

Using Performance Management Tools to Improve Services and Outcomes for Transition-Aged Youth

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VR agencies play an important role in serving transition-aged youth

- **Renewed emphasis on role of VR in transition through the Workforce Innovation and Opportunity Act (WIOA)**
- **WIOA also emphasizes performance measurement and evidence-based practices**
- **Performance management tools can help agencies identify effective practices and inform program and policy changes**

Goal is to expand the evidence base on effective VR programs for youth

- **NIDILRR funded, through the Rehabilitation Research and Training Center on VR Practices for Youth, in collaboration with TransCen Inc.**
- **Help agencies leverage data for evaluation and program improvement**
 - **Currently working with several agencies to learn how VR agencies are using performance management tools**
 - **Grant allows us to provide technical assistance over the next two years to expand analytic capabilities of agencies**

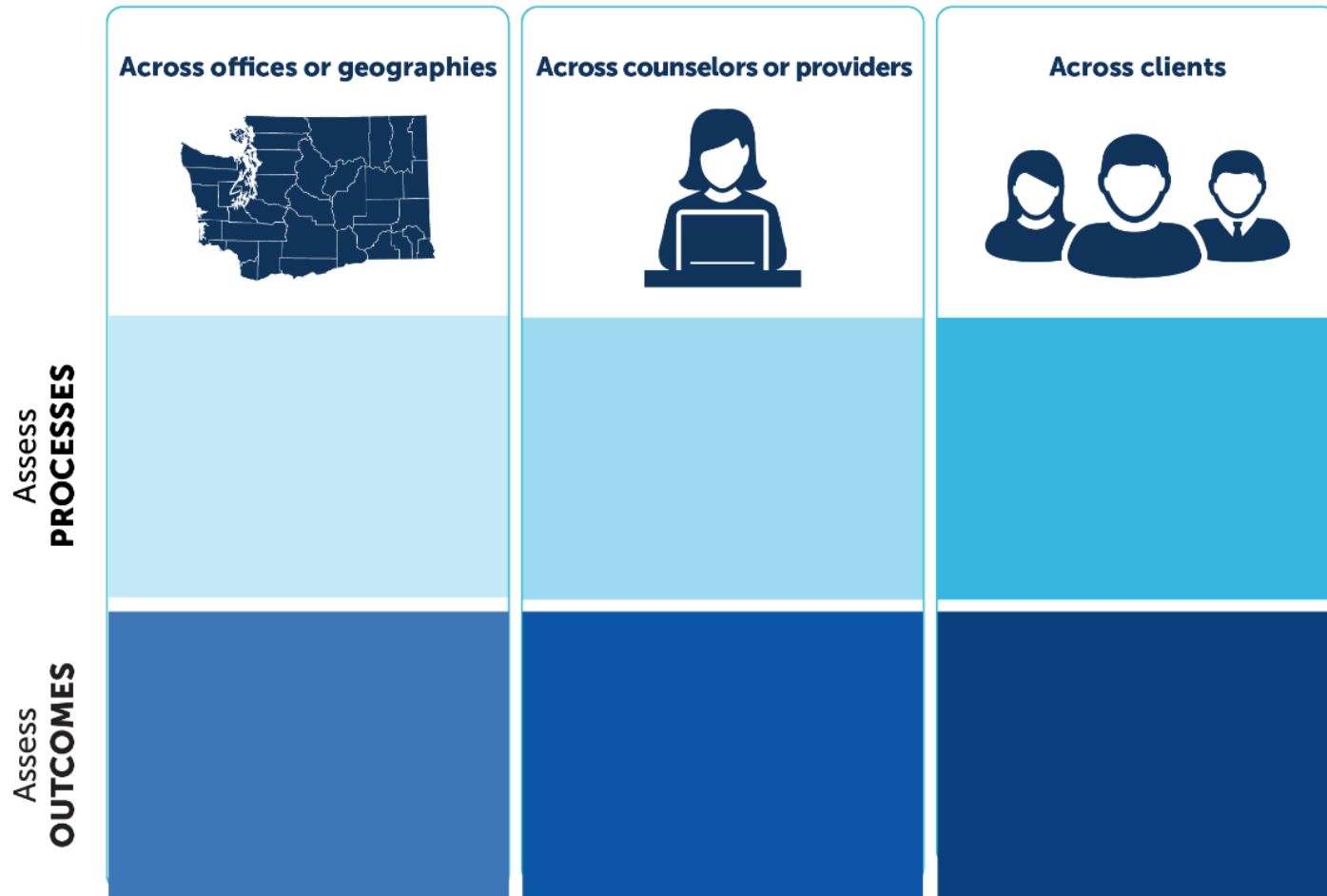
Performance management is a continuous cycle



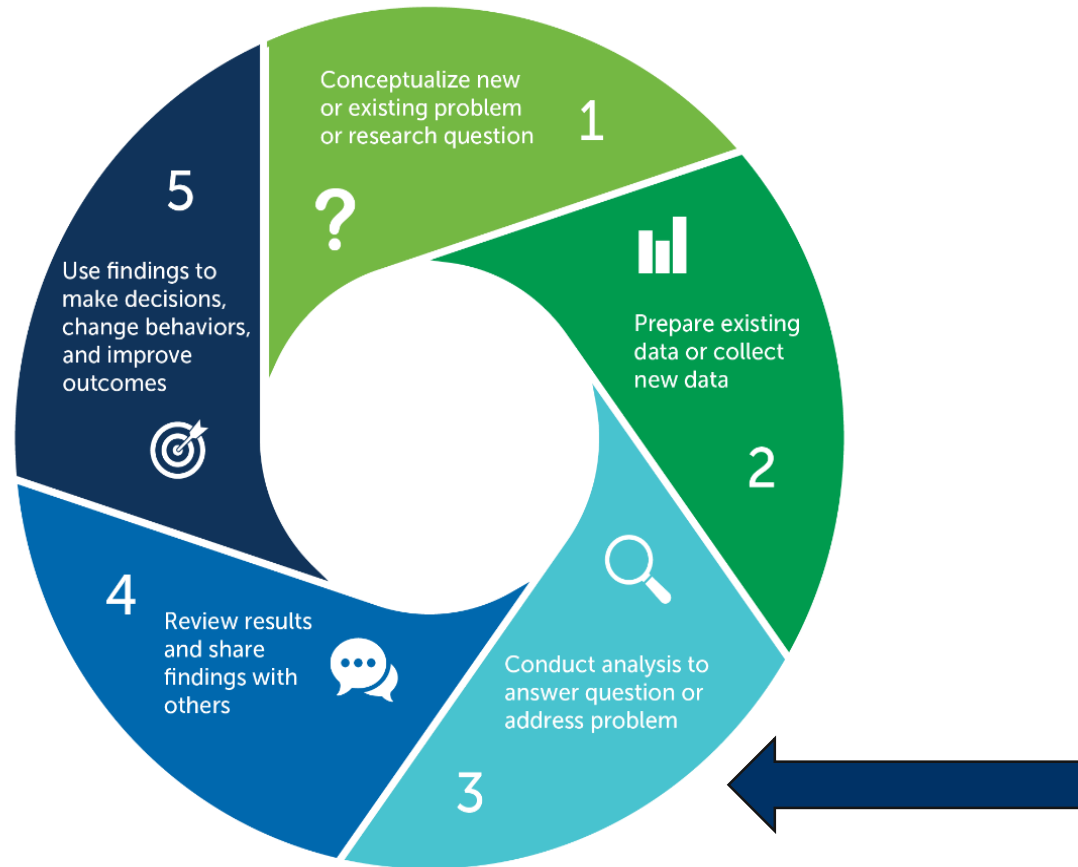
The first step is always the hardest...

- **Step 1: Conceptualize problem or question**
- **Prioritizing a single problem when agencies serve youth across a diverse set of disabilities, schools, and settings can be a challenge**
- **Taking into account agency priorities, data availability, and staff skills**
- **Input from frontline staff might be helpful in this step**

A framework for performance management priorities (Steps 1-2)



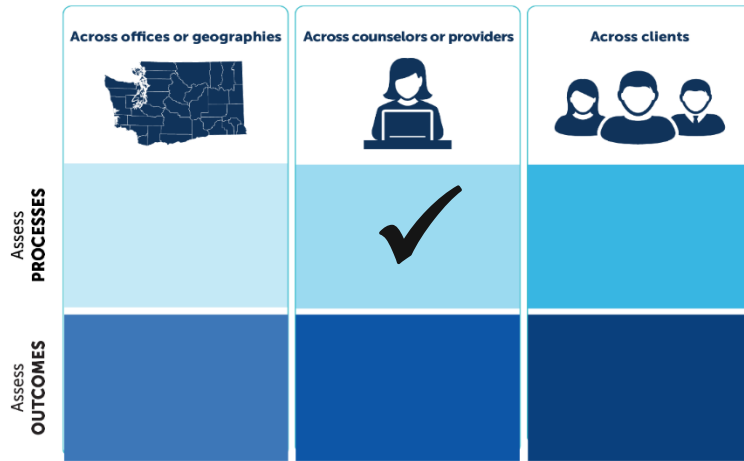
Step 3: Conduct analysis to answer question



Analytic options for VR staff (Step 3)

- **Descriptive analysis** uses data to describe processes and outcomes
- **Predictive analytics** builds models using historical data to predict future events
- **Process or formative evaluation** examines agencies' internal processes to improve efficiency
- **Cost effectiveness studies** may calculate the return on investment (ROI) across different programs
- **Impact or outcomes evaluation** estimates the relationship between programs and outcomes such as skill gains or employment
- **Rapid-cycle evaluation** provides feedback in as close to real time as possible

Example: tracking resource allocation for pre-ETS provision

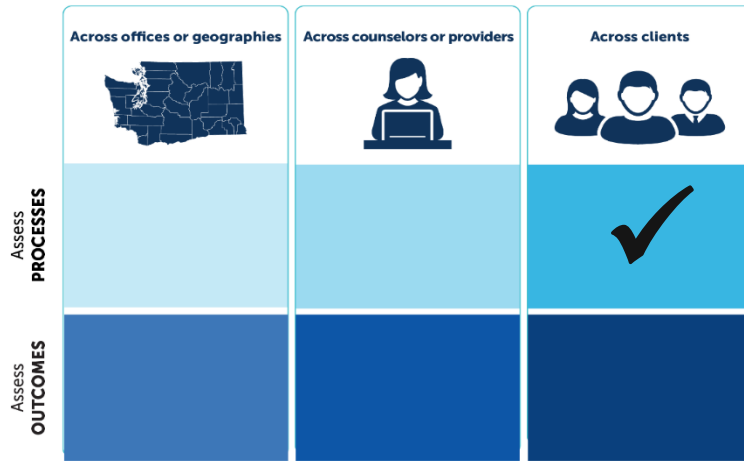


Challenge: allocation of the WIOA-mandated 15 percent of federal funding on pre-ETS

Analytic tools:

- track each counselor's time and resources spent on pre-ETS provision
- compare with predicted time and resource levels for each counselor and adjust caseloads accordingly.

Improving youth progress through transition

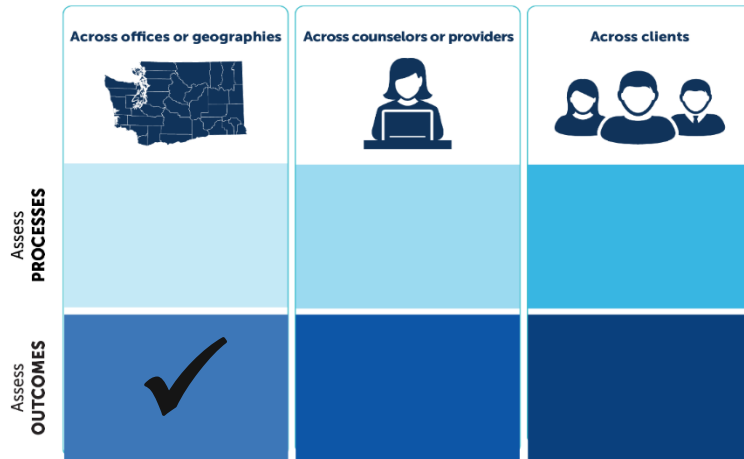


Challenge: adoption of a progressive career development service plan

Analytic tools:

- use statistical analysis to identify client and service characteristics associated with successful client progression
- employ rapid-cycle evaluation to test the potential for behavioral “nudges” to keep clients engaged.

Identifying cross-county differences in youth outcomes

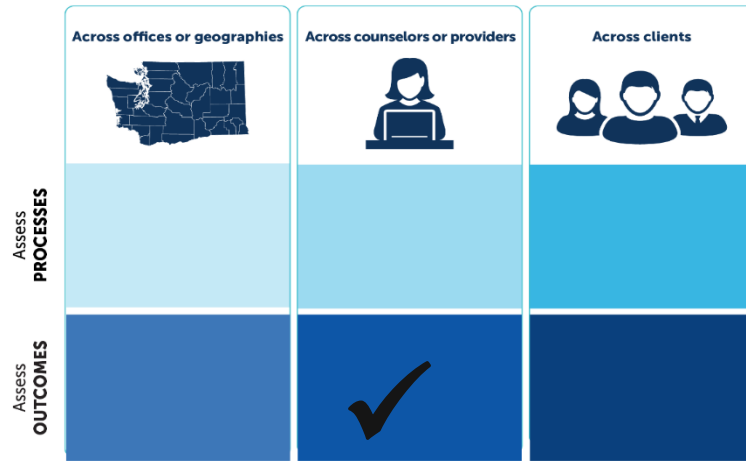


Challenge: meeting diverse needs and improving outcomes across the state

Analytic tools:

- **illustrate cross-county differences in closure outcomes using maps, taking into account socioeconomic and demographic characteristics**
- **use findings to assess needs across geography and potentially reallocate resources.**

Support better targeting of providers to match youth needs

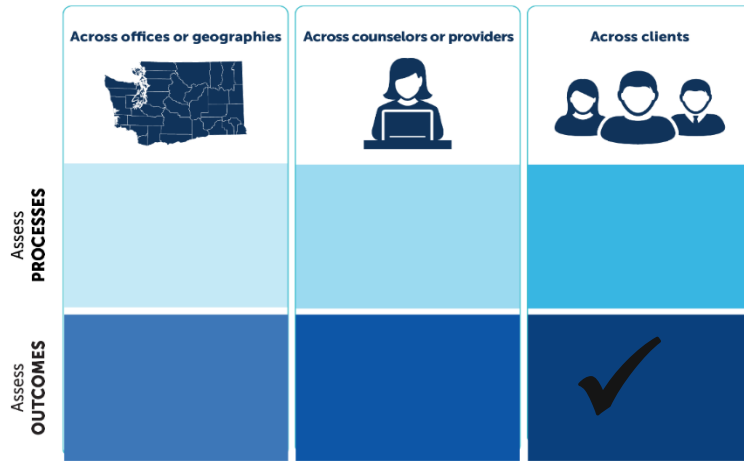


Challenge: selecting the best provider for each client

Analytic tools:

- **create scorecards for job development service providers including geographic service area, and metrics of job placement service success, such as industries and employers**
- **share with clients to empower them to select providers that best meet their needs.**

Generate rigorous evidence on successful programs

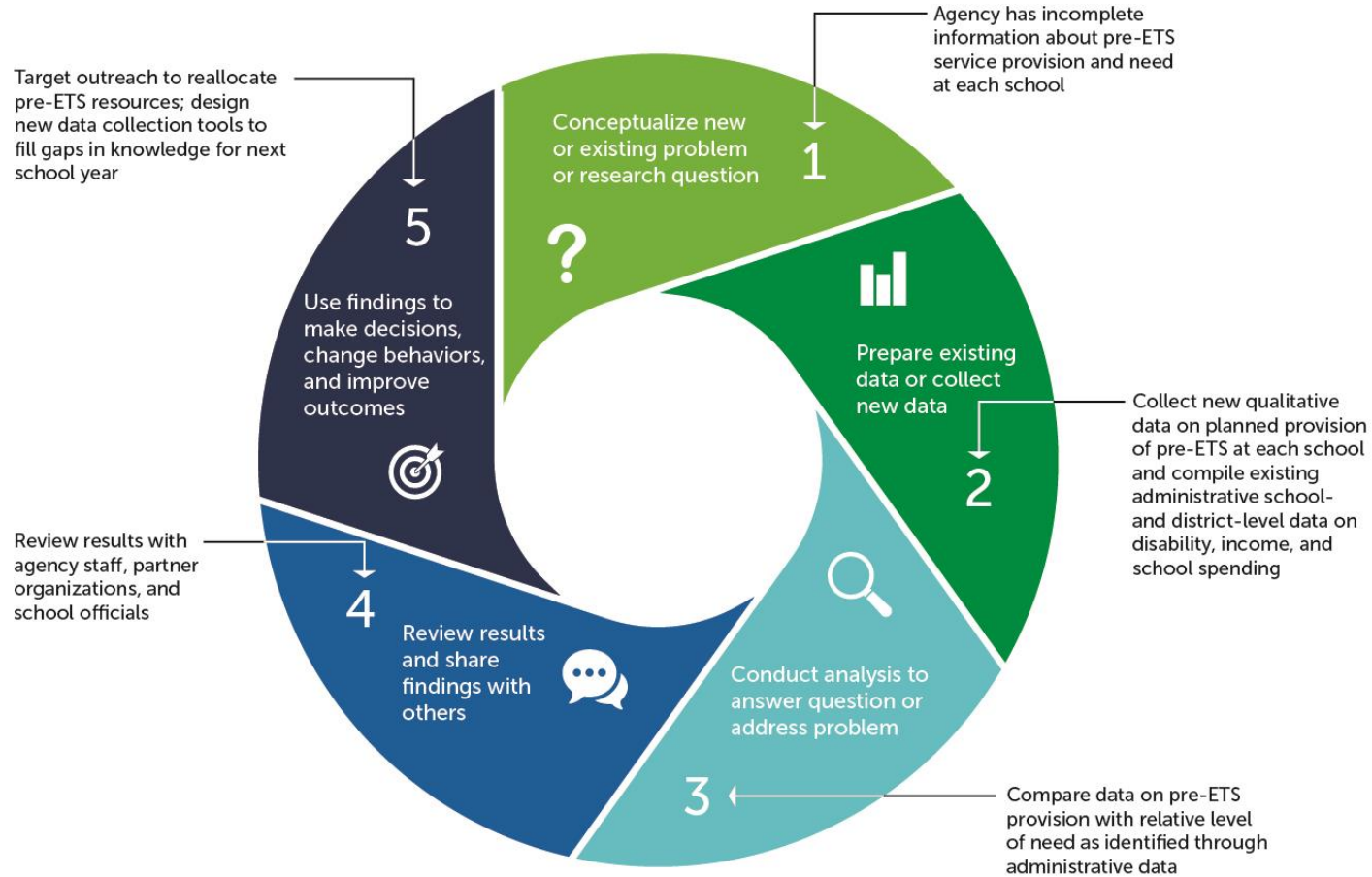


Challenge: promoting evidence-based programs

Analytic tools:

- test impact of new employment program by comparing outcomes of participants with outcomes among a comparable set of clients that did not participate in the program
- use data on longer-term earnings to estimate ROI of program

Case example of using the performance management cycle



Case example of using the performance management cycle

- 1.** Agency has incomplete information about pre-ETS service provision and need at each school
- 2.** Collect new qualitative data on planned provision of pre-ETS at each school and compile existing administrative school- and district-level data on disability, income, and school spending
- 3.** Compare data on pre-ETS provision with relative need as identified through administrative data
- 4.** Review results with agency staff, partner organizations, and school officials
- 5.** Target outreach to reallocate pre-ETS resources; design new data collection tools to fill gaps in knowledge for next school year

What can you do next?

- **Consider the challenges your agency is facing and how they fit into the framework**
- **Meet with Mathematica staff to discuss performance management at your agency**
- **Help to build the evidence base on VR practices that improve outcomes for individuals with disabilities**

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- The contents do not necessarily represent the policy of the U.S. Department of Health and Human Services, and no endorsement by the federal government should be assumed (Edgar, 75.620 (b)).

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