



# Project HIRE

a CARF accredited program

## 2012/2013 Outcome Management Report



Commission on Accreditation of Rehabilitation Facilities

# The Arc of New Jersey/Project HIRE

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*Fiscal 2012/2013*

## **OUTCOME MANAGEMENT REPORT**

**Project HIRE**, now in its 28<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 fiscal year Project HIRE accomplished many of its objectives, saw new milestones, and got a glimpse of future scenarios in supported employment. Our staff continued to provide quality service funded by both traditional and new sources. DDD's new Self Directed Day Services approach became a major component of our program, requiring us to observe new guidelines in terms of allotted hours, service and record keeping, and billing and funding. DDD itself began a major change in its eligibility requirements that affected not only Project HIRE, but other programs of The Arc of New Jersey as well as other agencies throughout the state. These changes are still in the rollout stage and we are preparing ourselves for the inevitable changes DDD will be making in Medicaid related billing and record keeping that is yet to come.

Project HIRE experienced new high points in its School to work program as our life skills classroom instruction piece grew to include freshman and middle school students. We have tied this component with community-based activities to give younger aged high school students a wider range of familiarity with the world prior to entering their exit year. We also plan to develop new curriculum in collaboration with school staff to increase the viability of the program for the future.

Project HIRE continued to stand out in its support and advocacy of New Jersey's "Employment First" initiative by our participation on panels, workshops, and conferences promoting employment for people with disabilities. The future of supported employment and Project HIRE looks both promising and challenging and we are prepared for it.

Other highlights include:

- "Employment First" in New Jersey continued to be Project HIRE's priority in terms of promotion and support. The Arc of New Jersey's Executive Director facilitated an Employment First Summit attended by people from agencies across the state, while Project HIRE's Assistant Director was part of a panel on employment at the annual Autism NJ Conference. Staff also attended forums, workshops and conferences across the state highlighting New Jersey's initiative of "Employment First".

- Project HIRE job coaches and developers are members of many associations in different parts of the state that highlight advocacy, most notably the DAWN Center for Independent Living, the Middlesex County Area Transportation Department, the Middlesex Regional Education Services Commission, and New Jersey APSE.
- Being pro-active in advocating for people with disabilities in all avenues of life continues to be central to our mission. The Assistant Director held another workshop on employment success at the New Jersey Self-Advocacy Conference. The Assistant Director also gave a presentation on Employment of People with Disabilities and Criminal Backgrounds at New Jersey APSE's annual conference.
- A partnership with the Longhorn Restaurant chain began in October 2012. Each year October is designated "Disabilities Awareness Month" and to observe it Longhorn held luncheons at each of their central Jersey store for Project HIRE participants and staff. The gatherings also served to promote employment opportunities at their restaurants, and the event will continue to be held annually
- Our School-to-Work program served over 80 students with disabilities this past year. In addition to our traditional community-based employment and assessment program, the curriculum-driven classroom instruction feature has become a much sought after part of our transition services. We continue to participate in transition fairs, parent/teacher conferences, and exhibits relating to transition and the promotion of the program. We also frequently attend IEP's to plan and put into action the transition options available through Project HIRE.
- All staff continues individual certifications required by our funding sources. As such, all employees providing direct services are certified for job as well as being First Aid/CPR certified. Project HIRE job coaches and supervisors continuously participate in workshops, seminars, and conferences that enhance their skills and professional development. The most recent publications, newsletters, and webinars are made available to staff to keep up to date on issues affecting supported employment.

# The Arc of New Jersey/Project HIRE

## *OUTCOME MANAGEMENT REPORT*

Outcome Evaluation Results  
July 2012 to June 2013

**Objective 1 :** *To place a minimum of 40 people per quarter into competitive employment*

Fiscal Year		<u>2012/2013</u>	<u>2011/2012</u>	<u>2010/11</u>	<u>2009/10</u>
1 <sup>st</sup> Qtr (Jul 1-Sept 30)	Placed	29	33	31	34
2 <sup>nd</sup> Qtr (Oct 1-Dec 31)	Placed	33	48	21	31
3 <sup>rd</sup> Qtr (Jan 1-Mar 31)	Placed	29	22	28	18
4 <sup>th</sup> Qtr (Apr 1-Jun 30)	Placed	61	35	27	23
<b>Year Total</b>		<b>152</b>	<b>138</b>	<b>107</b>	<b>106</b>

Employment on the national level improved in 2012/13 and Project HIRE placement activity mirrored this trend. We came closest to our goal of placing 160 people into competitive employment then we had in recent years (thanks to a very busy fourth quarter), although we would want to see a better distribution among all four quarters. The 158 placements represent a 13% improvement over last year and indicate a trend toward future improvement in our placement activities. As the country and state hiring picture gets better, Project HIRE staff looks forward to more hiring opportunities for our participants and meeting the goal of 40 per quarter.

**Objective 2:** *For at least 75% of individuals to remain employed 6 months or more \**

<u>Percent of Participants Remaining in Job:</u>			
	<u>2012</u>	<u>2011</u>	<u>2010</u>
1 month after placement	96.9	88.1	91.5
2 months	90.7	80.9	83.0
<b>6 months</b>	<b>73.4</b>	<b>70.9</b>	<b>71.6</b>
12 months	69.0	55.4	64.1

\*Individuals placed in jobs in the 2011/2012 fiscal year were tracked and the data used to determine job retention for FY 2013.

The 73.4% of participants placed remaining in their jobs after six months is a notable improvement over the previous two years and brings us close to our goal. Our follow-along services, crucial to job retention, continues to show subtle changes each year as requirements for Follow-Along from DDD evolve, more people avail themselves of Self-Directed funding, and the DVRS program for Follow-Along adjusts itself to accommodate those needing an alternative source for long-term support.

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

	<u>2012/2103</u>	<u>2011/2012</u>	<u>2010/11</u>
<i>Placed in less than 30 days from referral</i>	(29) -18.3%	14.6%	19.6%
<i>31-60 days</i>	(33)-20.8%	21.8%	18.6%
61-90 days	(28)-17.7%	26.6%	18.6%
91-160 days	(26)-16.4%	12.2%	18.6%
161-240 days	(19)-12.0%	12.4%	14.4%
over 240 days	(23)-14.5%	12.2%	10.2%

\*does not include re-placements or school placements

39.1% of our placements were made within 60 days of referral, continuing an upward trend in this category. We are consistent in staying within the 70-75% range of placing referrals within 6 months, this year doing so for 73.25 of our referred participants. The goal of placing 100% of our referrals within 60 days remains an important one because of our position that all referrals deserve the immediate and most quality-driven attention possible from our program.

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

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

We employ 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. 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.

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

**Billable Hours:**

	<u>2012/2013</u>	<u>2011/2012</u>	<u>2010/11</u>	<u>2009/10</u>
1 <sup>st</sup> Quarter	7,517	8,781	7,405	9,401
2 <sup>nd</sup> Quarter	7,588	9,521	7,564	8,358
3 <sup>rd</sup> Quarter	9,125	9,013	8,672	8,145
4 <sup>th</sup> Quarter	10,297	8,373	9,478	8,769
<b>Total:</b>	<b>34,527</b>	<b>35,688</b>	<b>33,119</b>	<b>34,673</b>

Project HIRE fell short of its goal in all four quarters, but was able to maintain an acceptable number of placements within a reduced production of billable hours. These results will be the subject of analysis, possibly serving as data for streamlining and resource usage in the future.

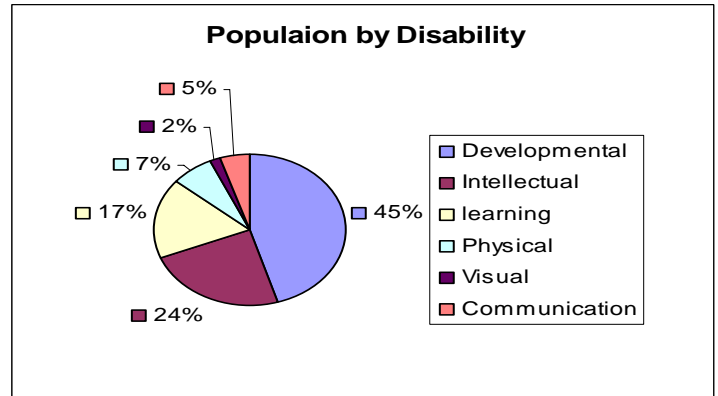
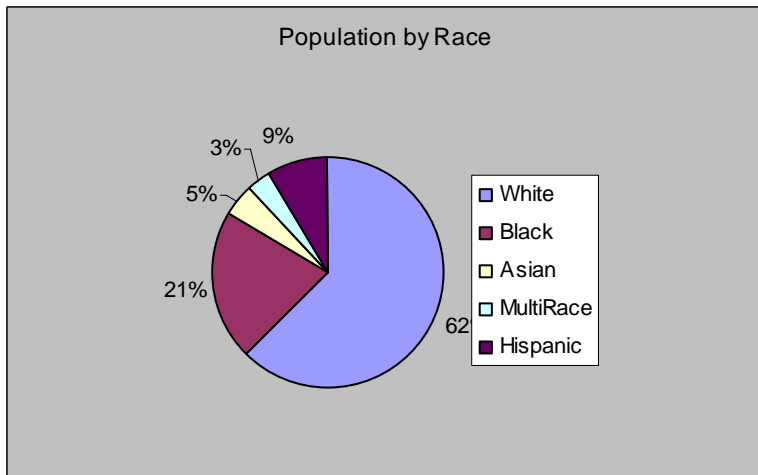
***Objective 6: Maintain staff stability with a turnover rate of less than 25 percent.***

Project HIRE has a professional, well trained, and dedicated staff that tends to stay with the program for many years. Eleven of our thirty four staff members have been with us for over 10 years, and this year, after having twelve staff (33.2%) terminating employment with us, our retention rate is 66.8%. While short of our goal, we still enjoy a high level of confidence in staff ability to deliver a quality service to people participating in the program.

**Objectives for Next Year:**

1. Place a minimum of 40 people per quarter (160 participants) in competitive employment
2. Maintain a retention rate of 6 month or more for at least 75% of placed individuals.
3. Place 100% of newly referred individuals into community employment within 60 days of referral.
4. Ensure staffing meets the needs of population served as indicated by participant demographics.
5. Provide 9,800 service hours per quarter.
6. Maintain staff retention rate of 75% or higher.

# Project HIRE Summary Graphics FY 2013



## Population Gender

Male 329 Female 232

## Population Age

14 - 21	67
22 - 35	259
36 - 50	187
51 - 65 and over	44

