Social Security's Ticket to Work Program
Support For Americans With Disabilities Who Want To Work

Employment Network (EN) Quality Assurance &
New EN Report Card Webinar
September 27, 2010
Support for Americans with disabilities who want to work
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Bashiru Kamara, Contracting Officer’s Technical Representative, OESP

Debbie Winter, Project Manager, BAE Systems Information Solutions, Inc.

AnnMaria De Mars, Ph.D., Senior Statistician, BAE Systems Information Solutions, Inc.

Moderator:
Kelly Kenealy, Program Assistant, CESSI
Provide a public forum to:

- Hear SSA’s plans for launching a new EN Report Card;
- Obtain your comments on the report card;
- Get your ideas about use of the report card to evaluate EN performance; and
- Solicit your suggestions about evaluating EN performance in general.
• An employment program administered by the Social Security Administration (SSA)
• Offers adult Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) disability beneficiaries services and supports to enter and maintain employment
• SSA pays approved providers of employment services, referred to as Employment Networks or ENs, for assisting SSDI and SSI beneficiaries with work goals.
• Intended to increase beneficiaries’ financial independence from SSDI and SSI benefits through work
• Ultimately, to reduce reliance on SSDI and SSI cash benefits
SSA must:

• Consult with ENs to develop performance measurements;
• Periodically solicit and consider the views of beneficiaries, including measuring customer service satisfaction;
• Consider the views of the Ticket to Work Operations Support Manager (OSM); and
• Ensure that the results of the periodic reviews are available to beneficiaries who are choosing an EN.

An EN must:

• Annually report to the OSM the specific services and outcomes achieved;
• Assure that a copy of its most recent annual report is available to the public; and
• Provide a copy of its most recent annual report to each beneficiary considering assigning a ticket to the EN.
Ticket to Work

Report Card for Employment Network
Evaluation of services 2009 - 2010

Address: 
Telephone: 
Toll-free: 
Fax: 

Contact Person: 
Email Address: 
Website Address: 

Program Model: (Check all that apply)

- [X] Placement in Temporary Trial Work Leading to a Permanent Job
- [X] Placement in Permanent Trial Work Level or Above Job
- [X] Job Readiness
- [X] Educational Training
- [X] Transportation Assistance

Conditions: 

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The EN Report Card - It’s Contents

<table>
<thead>
<tr>
<th>Employment Network:</th>
<th>Ticket Program Clients:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Staff:</strong></td>
<td><strong>Number of ticket clients served¹:</strong></td>
</tr>
<tr>
<td></td>
<td>500</td>
</tr>
<tr>
<td><strong>Average years of experience providing employment services:</strong></td>
<td><strong>Number of ticket clients placed in employment:</strong></td>
</tr>
<tr>
<td></td>
<td>300</td>
</tr>
<tr>
<td><strong>Number of job coaches:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>500</td>
</tr>
<tr>
<td><strong>Average years of experience providing job coaching:</strong></td>
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</tr>
</tbody>
</table>

¹ Represents number of SSI/SSDI clients assigned to the EN as of [INSERT MMYYYY]
Performance Report

I. Employment Information

- Average numbers of days from start of service to first job: 55
- Average hours worked per week: 32
- Average wage per hour for those working: $9.50

II. Job Placement

<table>
<thead>
<tr>
<th>Ticket Clients Who Had Successful Job Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN</td>
</tr>
<tr>
<td>State Average</td>
</tr>
</tbody>
</table>
The EN Report Card-It’s Contents

Type of Job Placement

- Agriculture: 12.6%
- Automotive and Transportation Services: 5.6%
- Banking/Financial/Business Services: 5.6%
- Customer Service Retail: 9.8%
- Education: 11.3%
- Food Services: 8.5%
- Government/Nonprofit Organizations: 7.0%
- Health Care/Pharmaceuticals: 7.0%
- Manufacturing: 18.3%
- Technology/Telecommunications Services: 5.6%
- Other: 8.4%
The EN Report Card-It’s Contents

III. Job Retention

Average Still Working 6 Months After Job Placement

- EN: 72%
- State Average: 63%

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IV. Customer Satisfaction

Satisfaction With Staff

- EN: 84%
- State Average: 82%

Satisfaction With Service

- EN: 77%
- State Average: 74%
The EN Report Card—It’s Contents

Overall Satisfaction With EN Provider

- EN: 72%
- State Average: 70%
Research Goals and Plan

• Provide accurate measures of consumer satisfaction for ENs and future consumers
• Survey all beneficiaries of ENs with 10 or more ticket assignments
• Maximize response; minimize respondent burden
  o Limit number of questions
  o Provide online response option
  o Follow-up reminders
  o Merge survey with data from the SSA database on beneficiaries using PIN number
  o Merge surveys with APOR data on ENs
• Protect privacy and confidentiality
  o Unique Identifier for respondents (no Personally Identifiable Information)
  o Independent analysis of responses and results
Survey Process

- Step 1: Advance Notice to consumers
- Step 2: Survey questionnaire mailed to consumers
  - Return paper questionnaire in postpaid envelop, or
  - Respond online www.ttwsurvey.com
- Step 3: Reminder Notice to non-respondents
  - Second mailing of questionnaire and envelop
  - Emphasize online response option
- Steps 4-7: Continue to collect responses, monitor response rate
- Step 8: Close out collection.
• Measure these four areas of satisfaction:
  o Job
  o Staff
  o Service
  o Overall

• Identify types of services received and types of jobs obtained

• Give consumers the opportunity to rate all aspects of their EN without being redundant
• Minimize items to maximize return rate – if it’s too long people just won’t do it
• Minimize length of time it takes to complete by use of multiple choice, checklist
• Minimize hassle of completing survey:
  o Options to complete on-line or paper
  o Spanish or English
  o On-line version compatible with JFW screen reader software
The Survey Questionnaire (Measuring Satisfaction with the EN, Staff, Service, and Job)

Unless otherwise noted, the rating scale will be “poor, fair, good, very good, excellent”

• Overall satisfaction with EN:
  o Overall, how would you rate this Employment Network?
  o If you had a friend or family member in a similar situation, would you recommend your Employment Network? (Rating scale ranges from definitely would not recommend to definitely would recommend)

• Satisfaction with staff:
  o Had supportive staff members
  o Had staff members who treated you with respect
  o Had staff members who really knew their job
The rating scale for the first four questions and statements below is: Never, A few times, Sometimes, Usually, Always

Satisfaction with service:
- Did the Employment Network provide the services you needed?
- Did these services help you reach your work goal?
- Helped you understand the type of jobs available in your community
- Provided materials in the format you needed such as Braille, on-line, in print or in another language.
- Informed you of other agencies in your community that could help you
Satisfaction with job:

• Are you currently working? Yes or No?
• Matched you with a job that met your employment goals. Yes or No?
• Do you receive any of these benefits at your job? PLEASE CHECK ALL THAT APPLY “paid vacation, paid sick leave, medical insurance, dental insurance, retirement plan”
• How satisfied are you with your job? (Rating scale ranges from very dissatisfied to very satisfied)
Satisfaction Across Categories

• Responsive to beneficiaries’ needs:
  o Had supportive staff members
  o Provided materials in the format you needed such as Braille, on-line, in print or in another language.

• Informed of choices:
  o Helped you understand the type of jobs available in your community
  o Informed you of other agencies in your community that could help you.

• Involved in vocational goal/job choice:
  o Matched you with a job that met your employment goals
Survey Analysis

- Overall statistics for state of California in each of the four categories
- Individual item statistics
- Analysis of relationships between satisfaction and beneficiary or EN statistics
- Statistics for each EN, compared to state average
- If necessary, control for differences in EN populations served, services and response rates
The EN Report Card will be useful to:

- Beneficiaries selecting an EN to assist them in choosing among available ENs
- ENs to inform them of customer opinions and areas for potential improvement
- SSA to monitor and evaluate EN performance
- And more…
How Should SSA Use the Report Card to Monitor EN Performance?

We are interested in hearing from you on points such as these and more:

• What are your concerns about the plans we’ve outlined?
• Do you have specific concerns about the EN Report Card or the survey questions (e.g. should we compare the EN’s individual report card rating with the State average)?
• Do you have any specific concerns about comparing ENs to one another?
• What should be the expectations and measures of performance?
• What should be the response to poor or sustained poor performance?
Comments and Questions

Thank you for your participation today!