

Long-Term Job Retention for Individuals in Supported Employment in Illinois

Douglas Morton, Division of Rehabilitation Services

Supported Employment in Illinois

- ▶ Illinois VR has about 2,000 individuals in SE
- ▶ Most recent FY had 321 SE successful closures
- ▶ Illinois has made a significant investment in SE over the last 20 years
- ▶ SE VI-B grant of about \$1.2M
- ▶ Additional \$4.5M in VR funds devoted to SE
- ▶ SE is very popular with providers and much in demand from customers
- ▶ Uncertainty about what factors are most associated with successful outcomes

SE Follow Up Employment Sample

- ▶ On July 1, 2009 DRS had 1,859 customers in SE
- ▶ Of that number, 320 had complete employment data (employer, hours, wages)
- ▶ Purpose of this study was to identify the status of these 320 people three years later
- ▶ Document successful results achieved by SE customers
- ▶ If possible, identify factors associated with long-term success
- ▶ Recommend program changes based on new information

SE Follow Up Sample Data Sources

- ▶ Our customer data base has basic customer information: disability, age, race, gender, Social Security status
- ▶ Input variables include: length of time under an IPE, dollars invested in services, transition services provided
- ▶ Basic outcome data: employer, wages, hours worked
- ▶ Unemployment insurance system: allows tracking of employer and earnings data each quarter.
- ▶ Social Security system: Updated SSA status

Why this sample?

- ▶ Objective was to look at long term employment retention
- ▶ Best to start with individuals who are already working and whose employment is documented
- ▶ Sample is biased in favor of successful rehabilitated closures
- ▶ Sample gives us an idea of both who retains employment as well as who falls out of the labor force

Description of the Sample: Disability

Primary Impairment	Count	Percent
Intellectual Disability	97	30.3
Mental Illness	73	22.8
Learning Disability	55	17.2
Autism	27	8.4
Physical Impairment	27	8.4
Cognitive Impairment	22	6.9
Deaf or Hearing Impaired	11	3.4
Blind or Visual Impairment	8	2.5

Sample Description: Secondary Impairment

Category	Count	Percent
No Secondary Impairment	146	45.6
Mental Illness	47	14.7
Learning Disability	38	11.9
Physical Impairment	37	11.6
Intellectual Disability	17	5.3
Communicative Impairment	13	4.1
All other conditions	22	7.8

Sample Description: Race and Gender

Category	Count	Percent
Male	199	62.2
Female	121	37.8
White	253	79.1
African American	49	15.3
Hispanic/Latino	11	3.4
Asian	6	1.9
American Indian	1	0.3

Sample Description: Age and Transition

Category	Count	Percent
24 or younger	69	21.6
25 to 30	102	31.9
31 to 40	57	17.8
41 to 50	47	14.7
51 or older	45	14.1
Received transition services	98	30.6
Did not receive transition services	222	69.4

Sample Description: Geographic Area

Area	Count	Percent
City of Chicago	39	12.2
Cook County Suburbs	52	16.3
Outer Suburbs	84	26.3
Downstate Metro Areas	95	29.7
Downstate Rural Areas	50	15.6

Sample Description: Social Security 2009

Category	Count	Percent
SSI Only	87	27.2
SSDI Only	59	18.4
Both SSI and SSDI	83	25.9
Neither	91	28.4

Work Status 2009: Wages

Wage	Count	Percent
Up to \$8.00	235	73.4
\$8.01 to \$9.00	42	13.1
\$9.01 to \$10.00	22	6.9
\$10.01 to \$11.00	9	2.8
\$11.01 or higher	12	3.8
Average and Median	\$ 8.14	\$ 7.75

Work Status 2009: Hours Worked

Hours Worked	Count	Percent
5 or fewer	30	9.4
6 to 10	45	14.1
11 to 15	48	15.0
16 to 20	100	31.3
21 to 25	43	13.4
26 to 35	25	7.8
36 to 40	29	9.1
Average and Median	18.9	20

Work Status 2009: Monthly Earnings

Earnings	Number	Percent
\$149 or less	25	7.8
\$150 to \$299	23	7.2
\$300 to \$499	56	17.5
\$500 to \$999	162	50.6
\$1,000 or more	54	16.9
Average and Median	\$ 677.18	\$ 649.50

Work Status 2009: Type of Employer

Employer Type	Count	Percent
Retail Business	99	30.9
Food Service Business	79	24.7
Community Rehab Program	53	16.6
Service Business	19	5.9
Government Agency	17	5.3
Health Care Provider	15	4.7
School/Education Provider	10	3.1
Social Service Agency	10	3.1
Other or Unknown	10	3.1
Hotel Industry	8	2.5

Service History: Months in IPE Status

Months	Count	Percent
24 or fewer	144	45.0
25-36	58	18.1
37-48	44	13.8
49-60	21	6.6
61 or more	53	16.6

Service History: Funds Invested

Category	Count	Percent
Less than \$5,000	110	34.4
\$5,000-\$9,999	77	24.1
\$10,000-\$19,999	75	23.4
\$20,000 or more	58	18.1
Average and Median	\$ 12,537	\$ 7,527

Research Activities

- ▶ Cleaned up data set
- ▶ Looked up current SSA information
- ▶ Looked up wages for 9 quarters-1st Q 2010 to 1st Q 2012 (some 2nd Q 2012 available but not enough)
- ▶ Revisited customer case management system for open cases and clarifying details
- ▶ Classified employer type for 2012
- ▶ Identified "same employer" 2009-2012 cases
- ▶ Identified "continuous" employment for 9 quarters with same employer

Defining "Success"

- ▶ Typical VR success story is one of increasing earnings over time, reduced dependence on government benefits, increasing self-sufficiency and independence
- ▶ SE cases are individuals with most significant disabilities requiring additional assistance
- ▶ To what extent is "success" different for this group?
- ▶ Consistency of employment
- ▶ Maintenance of earnings
- ▶ Reduction in benefits

Results: Work Status in 2012

Status	Count	Percent
Working	162	50.6
Not working now but did work	70	21.9
No record of working 2010-2011	88	27.5
Working for the same employer	87	27.2
Working for a different employer	75	23.4

Results: Quarters with Earnings

Quarters	Count	Percent
9	125	39.1
8	10	3.1
7	10	3.1
6	12	3.8
5	7	2.2
4	13	4.1
3	17	5.3
2	19	5.9
1	19	5.9
0	88	27.5

Results: Monthly Earnings 2010-2012

Category	Count	Percent
\$149 or less	39	16.8
\$150 to \$299	32	13.8
\$300 to \$499	55	23.7
\$500 to \$999	77	33.2
\$1,000 or more	29	12.5
Average and Median	\$ 558.52	\$ 451.92

Results: Working in 2012 by Disability

Primary Impairment	Total	Working	Percent
Autism	27	15	55.6
Blind or Visual Impairment	8	5	62.5
Cognitive Impairment	22	11	50.0
Deaf or Hard of Hearing	11	4	36.4
Intellectual Disability	97	55	56.7
Learning Disability	55	30	54.5
Mental Illness	73	32	43.8
Physical Impairment	27	10	37.0

Results: Work by Combined Impairments

Impairment	Total	Working	Percent
Autism	30	17	56.7
Physical or Sensory	46	19	41.3
Intellectual Disability	112	65	58.0
Learning Disability	106	55	51.9
Mental Illness	112	49	43.8

Results: Change in SSA Status

Primary Impairment	SSA 2009	SSA 2012	Change
Autism	70.4	51.9	-18.5
Blind or Visual Impairment	87.5	100.0	12.5
Cognitive Impairment	81.8	68.2	-13.6
Deaf or Hard of Hearing	63.6	81.8	18.2
Intellectual Disability	74.2	79.4	5.2
Learning Disability	69.1	32.7	-36.4
Mental Illness	68.5	78.1	9.6
Physical Impairment	66.7	66.7	0.0
All Conditions	71.6	67.5	-4.1

Results: Change in Income 2009-2012

Change in Income	Count	Percent
\$1,000 or more increase	10	7.4
\$501 to \$1,000 increase	9	6.7
\$1 to \$500 increase	61	45.2
\$1 to \$500 decrease	44	32.6
\$501 to \$1,000 decrease	6	4.4
\$1,000 or more decrease	5	3.7
Average and Median	\$109	\$39

Results: SSA and Earnings Combined

Category	Count	Percent
Receiving SSA in 2012	216	
Working in 2012	112	51.9
Average Earnings	\$539.12	
Average SSA	\$622.14	
Average Total Income	\$1,161.26	
Not Working in 2012	104	48.1
Average SSA	\$734.81	
Not Receiving SSA in 2012	104	
Working in 2012	50	48.3
Average Earnings	\$856.18	

Results: Predictors of Success 1

Category	Percent Working	Quarters Worked	Monthly Earnings
All Cases	50.6	4.8	\$562.20
Age 25 or younger	47.4	4.7	\$572.32
Age 26 to 35	54.5	5.2	\$483.24
Age 36 or older	49.6	4.5	\$624.92
White	52.6	5.0	\$551.49
Minority	43.3	4.0	\$586.20
Female	45.5	4.2	\$473.89
Male	53.8	5.2	\$607.46

Results: Predictors of Success 2

Category	Percent Working	Quarters Worked	Monthly Earnings
Downstate rural	44.0	4.6	\$485.22
Downstate metro	46.3	4.2	\$595.09
Outer suburbs	60.7	5.8	\$516.22
Cook County	49.5	4.7	\$606.33
2009 No Social Security	51.6	4.9	\$639.22
2009 SSI only	44.8	4.6	\$525.03
2009 SSDI only	61.0	5.3	\$562.81
2009 Both SSI and SSDI	48.2	4.6	\$496.77

Results: Predictors of Success 3

Category	Percent Working	Quarters Worked	Monthly Earnings
Rehab closure	65.2	6.3	\$595.17
Not rehab closure	25.0	2.2	\$414.05
No transition services	50.9	4.8	\$550.89
Transition services	50.0	4.8	\$577.30
Less than \$5,000	42.7	4.0	\$560.91
\$5,000 to \$9,999	53.2	5.0	\$544.73
\$10,000 or more	55.6	5.3	\$563.95

Results: Predictors of Success 4

Category	Percent Working	Quarters Worked	Monthly Earnings
IPE 18 or fewer months	48.4	5.1	\$609.06
IPE 19 to 36 months	60.7	5.3	\$523.53
IPE 37 or more months	43.2	4.1	\$547.07
2009 Fewer than 10 hours	54.7	5.1	\$383.49
2009 10 to 19 hours	47.8	4.6	\$499.33
2009 20 to 39 hours	47.2	4.7	\$506.68
2009 30 or more hours	60.0	5.1	\$987.50

Results: Predictors of Success 5

Category	Percent Working	Quarters Worked	Monthly Earnings
2009 \$100 or less a week	46.6	4.8	\$431.61
2009 \$101 to \$150	55.8	4.2	\$452.70
2009 \$151 to \$200	44.9	5.2	\$524.86
2009 \$201 to \$300	48.7	5.1	\$734.15
2009 \$301 or more	70.4	4.9	\$1,083.89
2009 National employer	64.7	6.1	\$518.31
2009 Other employer	39.8	3.8	\$601.60

Results: Work Status and Major Employers

Status	Count	Percent
Major National Employer 2009	139	43.4
Working in 2012	90	64.7
Not Working in 2012	49	35.3
Other Employer Type 2009	181	56.6
Working in 2012	72	39.8
Not Working in 2012	109	60.2

Results: National/Regional Employers

Employer in 2009	Number Employed	Employer in 2009	Number Employed
JEWEL FOOD STORES	24	DOLLAR TREE	2
MCDONALDS	15	FEDEX GROUND	2
WAL-MART	14	HARDEES	2
HOME DEPOT	5	HOLIDAY INN EXPRESS	2
DOMINICKS FINER FOODS	4	JIMMY JOHNS	2
SODEXHO	4	K MART	2
TARGET	4	KOHL'S	2
MARSHALLS	3	MENARDS	2
WALGREENS	3	OFFICE MAX	2
BOB EVANS RESTAURANT	2	PORTILLOS	2
BURGER KING	2	TOYS R US	2
CRACKER BARREL	2	WENDYS	2

Results: "ID not MI" versus All Others

Category	"ID and Not MI"	All Others
Percent Working in 2012	60.4	46.4
Receives SSA in 2012	75.0	64.3
SSA Amount in 2012	\$ 628.51	\$ 705.22
Average Wage 2010-2012	\$ 483.21	\$ 590.45
Total Income 2012	\$ 848.89	\$ 845.58
Quarters with Earnings	5.84	4.35
Pct. With 7 or More Quarters	77.3	36.6

Discussion: Positives and Negatives

- ▶ About half of all cases were working 3 years later
- ▶ Rehabbed cases were very successful
- ▶ A high level of consistent employment, many with the same employer
- ▶ Earnings increased very little
- ▶ Reduction in benefits was minimal
- ▶ Demographic discrepancies need to be addressed
- ▶ Most successful were people with intellectual disabilities
- ▶ More detailed analysis may be needed

Discussion: Why these results?

- ▶ SE was designed for people with most significant disabilities with little or no work experience
- ▶ Service model for SE leans heavily toward on-the-job support, training and coaching
- ▶ Individuals with disabilities other than ID were not successful in maintaining employment when starting out in an SE model
- ▶ People with ID may be the “target population” for SE
- ▶ Requires acceptance of on-the-job supports and acknowledgement of disability in the workplace

Discussion: “Success” or Not?

- ▶ Individuals who maintained employment were likely to have SSA benefits and work part time hours for a major national or regional employer
- ▶ Acceptance of “part work, part benefits” lifestyle is a pre-requisite
- ▶ Large employers are likely to have well-developed human resources systems and diversity policies
- ▶ Disabled worker is both more visible due to on-the-job supports as well as less visible due large workplace
- ▶ Employers may see hiring SE individual as a social good

Discussion: Where do we go from here?

- ▶ Illinois VR needs to address demographic discrepancies in successful outcomes
- ▶ Continue to build relationships with large employers
- ▶ Identify possible reasons why smaller employers are less successful in retaining SE workers
- ▶ Work with providers to identify supports that may contribute to long term success
- ▶ Identify models to serve non-ID SE customers
- ▶ SE is not for everyone.

Contact Information

- ▶ Douglas Morton
- ▶ DHS Division of Rehabilitation Services
- ▶ 100 W. Randolph Street, #5-300
- ▶ Chicago, IL 60601
- ▶ 312-814-1936
- ▶ douglas.morton@illinois.gov