

The Arc of New Jersey/Project HIRE

Frank DeLucca, Director

Fiscal 2015/2016

OUTCOME MANAGEMENT REPORT

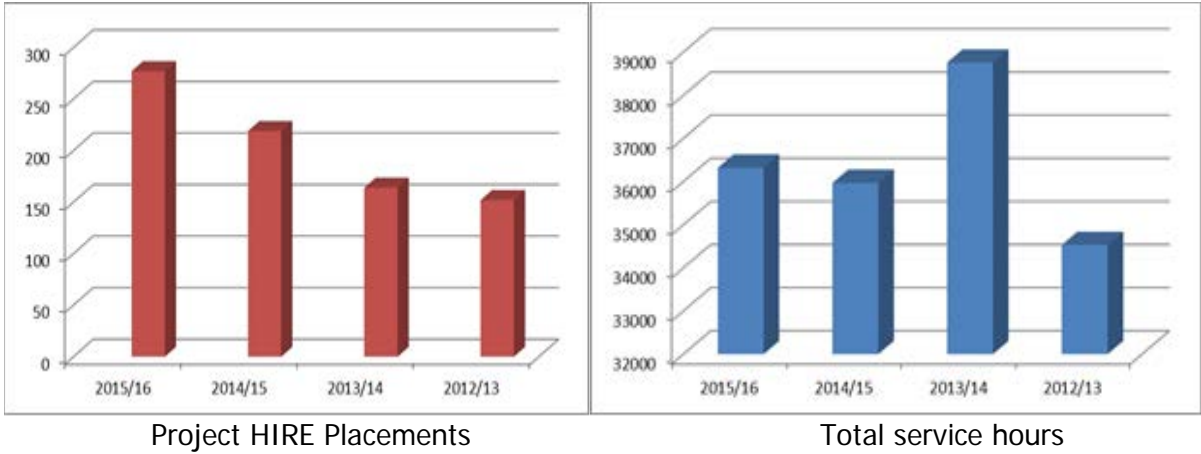
Project HIRE, The Arc of New Jersey's supported employment program, completed its 30th year of providing supported employment services to people with disabilities. This year, the program provided services to more than 825 adults and students in 16 New Jersey counties and 26 school districts. Since 1985, Project HIRE has worked with hundreds of employers and assisted thousands of people with disabilities in finding successful employment. Program services include: work site assessments, job matching, on-site job training, travel training and follow-along services.

Project HIRE is funded by the Division of Vocational Rehabilitation Services (DVRS), the Division of Developmental Disabilities (DDD), The Commission for the Blind and Visually Impaired (CBVI), and public school districts for its School-to-Work transition program. Project HIRE is accredited for Community Employment Services and School Transition Services by the Commission for the Accreditation of Rehabilitation Facilities (CARF) and is approved for Medicaid services and billing.

This past year has been one of our most successful years, with total placements and service hours approaching near-record highs. This past year also saw the program providing service in two new areas of supported employment, partnering with DVR and facilitating the Trial Work Experience Program and the Workforce Innovation and Opportunity Act Program, both funded by the New Jersey Department of Labor and Workforce Development.

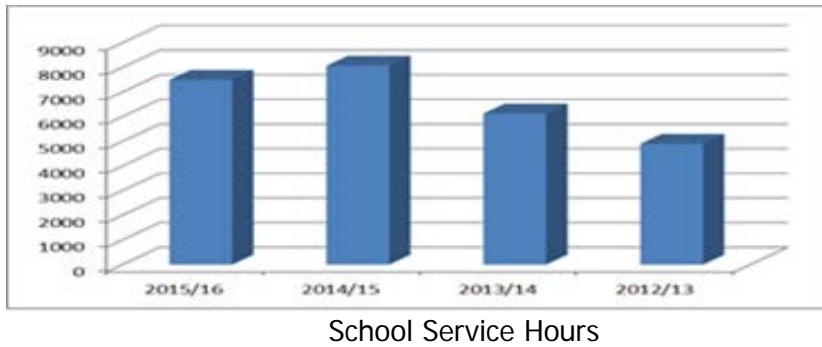
Here are some of the other highlights of this past year:

Project HIRE placed 279 people into competitive employment. Only in 2006, with 299, did we have more. We also provided 36,320 service hours overall.



Project HIRE was approved by the Division of Vocational Rehabilitation Services to provide a new job sampling and assessment program, the Trial Work Experience, to DVR-funded clients in three of our service counties. We also provided specially targeted services for clients referred by the Commission for the Blind and Visually Impaired by naming a Job Developer and dedicating staff who would assist these clients with supported employment.

With the school-to-work program Project HIRE continued its successes, with 7,385 service hours and 82 students from 28 districts in the program. Project HIRE provided services to a significantly higher number of students during the Extended School Year of summer 2015. We were also named to be the service provider for Project SEARCH in Union County, where we will provide job coaching to 10 selected students participating in various internships at Overlook Hospital during the 2016/2017 school year.



Project HIRE was named as a state provider for Medicaid-funded supported employment, and we now include additional Medicaid-approved services to our menu in the areas of career exploration and pre-vocational training. We also completed preparations and training to implement direct billing to Medicaid, a process that will begin in FY 2016/2017.

Project HIRE introduced a restructured Adult Services brochure which updated many aspects of the program to our stakeholders. The brochure includes revised program data, contact information, and access to information on our website and social media. Program promotion

took place at many conferences, workshops, and job fairs, and school presentations throughout the year.

Program staff continue to participate and hold membership in a variety of organizations involved in advancing the interests of supported employment. These include the Middlesex County Educational Services Advisory Board and the Middlesex County Transportation Department Advisory Council, the Morris County Partnership for Employment Services, Southwest NJ DAWN, the Ocean County Transition Consortium, the New Jersey Business and Industry Association, The Transition Coordinators Network, and national and state chapters of Association of People Supporting Employment First (APSE).

The Arc of New Jersey/Project HIRE OUTCOME MANAGEMENT REPORT

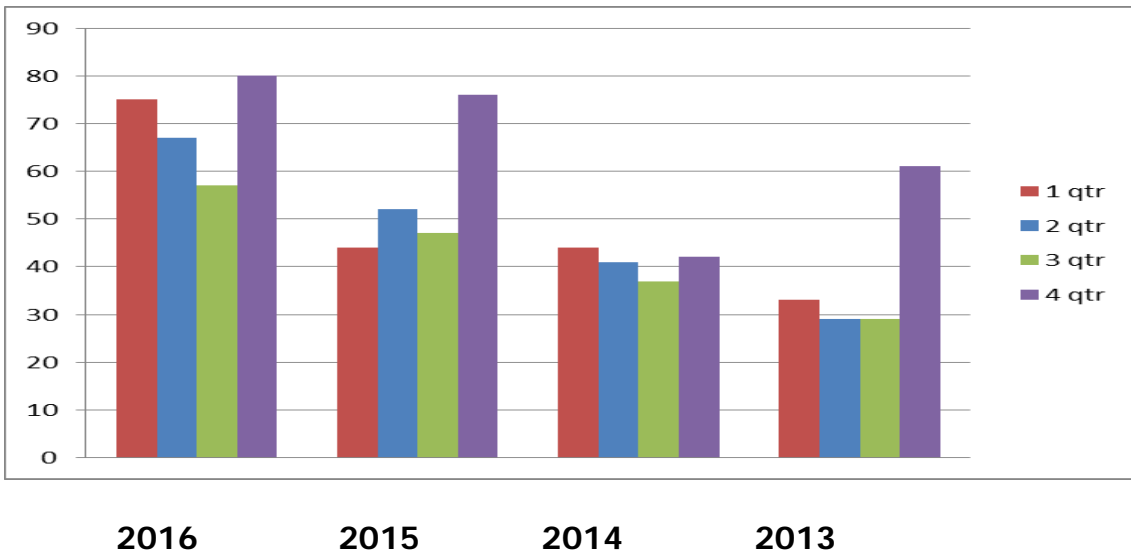
July 2015 to June 2016

Program Expectations and Results:

1. *Project HIRE will place a minimum of 40 people per quarter into competitive employment.*

Results:

	<u>This year</u>	<u>Last year</u>
1 st Quarter Results: Placed	67	52
2 nd Quarter Results: Placed	75	44
3 rd Quarter Results: Placed	57	47
4 th Quarter Results: Placed	<u>80</u>	<u>76</u>
 Year Total	 279	 219



In a repeat of last year's success, the program significantly exceeded placing 40 people in every quarter. This year's 279 total placements represent the second best ever for Project HIRE. The back-to-back successes give cause to increase our goal for next year.

2. Project Hire will measure job matching quality by ensuring 75% of placements remain employed 6 months or more.

Results:

Date data was collected for people placed during the first 6 months of this year, July to December, to allow for time to track their job retention over the next six month period January through June.

**Data for individuals placed 1st half of
FY 2016**

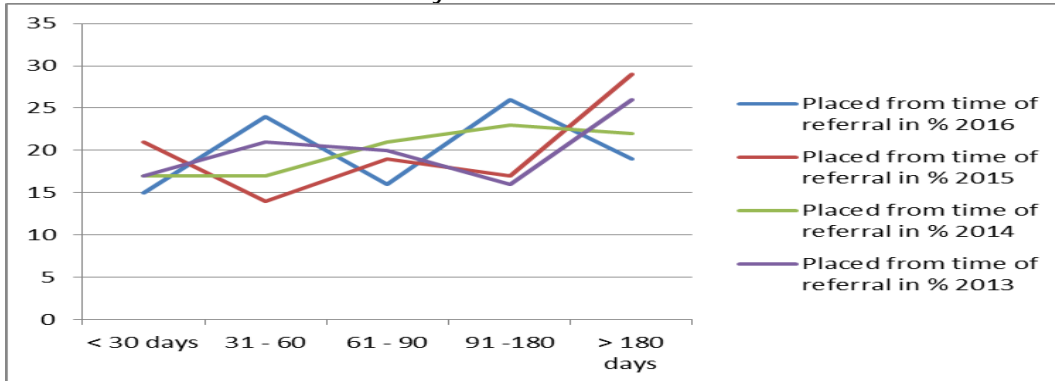
	<i>Placed</i>	Days Remaining Employed				% 6+ months
		< 30	30-89	90-179	180+	
<i>July</i>	15	2	0	1	12	80
<i>August</i>	23	4	5	2	12	52
<i>September</i>	34	3	1	10	20	58
<i>October</i>	27	2	3	2	20	74
<i>November</i>	31	3	4	2	22	71
<i>December</i>	22	1	0	0	20	90
Avg. Percent Remaining Employed 6 months or more						70.8

In 2014 and 2015 our Six Month employment retention rate was 61% and 68% respectively, so although missing our goal, we none-the less continue to see an improving, upward trend in this category. Project HIRE will stay committed to making quality job matches leading to longer term retention for our participants.

3. *Project HIRE will place 80% individuals into employment within 60 days of referrals:*

	<u>2015/16</u>	<u>2014/15</u>	<u>2013/14</u>	<u>2012/13</u>
PLACED:				
Within 30 days of referral	14.2	21	17	12
31 to 60 days after referral	24.6	14	17	20
61 to 90 days after referral	16.0	19	21	17
91 to 120 days after referral	26.2	17	23	16
More than 120 days after referral	19.0	29	22	26

Days from Referral to Placement.



As in previous years, the graph shows results to be scattered, with no significant trend to suggest whether the goal is or is not achievable. The program may consider a variation to its objectives in this category.

Overall, 39 % of placed individuals were employed within 6 months of their referral to our agency. This year there was a significant decrease in the placement rate within the first 30 days, but the job retention rate of placed individuals being slightly higher could indicate that quality over quantity is our priority to which we give greater attention.

4. *Project HIRE will ensure appropriate staffing to meet the needs of population served.*

Population Demographics:

	<u>Age Range</u>	<u>Ethnicity</u>
<u>Gender</u>	6-17 Adolescents 6%	White/Non-Hispanic 61%
Male – 56%	18-40 Adults 57%	Black/Non-Hispanic 26%
Female – 44%	41-65 Adults 35%	Hispanic 10%
	66-85 Adults 2%	Asian 3%

Disability

- Intellectual – 45%
- Mental – 14%
- Specific Learning – 14%
- Autism Spectrum – 13%
- Visual - 8%
- Physical/Communicative – 7%

Project HIRE provides quality services to all referred individuals, and to do so we review the breakdown of the population served to structure staff appropriately. We employ a proportional number of bi-lingual field staff (five bi-lingual job

coaches) and produce program information and trainings in alternate formats where appropriate.

Staff are afforded resources and trainings in Cultural Diversity, Rights and Privacy, and professional development courses to serve a wide diversity of referred individuals, including those with disabilities requiring specialized knowledge such as TBI, mental illness, visual impairments, dually diagnosed, etc.

Project HIRE retains staff at an acceptable rate for the industry; about 45% of our employees have been with us five years or longer.

5. *The program will bill a minimum of 9,300 hours per quarter, or 37,200 hours per year.*

Result:

	<u>This Year</u>	<u>Last Year</u>
1 st Quarter	7592	8162
2 nd Quarter	9364	9105
3 rd Quarter	9875	9514
4 th Quarter	9487	9189
Total:	36,318	35,970 <i>billable hours</i>

The program achieved its objective in the final 3 quarters but a less than expected production from July through September was enough to keep the program short of reaching its yearly goal. Over the past few years Project HIRE continued to experience shifts in the number of cases and participants in its program services, with schools hours increasing and the transition component becoming a strong source of activity, while eligibility and other factors caused a decrease in the amount of participation of DDD contract clients. The program has managed these changes by making adjustments and responding on a business level accordingly.

6. *Goals for next year:*

1. Bill 9,450 service hours per quarter (37,600/year).
2. Place 60% of individuals into competitive jobs within 60 days of referral.
3. Place 50 people per quarter (250/year) into competitive employment.
4. Ensure quality placements measured by job retention of 60%+ in 6 months.