

# Project HIRE

*Michael Prendergast, Director*

## Outcome Management Report 2011-2012

*Submitted by Frank DeLucca, Assistant Director  
November 13, 2012*



Project HIRE is a CARF-accredited supported employment program

## PROGRAM OVERVIEW

**Project HIRE**, now in its 27<sup>th</sup> year of operation, is The Arc of New Jersey's supported employment program. This past year, the program provided services to over 550 participants in 16 New Jersey counties, and since 1985 has placed thousands of people with disabilities into independent community jobs.

This past year was successful from several standpoints. Our service hours saw a significant increase which combined with prudent streamlining of operations to make the program especially cost effective. In terms of technology; we moved from laptops to smaller, more efficient electronic note pads for our field staff; and our network server was effectively updated and refined for the future of Project HIRE billing, which by all accounts will soon include Medicaid billing. We also made important changes to our Training and Consultative Services division for access to the latest trainings for staff and highest quality of services to our funders and participants.

Please note the following highlights from fiscal year 2011-2012:

- **New Jersey Becomes *Employment First* State:** A significant event in New Jersey occurred when Governor Chris Christie proclaimed the state to be an *Employment First* state. This means that employment in the general workforce is the first and preferred outcome of publicly funded services for working age citizens with disabilities. Not only is this a major boost for supported employment, but it also puts The Arc of New Jersey and Project HIRE in a particularly important leadership position: our Executive Director has been named to spearhead the **Supported Employment Summit** that will include funders, providers, schools, participants and parents throughout New Jersey, with Employment First as its focus.
- **Training:** Project HIRE staff are members of many organizations, committees, and advocacy programs that affect Supported Employment in New Jersey, most notably APSE, where we have participated in APSE's state and national conference. Our Training and Consultative Services Director continues to be an instructor for TACE Region 1 and is responsible for training the employees of service providers throughout the state in best practices in supported employment.
- **Advocacy:** Project HIRE takes a pro-active role in advocating for people with disabilities. The Assistant Director gave testimony on behalf of The Arc of New Jersey on funding issues before a regional public forum of the NJ Division of Vocational Rehabilitation Services (DVRS). He also teamed up with the Director of the NJ DVRS to give a workshop on supported employment at the NJ Autism Conference. Project HIRE is also represented on a number advocacy committees and participate in a variety of events that advance the cause of supported employment and the needs and rights of people with disabilities.
- **School-to-Work:** Our School-to-Work program had another good year and we served students with disabilities with 70 service agreements. The program offers a full range of school transition services, including community-based employment and assessments and curriculum-driven classroom instruction conducted by a teaching member of our staff. We also participated in a wide range of workshops, conferences, and exhibits relating to transition and the promotion of the program and a variety of school-to-work seminars and workshops for teachers, students and parents. As part of our commitment to students with disabilities we frequently attend IEP and other meetings to inform students, teachers and parents about transition options available through Project HIRE.

- Staff Certification and Development:** In accordance with state requirements, all staff is certified for job coaching by attendance at courses given by TACE or UMDNJ/The Boggs Center, as well as being First Aid/CPR certified. Project HIRE job coaches and supervisors are continuously informed about and encouraged to participate in workshops, seminars, and conferences that enhance their skills and professional development. Publications and newsletters are frequently distributed to staff to keep up to date on issues affecting supported employment.
- Accreditation:** Project HIRE was last surveyed by CARF, the Rehabilitation Accreditation Association, in 2011 and was reaccredited for a full three-year term. The commitment to quality service and outcome is ongoing and all new CARF standards are reviewed and put into practice on a continuing basis.

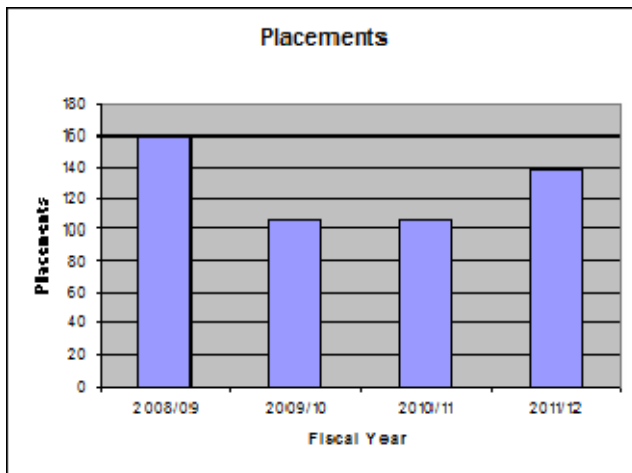
**OUTCOME EVALUATION: JULY 1, 2011 - JUNE 30, 2012**

**Objective 1:** *To place a minimum of 40 participants per quarter in competitive employment*

**Measure:**

Placements	2011-2012	2010-2011	2009-2010	2008-2009
1 <sup>st</sup> Quarter	33	31	34	56
2 <sup>nd</sup> Quarter	48	21	31	30
3 <sup>rd</sup> Quarter	22	28	18	30
4 <sup>th</sup> Quarter	35	27	23	44
<b>Fiscal Year Total:</b>	<b>138</b>	<b>107</b>	<b>106</b>	<b>160</b>

**Outcome:**



On the national and state level FY 2012 was another year of tight budgets and sparse employment opportunities, but Project HIRE was able to work through many of these challenges and had its best placement performance since the recession took a foothold in 2008. Although not completely meeting our goal of placing 40 people per quarter, we did nonetheless place 138 people into competitive, independent jobs over the year. This is a 22% increase over last year. As the economy recovers Project HIRE staff looks forward to more hiring opportunities for our participants, and meeting a goal that lately has been especially difficult.

**Objective 2:** *To have at least 75% of participants remain employed six months or longer from date of placement*

**Measure:**

Individuals placed in jobs in the 2011 calendar year were tracked and the data used to determine job retention for FY 2012.

<b>Remained employed:</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>
One month after placement	88.1%	91.5%	93.6%
Two months after placement	80.9%	83.0%	81.9%
<b>Six months after placement</b>	<b>70.9%</b>	<b>71.6%</b>	<b>55.8%</b>
Twelve months+ after placement	55.4%	64.1%	45.9%

**Outcome:**

The results show that 70.9% of those consumers placed remained in their job six months after placement, consistent with last year’s results. Although falling just short of our goal, the last two years show a significant improvement from 2008/2009, when layoffs played a large part in influencing job retention for our program participants.

**Objective 3:** *To place all participants within 60 days of referral*

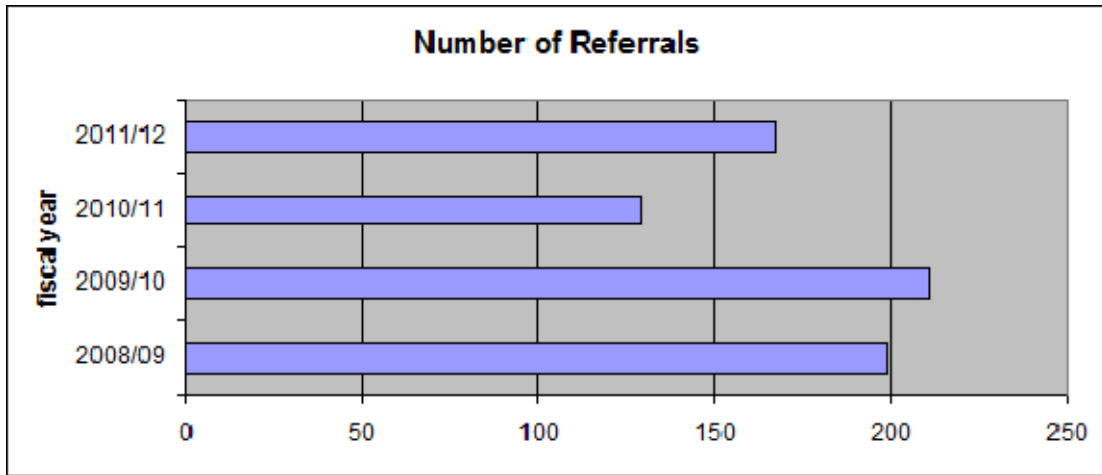
**Measure:**

For this study, in order to maintain consistency and validity of the numbers, we eliminated replacements (non-referred persons) and placements from our School-to Work program. The calculations are therefore based on people newly referred and placed in FY 2012.

<b>Days between referral and placement</b>	<b>2011-2012</b>	<b>2010-2011</b>	<b>2009-2010</b>
Less than 30 days	14.6% (13)	19.6% (21)	15% (16)
31-60 days	21.8% (19)	18.6% (20)	12.2% (13)
<b>Total 0-60 days</b>	<b>36.4%</b>	<b>38.2% (41)</b>	<b>27.2% (29)</b>
61-90 days	26.6% (24)	18.6% (20)	20.4% (22)
91-150 days	12.2% (11)	18.6% (20)	27.3% (29)
151-240 days	12.4% (12)	14.4% (15)	14.1% (15)
More than 240 days	12.2% (11)	10.2% (11)	11.0% (11)

**Outcome:** This year 32 individuals, or 36.4 %, were placed into jobs within 60 days of referral. 75.4 % of our placements were made in less than 6 months of their referral.

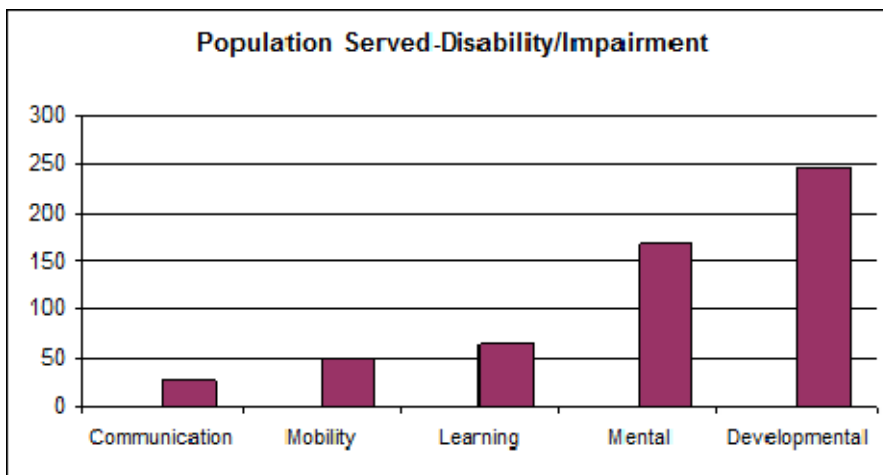
The goal of placing 100% of our referrals within 60 days is a lofty one, but it remains an important one because of our position that all referrals deserve the immediate and most quality-driven attention possible from our staff.

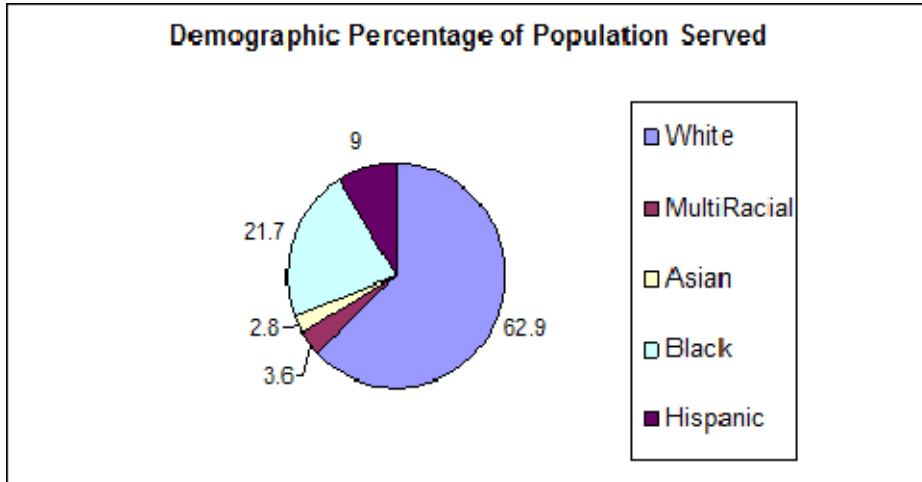


**Objective 4:** *To ensure appropriate staffing, staff training and availability of other resources to meet the needs of individuals served, in consideration of demographics.*

Project HIRE provides service to all referred individuals and we strive to meet the diverse needs of all participants.

Project HIRE employs bi-lingual job coaches that are available to any office or funding source. We can also provide information, presentations and trainings in bi-lingual format for people needing this accommodation. We maintain a library of resources relating to diversity and the information is available to staff, and trainings in this area are offered either in-house or through other organizations. To assist people with different disability types, staff also receive training and attend in-service sessions addressing service delivery for people with brain injury, mental illness, dual diagnoses, etc. and Project HIRE regularly explores alternate training opportunities for its staff in these areas.





Demographic by Gender: Male – 328 | Female - 223

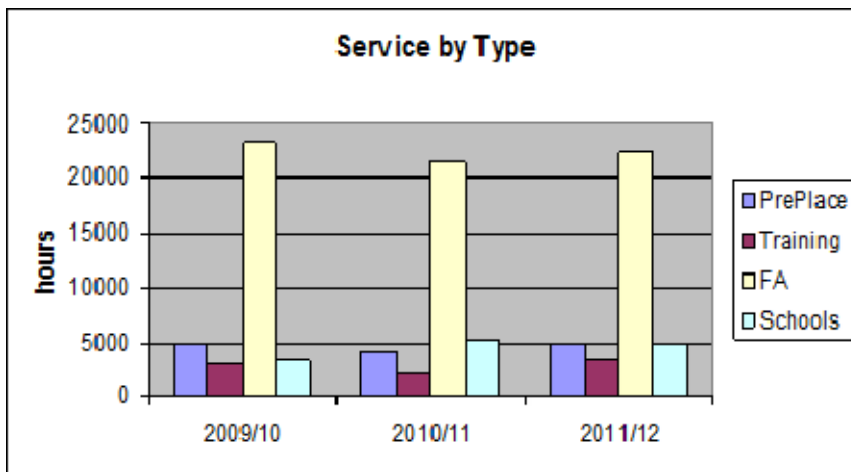
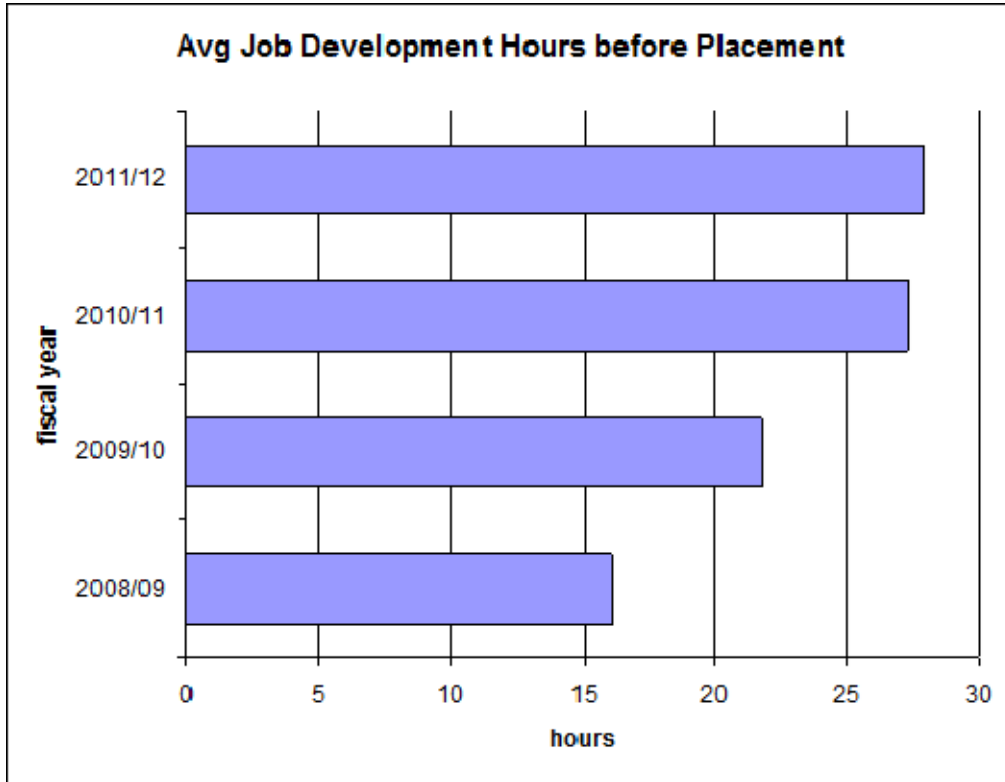
**Objective 5:** *To bill a minimum of 9,800 hours per quarter, or 39,200 hours per year*

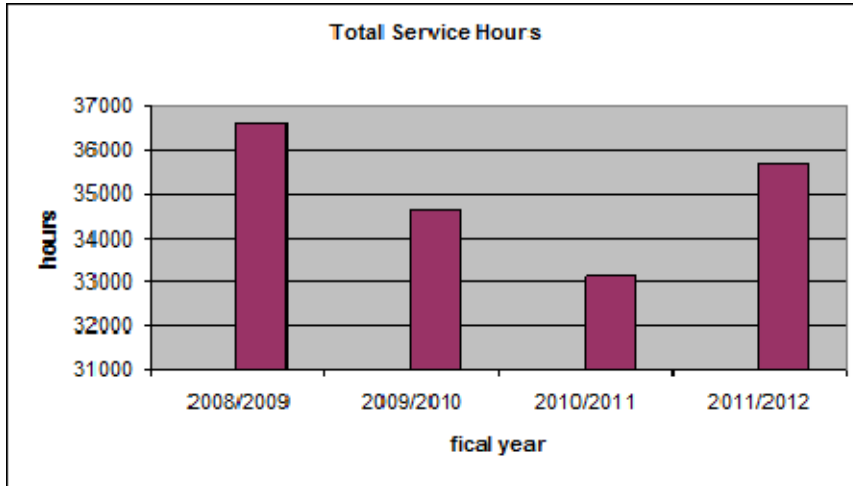
**Measure:**

Billable Hours	2011-2012	2010-2011	2009-2010	2008-2009
1 <sup>st</sup> Quarter	8,781	7,405	9,401	8,726
2 <sup>nd</sup> Quarter	9,521	7,564	8,358	8,383
3 <sup>rd</sup> Quarter	9,013	8,672	8,145	9,231
4 <sup>th</sup> Quarter	8,372	9,478	8,769	10,247
<b>Total per year:</b>	<b>35,687</b>	<b>33,119</b>	<b>34,673</b>	<b>36,587</b>

**Outcome:**

Project HIRE posted its best year since 2008 in terms of billable hours. We fell slightly short of our goal but are confident in the high quality of service reflected in the hours.





**Objective 6:** *To maintain staff stability with a turnover rate of less than 25%.*

Project HIRE continues to enjoy the benefit of a professional, well trained, and dedicated staff. Of 37 field and administrative staff on July 1, 2011, five left our employ during the course of the fiscal year. This translates to a retention rate of 86.4%. Staff stability is a welcome state of affairs and we anticipate a similar situation well into next year.

### Objectives for Fiscal Year 2012-2013

After a review of the program's performance in 2011-2012, our objectives for fiscal year 2012-2013 are as follows:

- Objective 1:** *To place a minimum of 40 people per quarter (160 participants) into competitive employment.*
- Objective 2:** *To maintain a job retention rate of 6 months or more for at least 75% of placed individuals.*
- Objective 3:** *To place 100% of newly referred individuals into community employment within 60 days of referral.*
- Objective 4:** *To ensure staffing meets the needs of population served as indicated by participant demographics.*
- Objective 5:** *To provide 9,800 service hours per quarter.*
- Objective 6:** *To maintain staff retention rate of 75% or higher.*