

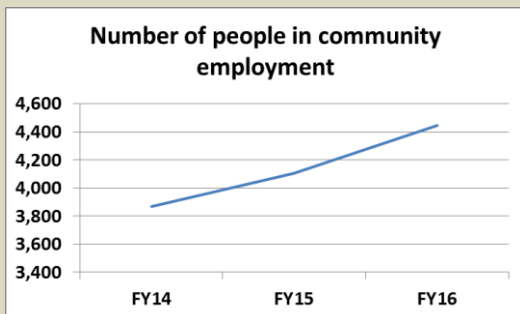
Quality Assurance Brief



People are supported to work



Goal #1: Increase the number of people working in community jobs



Goal #2: Decrease the number of people in sheltered workshops

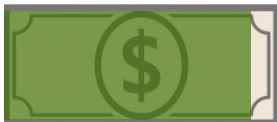


6,052 people used DDS Employment Services in FY16*

Individual Supported Jobs

2,065 people supported:

- Average hourly wage **\$10.90**
- Averaged **12hrs/week** of work
- **86%** worked consistently⁺



99% earned minimum wage

Group Supported Jobs

2,654 people supported

- Average hourly wage **\$7.70**
- Averaged **10 hrs/week** of work
- **82%** worked consistently⁺



59% earned minimum wage

Job Search Activities

2,377 people received assistance or support with job search activities as part of their employment services. People were reported as spending part of their week engaged in:

- **Job Development** 1,792 people
- **Job Discovery** 1,685 people
- **Volunteer/Internship** 1,031 people



45% of people surveyed by NCI stated they would like a job in the community

■ Want a job ■ Don't want a job

National Core Indicators FY16 data. 95% confidence level and a +/- 5% margin of error.

*More information on back

⁺Worked 10 of the last 12 months

Question and Answers

What is the difference between Individual and Group Supported Jobs?

In individual supported jobs, people are assisted to obtain and maintain jobs at businesses in the community where they are hired directly and paid the same wages and receive the same benefits as other employees. They are hired like other workers.

In group supported jobs, a small group of people, (typically 2 to 8), work in the community under the supervision of a provider agency. There is always a job coach/employment specialist present for support and assistance, and the workers are typically considered employees of the provider agency and not the business. Workers are paid and receive benefits from the provider agency.

What is the difference between job development and job discovery?

Job Development: This is a targeted, specific service working towards job placement. This may include developing resumes, assisting with interviews, and connecting with employers directly.

Job Discovery/Career Planning: Focuses on identifying the right work environment, job skills, and interests of an individual that will lead to a good job match. It might include exploring different job roles, engaging in person-centered planning to identify interests, or learning soft skills.

Why don't the number of people using Employment Services in Group (2,654) and Individual (2,065) Services add up to the total amount of people enrolled in Employment Services (6,052)?

The total number of people in integrated jobs (4,405) is a non-duplicated count of the people in individual and group supported employment. However, the total number of people in DDS Employment Services includes people in Integrated, Individual Support, Group Support, and Facility-based work (see table below). Some people may be in more than one of these categories.

Number of people employed	Total in Employment Services	6,052
	Total in Integrated Jobs	4405
	Individual Supported Jobs	2065
	Group Supported Jobs	2654
	Facility-Based Work	518

What are Quality Assurance Outcomes?

In years past with the guidance of stakeholders, DDS established a set of outcomes that represent system expectations and that form the basis for evaluating the quality of services and supports. This can help create a more "holistic" picture of the quality of supports within the DDS system and to help identify areas that may become the focus for quality improvement initiatives and activities.

Where does the data come from? Employment data is from the following two sources:

Massachusetts DDS Employment data: MA DDS data are collected using a 'snapshot' approach once a year in the month of April. Data are collected from Massachusetts employment providers over a 4 week period and analyzed by the Institute for Community Inclusion (ICI) at UMass Boston.

National Core Indicators (NCI): The National Core Indicators is a national survey conducted periodically in participating states. Massachusetts DDS has been collecting National Core Indicators data every two years since 1999. National Core Indicators conducts face-to-face interviews with a random, representative sample of people who receive paid supports from the MA DDS. <http://www.nationalcoreindicators.org/states/MA/>

Why is only one year of data shown in some of the graphs?

Data are collected each year; however, data have been relatively consistent over the past 3 years. Only the most current year(s) of data are shown here for simplicity.