to achieving positive outcomes.

State:

- Strong collaboration requires focused time, face to face and requires an ongoing commitment and engagement. It is difficult to measure, easy to be the first thing that gets dropped when faced with other pressing priorities, and reduction in funding/staffing at all levels have made it even more challenging. PROMISE provided the resources for this important activity to be a priority and for innovation to occur.

RSA-911 data points essential for identifying and serving low-income individuals with disabilities in VR

SSI, WIOA, and OOS

Lessons Learned



- Ensuring to continue to connect SSI youth and families with education, employment, and financial services and supports
 - Outreach to SSI youth and families about existing services/supports (**postcards**, texting, other outreach)
 - Targeted Case Management to connect youth and families to supports?
 - Employment-Focused
 - Strength-Based/Empowerment (Person Centered, Rapid Engagement, Motivational Interviewing, Trauma Informed Care)
 - SSA Navigation
- Community Conversations: Empowering Local Communities

Maryland PROMISE Lessons Learned

Conclusions

- Connecting youth receiving SSI with employment supports is key
 - Family advocacy, self-advocacy, work incentives benefits counseling, financial coaching
- Rehabilitation counselors, researchers, and educators need to understand this population in terms of
 - Trauma-Informed Care principles as they relate to the growing VR population
 - Meeting people where they are, wrap-around services
 - Behavioral Economics
- Use of evidence-based practices in rehabilitation counseling
 - Motivational Interviewing, expectations, employment
- Flexibility and interagency collaboration (VR, schools, SSA, Medicaid, etc.) across policy and service delivery
- Interagency collaboration (VR, schools, SSA, Medicaid, etc.) across policy, service delivery, funding, and data systems

Q & A

Resources

Journal of Vocational Rehabilitation (JVR)-PROMISE Special Issue, Late August/Early September 2019

<https://content.iospress.com/journals/journal-of-vocational-rehabilitation/51/2?start=0>

PROMISE Technical Assistance Center

<http://www.promisetacenter.org/promisemdps>



Thank You!