

Proposed outcomes and measures.

First, a final set of goals related to the overall pilot are listed below. Second, in order to assess the effectiveness of the Employee Retention Project, the project will work to accomplish specific goals and outcomes related to both employers and program participants. The program goals and outcomes related to participants will focus primarily upon two key areas – Employment, Health and Social Well-being, as outlined below.

Overall Lucas County HBC Project Goals:

1. Educate 320 staff and volunteers from collaborating organizations in Bridges out of Poverty so they can be mentors and allies to under-resourced employees and support them to increase self-sufficiency and stay in the workforce.
2. Educate 48 under-resourced DSP's working for DD employers in Getting Ahead in the Workplace training.
3. Providing an ERN, BOP training, technical consultation, and DSP training support to eight (8) DD Employers with a goal to increase retention from 53% to 76%.
4. Provide The DSPaths credentialing program to incumbent DSP's. Seventy five (75) DSP's will receive DSPaths Basic program and 25 will receive DSPaths CIP program certification.
5. Increase community capacity by funding certification training so that organizations can provide the following trainings for their staff, volunteers and clients:
 - o Ten (10) individuals trained to facilitate Bridges Out of Poverty trainings
 - o Forty (40) individuals trained to facilitate Getting Ahead in a Just-Gettin'-By-World classes
6. Provide 5 Community Health Workers with full time employment and Bridges Out of Poverty professional development while they serve the DD employee population.
7. Provide Pathways to at least 150 DD employees to improve their health, meet their basic needs, and connect them to needed Healthcare.
8. Improve LCHBC cross sector collaboration to sustain the initiatives implemented through support to establish a strategic framework for overall organizational development from Toledo Local Initiatives Support Corporation (LISC).

Employer Outcomes

Outcomes/Goals	Indicator/s	Performance Target	How data will be collected
Improve recruitment and retention of entry level employees	Number of new program participant recruits Number and percent of participants achieving 90-day retention	Increase employee retention from 53% to 76%	Employer report on 90 day retention for program participants in Charity Tracker
Reduce Employer Turnover Costs	Amount of dollars saved with increased retention.	Employer will demonstrate a 30% improvement in cost savings	Baseline for turnover cost will be established for 2015 Comparison cost for project period adjusted to inflation rate.
Improve wage structure to support retention	Wage increase at 90-day retention	To be determined with targeted employers	Establish wage baseline for 2015 to measure difference against
Improve opportunities for employee advancement	Documented Pathways for advancement # of participants identified for advancement pathways	To be determined with targeted employers	Document showing pathways for advancement
Development of Employee's Resource Network (ERN)	ERN is fully operational	ERN is fully operational by April 2017	Report on operational status
Supervisory staff at Developmental	Percent of supervisory	100% of all Supervisory	Training sign-sheets and

Disability Provider Agencies are trained in Bridges out of Poverty.	staff that completed training	Staff by March 2017	agency HR list of supervisory staff
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Program Participant Outcomes

1. Employment Outcomes

NOTE: For this pilot project it will not be possible, in most cases to determine longer-term outcomes related to reduction of reliance on public assistance and increased self-sufficiency and so it is more appropriate to measure the process goals and indicators that are expected to move participants toward long-term self-sufficiency and improved health.

Outcomes/Goals	Indicator/s	Performance Target	How data will be collected
Persons in poverty are recruited for jobs serving persons with developmental disabilities	# of persons recruited through the project	At least 25% of new recruits will be program participants	Referrals from community partners, e.g., Pathways, Ohio Means Jobs, etc.
Participants successfully complete Getting Ahead Training	# and % of persons completing GA trainings.	80% will successfully complete GA	Sign in sheets Development of Life Plan
Participants are connected with an Allies Team	# and % of persons connected to an Allies Team	50% of participants will be connected to an Allies Team	Charity Tracker
Remove/address barriers to employment retention	# of barriers successfully addressed	65% of identified barriers will be successfully resolved	Charity Tracker
Create recruitment and retention incentives	# and % of total recruitments to receive sign-on bonus · # and % to receive 90-day retention bonus	80% of recruits will receive sign on bonus upon successful completion of orientation 65% of participants employed will achieve 90-day retention bonus.	Charity Tracker Recorded Payment of Bonuses
Link participants to existing community resources	· # and % of recruited participants needing connection to other community resources · # and % successfully connected	65% will be successfully connected to other community resources	Charity Tracker
Develop further pathways for training/education to advance in the field	TBD	TBD	TBD

2. Health and Social Well-being Outcomes (Utilizing Pathways Model)

Pathway	Outcome	How data will be collected
Adult Education	Confirm that client successfully completes stated educational goal: <ul style="list-style-type: none"> • course/class completed • quarter/semester completed • training program completed 	Care Coordination Systems (CCS) data, collected by CHW's. Charity Tracker (CT)
Behavioral Health	Client has kept 3 scheduled appointments for behavioral health issue(s).	CCS CT
Education	Client reports that he/she understands the educational information presented. (document educational content and format)	CCS & Charity Tracker

Employment	Client has found consistent source(s) of steady income and is employed over a period of 3 months.	CCS CT
Family Planning	Confirm that client has kept appointment and document family planning method: 1. Completed with permanent sterilization or LARC (long acting reversible contraceptive) 2. All other methods, completed if client is still successfully using the method <u>after 30 days</u> .	CCS only
Health Insurance	Completed if client has received health insurance – document plan and insurance number.	CCS CT
Housing	Confirmation that client and/or family has moved into an affordable suitable housing unit for a minimum of 2 months.	CCS CT
Immunization Referral	Client who was behind on immunizations has his/her immunization record reviewed and is verified to be up to date.	CCS only
Immunization Screening	Client is up to date on all age appropriate immunizations.	CCS only
Lead	Confirm that appointment was kept and document results of lead blood test.	CCS only
Medical Home	Confirm that client in need of ongoing primary care has kept first appointment with medical home.	CCS only
Medical Referral	Verify with health care provider that client has kept appointment.	CCS Only CT
Medication Assessment	Verify with primary care provider that medication chart was received. (requires chart)	CCS only
Medication Management	Verify with primary care provider that client is taking medications as prescribed. (requires chart)	CCS only
Postpartum	Confirm that client has kept postpartum appointment.	CCS only
Pregnancy	Confirm that client has delivered a healthy baby weighing more than 5 pounds 8 ounces (2500 grams).	CCS only
Smoking/Tobacco Cessation	Confirm that client has stopped using tobacco products.	CCS only
Social Service Referral	Verify that client has kept scheduled appointment with social service provider in the following areas: Social Service Referral – Food Assistance Social Service Referral – Utilities Assistance Social Service Referral – Clothing Assistance Social Service Referral – Legal Assistance Social Service Referral – Housing Assistance Social Service Referral – Transportation Assistance Social Service Referral – Food Assistance/WIC Social Service Referral – Insurance Assistance Social Service Referral – Financial Assistance Social Service Referral – Education Assistance Social Service Referral – Other	CCS CT

3. Pilot Project Outcomes

Outcomes/Goals	Indicator/s	Performance Target	How data will be collected
Develop a replicable model for helping to move persons from poverty toward greater self-sufficiency with improved employment, health and social well-being outcomes	Agreement between key partners on the effectiveness of the model	At least 85% of partners agree to the effectiveness of the model	Key informant interviews with partners
Test the Employer Resource Network model as a viable way to better coordinate community services, supports and resources to improve retention and help move persons from poverty toward greater self-sufficiency	Assessment of both employer and participant related outcomes/goals Employer satisfaction with the ERN Participant satisfaction with the ERN	TBA with employers	See employer and participant outcomes/goals Employer satisfaction survey Participant satisfaction survey Key Informant Interviews
Project achieves sustainability within the labor sector as a result of cost savings achieved by improved employment, health and social-wellbeing outcomes	Cost-savings (see employer outcomes/goals) Financial commitment from employers Realignment of public funding to support model	At least 85% of the employers make financial commitments to sustain ERN	See Employer Outcomes/Goals Funding Commitments secured by 6/30/17.