Using Data to Advance Employment First

MAINE EMPLOYMENT FIRST COALITION

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Maine's Employment First Law

"When permissible under the law, share information regarding the use of services and other data with other state agencies in order to monitor progress toward facilitating the acquisition by person with disabilities of integrated community-based employment or customized employment."

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Data is Essential for Success

➢Every successful enterprise uses data and information to improve results

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Ways Data Can Be Used

➢Strategic Policy & Program Development

➢To Pursue Focused Service Improvement Goals:
   ➢Statewide; Regional; Provider

➢Management Tool: Contract Monitoring

➢Share w/ Individuals and Families to Assist w/ Service Decisions & Choosing Providers

➢Link to individual clinical & demographic data

The more ways that data can be useful – the more likely the commitment to collect/manage data will be sustained over time.

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Limits of Data

➢What gets measured gets done.

➢What gets measured gets reported.

➢What gets **rewarded** gets done.

➢Tying data reporting to billing vs. tying reimbursement to performance

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Data Elements that Signify Success of a State's Employment First Law/Efforts

➢Data that is *interesting* versus data that is *compelling*.

➢Very hard to limit what is collected – but this is essential.

➢**Who wants/needs to know?**

➢**What do they want/need to know?**

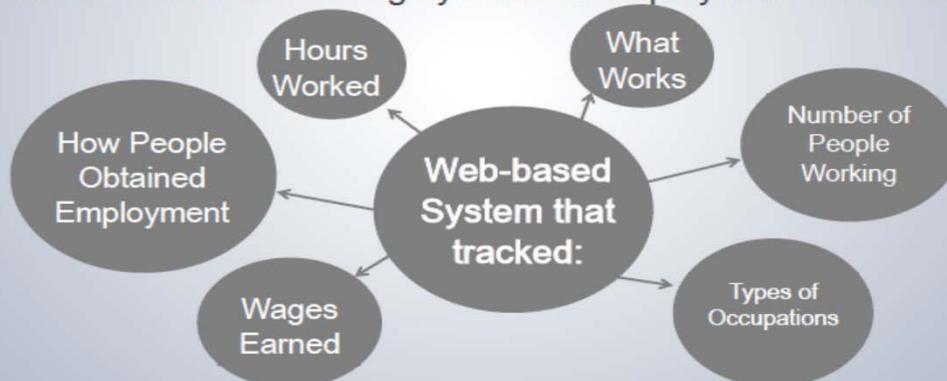➢**How often do they want/need updates of what they know?**

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Consider What Kind of Data:

➢ Is the data currently collected and stored in existing systems?

➢ Does new/different data need to be collected?

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What we wanted to know…

Job types	Duration	Causes for job	Transition
What types of jobs do individuals keep the longest?	How long do workers keep their jobs?	Why do workers leave employment?	Are workers moving from sheltered work to community employment?

Obtaining a job	Characteristics	Tax Incentives	Job development
How do workers obtain employment?	What characteristics of service providers lead to better outcomes (certifications, education level, etc.)?	Do tax incentives impact employment outcomes?	How do people get to work?

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Tracking Individuals Enrolled in Multiple Public Programs

➢Recommendation #1: Create a dedicated Employment First data warehouse to pull all relevant data from various state systems into one place for cross-walking, analysis, and reporting.

➢Data Warehouses are central repositories of **integrated data** from one or more disparate sources.

➢A data warehouse exists as a layer on top of existing databases.

➢The data warehouse takes data from all these databases and creates a layer optimized for and dedicated to analytics.

➢A data warehouse is structured to make analytics fast and easy.

➢Data is refreshed from source systems as needed.

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Tracking Individuals Enrolled in Multiple Public Programs

➢Requires facing the issue of data sharing head on!

➢Data sharing for purposes of program evaluation and improvement is legitimate.

➢Employment outcome data is not PHI (protected health information under HIPAA)

➢Business associates agreements allow sharing of data

➢Use common individual identifiers (not PHI or SS#)

➢Involve Departmental attorneys

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Tracking Individuals Enrolled in Multiple Public Programs: One Example

➢VR adds field to electronic case record – denotes Medicaid program(s) person enrolled in.

➢Field can be used by VR to produce aggregate data reports on Medicaid participants, by program.

➢Medicaid can track same people served by VR and produce aggregate data report for VR on long-term outcomes

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Tracking Individuals Enrolled in Multiple Public Programs: One Example

➢Recommendation #2: Determine data elements that cannot be measured through existing systems' data.

➢Develop web-based method to collect these data elements from the source(s) most likely to provide accurate data.

➢Integrate this new data into the E1st data warehouse

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Framing the State's Performance

➢Reporting numbers versus percentages

➢Numbers can be misleading without percentages as context

➢It is just as important to have data on people not working as it is to have data on people working.

➢Examine impact of system supports on employment status of people who are not working – which system supports positively vs. negatively impact employment status

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Two Different Approaches

➢Outcomes is Focus for People who are Working
  ➢How identify who is working?
    ➢Consider cross-agency strategy: in each program, whenever disability status may be recorded or reconfirmed– add specific question(s) on employment status)

  ➢Beyond employment status data: Determine how to obtain employment outcome data for people identified as having a disability and working? *Quantity + Quality*

➢Process measures, cost measures and "consequence" measures (e.g. health status/costs, poverty, negative social impact) for people who are not working

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What data elements signify quality for a state's Employment First efforts?

FOR PEOPLE WORKING INDIVIDUALIZED COMPETITIVE INTEGRATED EMPLOYMENT OR SELF-EMPLOYMENT	FOR PEOPLE NOT WORKING IN COMPETITIVE INTEGRATED EMPLOYMENT OR SELF-EMPLOYMENT
▪Hours worked	▪Career Exploration/Discovery
▪Wages earned	▪Work Incentives Counseling & Planning
▪Consistency of employment	▪Person-Centered Career Planning & Employment Goal Setting
▪Employer of Record	▪Post-Secondary Education & Training
▪Benefits through employer/small business	▪Other Supports that Build Social Capital
▪Health status	▪Access to Transportation
▪Reduced dependence on paid services	▪Assistive Technology
▪Job satisfaction	▪Personal Assistance
▪Other?	▪Financial Literacy Education

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Lessons Learned

➢Do not blur the definition of integrated employment

➢Track other types of "work activity" to show how many people (and how much $$) may be getting "side-tracked" from integrated employment

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Lessons Learned

➢Move beyond measuring employment services and spending as indicator of success

➢Don't just collect data on people receiving employment services – skip over the very best outcomes

➢Tracking <u>overall</u> Medicaid spending and health status – much more powerful indicator given states' attention to social determinants of health

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Lessons Learned

➢Individual level data allows much greater ability to understand circumstances through data

➢Don't require reporting more often than:
  ➢You (the state) can effectively use the data
  ➢Is necessary to measure changes over time

➢"Point in time" reporting can be validated.

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Employment Outcome Data
Collection and Reporting System

Quick Overview

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Program Participation System (PPS)

- Large system developed by Bureau of Information Technology Services to meet data needs of many DHS programs.

- Module developed to capture a limited but important set of **employment outcome data elements** for long-term care participants who are working.

- Data being collected is not available through other existing systems

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Goals for the System

- Only collect most useful and meaningful data that can't be gotten through existing systems

- Collect data that will contribute to the usefulness of other employment data already available through existing systems (e.g. service delivery/cost data)

- Minimize burden
  - Make data reporting simple to do
  - Limit number of times reporting is required in a given year

- Develop a fast and responsive system

- Produce helpful and relevant data reports for those who need and want them

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System Parameters

- Target programs: New managed long-term care programs and new SDS waiver
- Target group: working-age, enrolled and employed, according to most recent Functional Screen
- Web-based data entry
- Data entry only two times per year (May and November)
- Reporting period: previous month (April and October)
- Employment service provider reports data where member has provider involved
- Managed Care Organization (MCO) or SDS Brokers reports data where individual has no provider involved

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Employment to be reported

- Employment to be reported into the system includes:

  -Paid integrated job in the community

  -Paid prevocational work activity

  -Paid work in mobile crew or enclave

  -Paid work done from home

- Prevocational work activity is counted as one job, even if person does different kinds of work activity during the reporting month

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Data Reports for MCOs and SDS

□ The PPS Employment Module provides the following reports:

- Individual level data will be accessible to MCO care managers and SDS brokers so they have accurate, up-to-date data on the employment outcomes being achieved by each working-age individual.

- Aggregate data on all working-age participants or selected sub-sets of working-age participants will be accessible to MCO and SDS quality management staff to inform QI efforts.

- Aggregate data on outcomes produced by specific service providers will be accessible to MCO provider network staff to aid in performance-based contracting.

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Data Reports for Employment Service Providers and DHS

□ Employment service providers will be able to view the data for individuals they serve, including overall aggregate data on their agency's performance, which will contribute to provider-level QI efforts.

□ The Department will be able to identify pockets of excellence (e.g. specific providers, counties, MCO regional offices/units, SDS regions)

□ The Department will be able to identify/share, with all stakeholders, the policies and practices that have contributed to these positive outcomes.

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Ohio's Employment First Data Warehouse

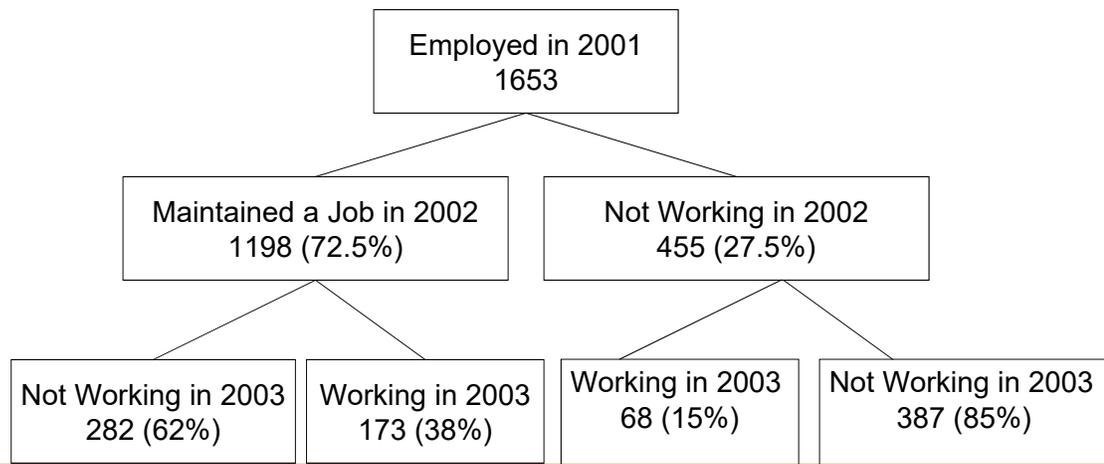http://www.ohioemploymentfirst.org/view.php?nav_id=64

➢Participation in the Outcome Tracking System is a requirement in the Employment First Rule 5123:2-2-05:

–Providers of employment services shall collect and submit to the department individual-specific data regarding employment services and employment outcomes including but not limited to, type of services provided, how individuals obtained employment, hours worked, wages earned, and occupations. The data shall be submitted through a web-based data collection system developed and maintained by the department.

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Tracking Retention & Re-Employment Over Time
South Carolina

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                    ┌─────────────────┐
                    │ Employed in 2001│
                    │      1653       │
                    └─────────────────┘
              ┌──────────────┴──────────────┐
    ┌───────────────────────┐      ┌───────────────────────┐
    │ Maintained a Job in 2002│    │ Not Working in 2002   │
    │      1198 (72.5%)       │    │      455 (27.5%)      │
    └───────────────────────┘      └───────────────────────┘
       ┌────────┴────────┐            ┌────────┴────────┐
┌──────────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────────────┐
│Not Working in│ │Working in 2003│ │Working in 2003│ │Not Working in 2003│
│2003 282 (62%)│ │  173 (38%)   │ │  68 (15%)    │ │    387 (85%)     │
└──────────────┘ └──────────────┘ └──────────────┘ └──────────────────┘
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Tracking Reasons for Job Loss (South Carolina)

Reasons for Job Loss	% of Total Losses
Performance Problem/Terminated	**28.1**
Quit	**21.9**
Health Problem	**10.9**
Laid Off	**10.9**
Death, Arrested, Moved, Retired, Left Program	**9.4**
Behavior Problem	**7.8**
Better Job	**6.3**
Family, Caregiving, Transportation	**4.7**

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Resource Issues

➢Establishing and managing a data warehouse.

➢New on-line data collection systems – major cost typically involved in establishing these.

➢Consider strategy that uses popular concepts of *Universal Assessment Tool (UAT)* and *No Wrong Door*
  ➢All publicly funded programs include collection of basic employment information on application/in-take

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Examples of Other Things to Measure

➢Three Core Goals: Integration, Independence and Productivity

➢Impact of Individual Characteristics on Employment

➢Regional and Community Characteristics Predicting Employment

➢Impact of Job Coaches on Employment Outcomes

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Data is Neutral – People are Not

➢Data can be used by proponents and opponents of a policy or practice

➢Data can exonerate or incriminate

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Measuring Adherence to Maine's Employment First Law: Fundamental Question on Process

➤**Is employment the first and preferred option in service delivery?**

➤If yes, how do you know this is true?
➤What is contributing to this and how can this be sustained?

➤If no, how do you know this is not true?
➤What is preventing the goal from being met and how can this be corrected?

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Measuring Adherence to Maine's Employment First Law: Fundamental Question on Outcomes

➤**Is Maine increasing the number of state residents with disabilities who are working in integrated community-based employment or customized employment?**

➤If yes, how do you know this is true?
➤What is contributing to this and how can this be sustained?

➤If no, how do you know this is not true?
➤What is preventing the goal from being met and how can this be corrected?

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Data Work Group Charge

- To obtain existing data from stakeholders that is aligned with the tenets of the EF Maine charge
- Using data – develop recommendations to improve employment outcomes for persons with disabilities
- Make recommendations for future data outcome elements based on review of current systems and tracking

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Year One Recommendations

Data Work Group
Year 1 Recommendations
- DHHS, DOL and DOE **will collaborate to create and initiate a plan to address improvement in uniform data collection related to employment as the** first and preferred option in service delivery**.**

- **Data work group will utilize existing data sources to inform other EF work groups and align efforts to strengthen the implementation of the Employment First Maine.**

- **Data work group will identify initial data markers that can and will be used to measure implementation of the Employment First Maine.**

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Initial Recommendations developed by Work Groups

- DHHS, DOL and DOE ensure that individuals with disabilities are on pathways to employment and barriers are addressed in person-centered planning process using quality data indicators

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Data of Interest on Across Maine State Agencies Serving People with Disabilities

- Total number of persons served, and # and % of persons with disabilities served
- Types of services offered with employment as the outcome.
- Process across Departments for collecting and comparing data related to Employment in the State of Maine.
- Data on career planning, vocational outcomes, evidence that employment is being offered as a first and preferred option.
- How is employment being addressed in the different departments and how and when is this first and preferred option being discussed?
- How many individuals are in the position of having work as an option, how many are being asked if they want work, how many are already working?
- How is employment being addressed in the service plan? How are the individuals in charge of their own decisions about employment?

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Coalition Discussion Question & Answer

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