



Community Living BC

Learning from our Employment Data

April 1, 2016 – June 30, 2016



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Purpose

The purpose of this report is to share key provincial data from the revised Periodic Report for Employment for the first time with employment service providers, community members and Community Living BC (CLBC) staff; moving forward reports are expected to be distributed annually in November.

Data is a crucial part of local planning to increase employment. Please share this information with people involved in the work of increasing employment for the people CLBC serves in your community.

Introduction

CLBC has invested in a shift towards an employment first approach over the past four years in its support of individuals with developmental disabilities. CLBC defines employment as work which pays at least minimum wage, and which meets conditions outlined in BC's Employment Standards Act. Employment can be part-time, full-time or self-employment.

CLBC receives approximately \$13 million annually from the Government of BC as part of its funding envelope for Employment services. Some of this funding comes from Labour Market Agreement for Persons with Disabilities (LMAPD). CLBC is required to report on how these funds are used for CLBC Employment services; this is done through our Periodic Report for Employment which is completed by CLBC employment providers.

Labour Market Agreements for Persons with Disabilities (LMAPD)

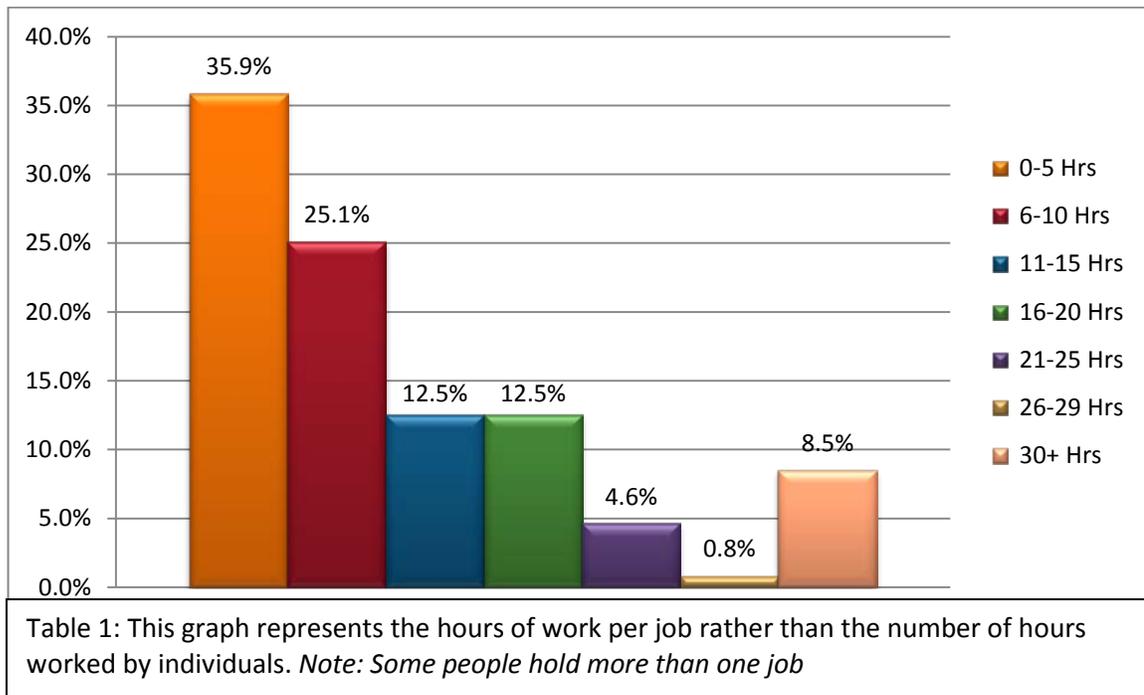
The Government of Canada provides \$222 million each year through Labour Market Agreements for Persons with Disabilities (LMAPDs) with provinces and territories. This funding supports programs and services that are designed and delivered by provinces and territories.

CLBC worked with service providers and the Ministry of Social Development and Social Innovation (SDSI) to develop the revised Periodic Report for Employment to meet the LMAPD reporting requirement, the needs of regional CLBC offices and employment service providers, and to inform local work on the Community Action Employment Plan. CLBC acknowledges and thanks the service providers who worked with us to develop, test and refine the revised Periodic Report for Employment. We also want to thank all service providers for regularly filling in the Periodic Report and contributing to the data collection and learning.

This report provides specific provincial data for the first time from the revised Periodic Report for Employment; it does not include all provincial data from the Periodic Report. The snapshot of data included has been selected as the most pertinent in building the sector's broad knowledge to support reaching our collective goals for inclusive employment. The sole intent of sharing this information is to help CLBC staff, service providers and community members learn from the provincial data and to improve planning and delivery of employment supports; this document is not intended to be part of monitoring or continuous quality improvement frameworks.

Provincial data in this document is from the first quarter, April 1, 2016 – June 30, 2016, Periodic Reports, which shows of the 1,864 individuals receiving CLBC-funded employment supports, 1,274 are employed as at June 30, 2016. The tables in this report are based on provincial totals. Ninety-three percent of CLBC employment contract reports were included, covering 98% of CLBC's investment in employment services.

In addition to the data in this document, we have included background information to help readers understand why this information is collected, and how it may be used. We have framed some questions to help foster discussion and thinking, and included a section "Making the Most of the Data" (page 10). Under each table of provincial data, we have also summarized some of the findings and potential key learnings. These learnings are in no way exhaustive. It is fully expected communities will identify their own in the context of their environment and their experience.

Table 1: How much people are working**Discussion**

- Further investigation is required to explain the majority of individuals working 10 hours or less per week and the spike in people working 30+ hours per week.
- We know 76 % of CLBC eligible individuals receiving CLBC employment services earn between \$10 and \$12 per hour¹.
- More than 60% of jobs are ten hours or less per week.
- 1 out of 3 individuals have more than one job.
- Based on anecdotal evidence, a possible explanation for a high proportion of individuals working part time could be to stay below the Annual Earning Exemption limit. The data could also *suggest* individuals are trying to find the balance between maximizing what they can earn and maintaining their Persons with Disability (PWD) benefits.
- Another explanation of the data is that only part-time positions are available. If this is the case, the *suggestion could be* more community development is needed to secure more job opportunities with a greater number of hours.

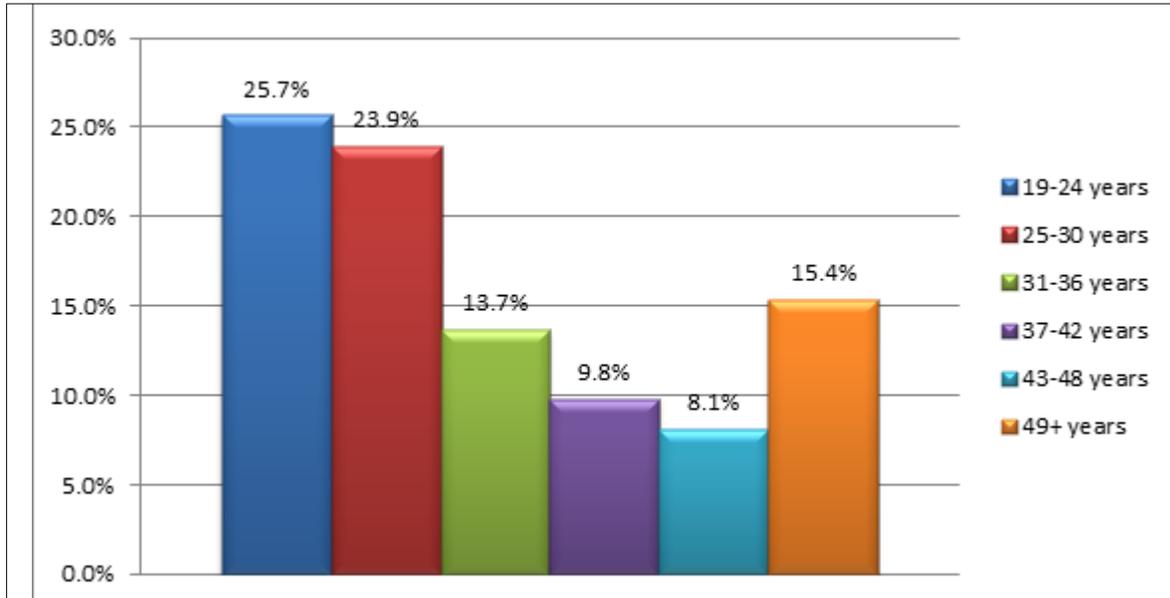
Questions to Consider When Reviewing this Data

- What are people telling you?
- Is this provincial data in keeping with your experience?

¹ Periodic Report Data: April 1, 2016 – June 30, 2016

Table 2: Who is working

Table 2: Age categories span six years except for the 49+ age category spans sixteen years. The higher % of people employed in the 49+ age category is not representative of more employment for this age group.

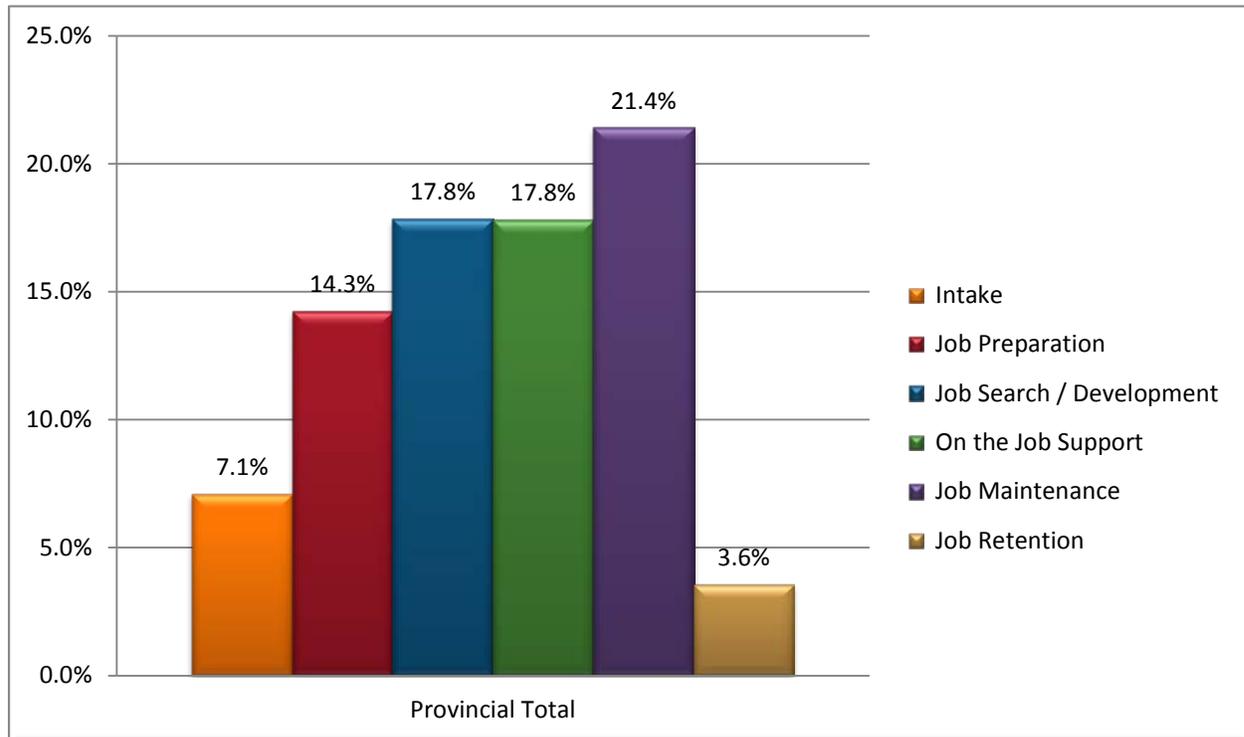


Discussion

- While proportionately more young people are working, people of all ages are employed.
- The data could suggest we may be having greater success with people entering the workforce than before with the introduction of customized employment, development of employment capacity, etc.
- The data suggests more transitioning youth want to be connected to work and access to employment supports.
- A possible explanation for the decrease in employment as people age *may be* because fewer individuals in the older cohorts have had the opportunity to pursue employment.
- Another explanation for the decrease in employment as people age may be because fewer individuals in the older cohorts pursue employment.
- Alternatively, when we *consider* as CLBC individuals age they may not be able to work as much, or may choose to work less as they get closer to retirement age, this may also account for the decrease.

Questions to Consider When Reviewing this Data

- In your community, which age groups are seeking employment?
- Are they different than the provincial averages?
- Do you need strategies to tailor services to the people seeking employment in your area/community?

Table 3: What stage of service people are using

Intake – Completed as per organizational requirements

Job Preparation – Includes discovery and other assessments, preparation workshops/classes for employment

Job search/Development – Work done by job seeker +/- employment specialist to secure individualized employment; includes handing out resumes, responding to job posting, interview prep, completing interviews, meeting potential employers to develop customized position, market research & business development

On the Job Support – Includes job coaching, job specific supports to employee outside of job duties themselves, supports to employee/workplace that assist employee to become sustainable in job

Job Maintenance – Employee is sustainable in role, service provider acts only on a check in basis (i.e. monthly or as required), minimal to no intervention required by employee, employer or natural support

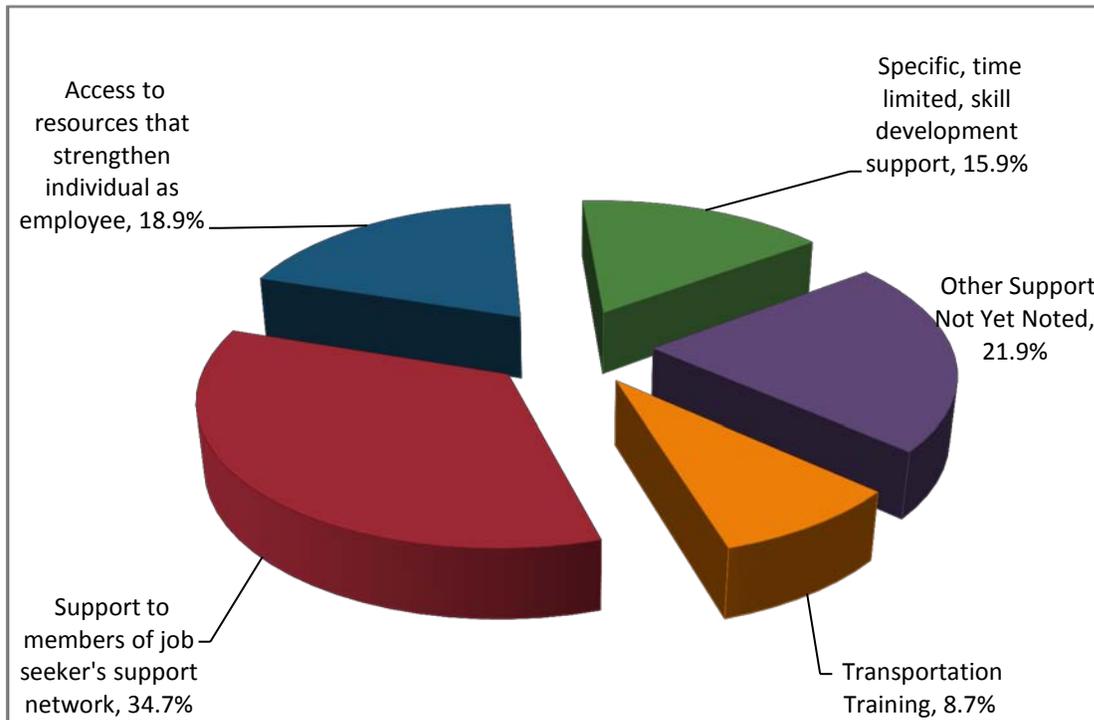
Job Retention (job in jeopardy) support – Support provided specifically for the purpose of preserving an employee's position with their employer

Discussion

- This graph represents stage of service data for job seekers, April 1, 2016 – June 30, 2016.
- Individuals may appear in multiple stages of service at once; this should be considered when reviewing the data.
- Job Retention (includes job in jeopardy) numbers are comparatively low, which *could suggest* Job Search/Development and Job Support are going well, and/or natural supports are invested in supporting individuals to be successful.
- Job Retention numbers *could also suggest* that Job Maintenance is keeping employment stable so that 'job in jeopardy' doesn't occur.
- As Maintenance numbers increase over time, movement through contracts may slow down.
- Data supports the above point as Job Maintenance numbers from Employment contracts are higher as more individuals become successfully employed.

Question to Consider When Reviewing this Data

- Is this provincial data different or in keeping with experience in your community? How?

Table 4: What other supports CLBC employment services provide

Discussion

- The data in this table shows a number of individuals who want employment are accessing Other Supports to establish employment.
- Other Supports are commonly known as “wrap around” supports, and refer to non-employment specific supports (one time only, short term, +/- or periodic) required for employee to achieve and sustain employment.
- The highest percentage of support received to help with job sustainability is support to a job seeker’s network, 34.7 %.
- Support to a job seeker’s network proves to be the most provided support and is not time limited, nor is this support limited to family and friends, *suggesting* community has an active role in wrap around support [Note: in the Periodic Report when service providers choose this option they are recognizing the networks are broader than family and friends].
- The ‘Other Support Not Yet Noted’ is the second largest category, and represents an opportunity for CLBC to discuss and work with local service providers to identify valuable community specific information to support increased employment outcomes.
- Transportation training support is specifically identified as support required for job sustainability, and is consistently represented as area of need for individuals.

Question to Consider When Reviewing this Data

- What community specific information do you think would be valuable to collect to support the increase of employment outcomes?

Table 5: Repeat Hiring by Employers

The data in this table is informed by responses from individual Service Providers as to whether employers are first-time or repeat; this is based on each individual service provider’s engagement with a given employer. The value of this data is to help demonstrate if employment services are working for employers.

It should be noted while reviewing this data that while a Service Provider providing supports in several CLBC regions or areas may take into account all of same employer placements across all of their employment contracts (i.e. cross-regional ‘repeats’), two different service providers could potentially view and report the same employer as ‘first-time’ or ‘repeat’ based on their own separate experiences.

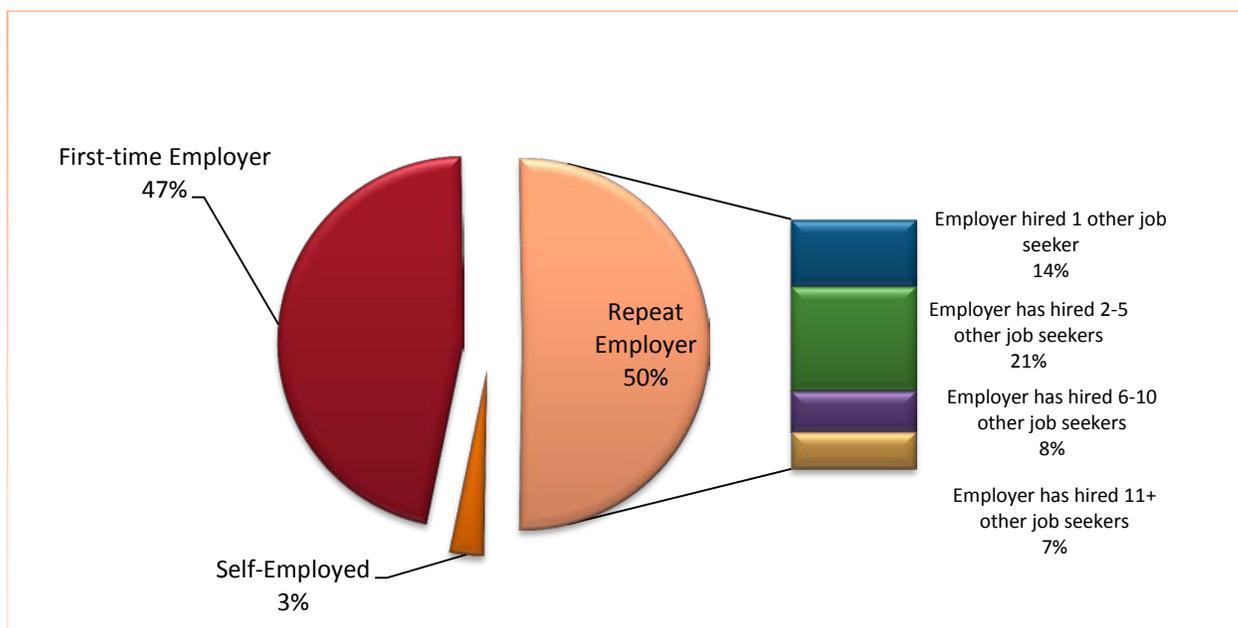


Table 5: Repeat Hiring

Discussion

- 47 % of employers are first time employers.
- 50 % of employers have hired 2 or more CLBC funded job seekers in the past or employ currently.
- Repeat employers *may* indicate that employers are satisfied with the employees they have hired and the services they get from employment service providers.

Question to Consider When Reviewing this Data

- What is the satisfaction level of the employers in your community?

Appendix A

Supporting the Work of the Community Action Employment Plan

CLBC’s provincial plan for advancing employment outcomes for the adults CLBC serves is guided by the Community Action Employment Plan (CAEP). The CAEP is focused on affecting change on multiple levels using what is called a ***Collective Impact Approach (CIA)***. Collective Impact is an internationally used framework that tackles complex social problems by having stakeholders from different sectors develop a common agenda, shared measurement system and alignment of effort.

CIA calls for a centralized supportive infrastructure – known as a “backbone”. CLBC is committed to providing backbone support for the CAEP to advance employment outcomes for adults with developmental disabilities in B.C. This includes sharing data from the Periodic Report to support service providers, community members and CLBC staff with data for discussion, monitoring and continuous quality improvement purposes.

Information collected through the Periodic Report will also contribute to CLBC and service provider understandings of how services have incorporated the Nine Best Practice Principles for Supported Employment or how they are working towards alignment with these Principles.

For more information about the Best Practice Principles, visit www.employmentforall.ca

For the 2016-2019 Priorities for the Community Action Employment Plan document, visit www.communitylivingbc.ca

Nine Best Practice Principles for Supported Employment

1. *Choice And Control* -Employment support is guided by the job seeker in order to achieve their career aspirations.
2. *Paid Employment* - The job seeker receives the same rate of pay and benefits as other employees doing the same job. Individuals receive their paycheques directly from the employer.
3. *Partnership* - Job seekers, employers, and direct service providers determine the individualized strategies for providing support that will assist in career enhancement and ultimately facilitate long-term satisfaction for the job seeker and the employer.
4. *Full Inclusion* -When job seekers become employees, the goal is to find inclusion both socially and economically.
5. *Job Search* -Timely and appropriate support is provided to achieve successful employment.
6. *Individualized* - Negotiate to meet the unique/specific needs of the employer and skills of the job seeker, one person at a time.
7. *Natural Supports* - Employment supports are as unobtrusive as possible and (may) fade over time by building on community support and social capital.
8. *Long-term Support* - All stakeholders require long-term support to ensure employment stability is maintained and career enhancement is achieved.
9. *Continuous Quality Improvement* - Stakeholders are involved in the evaluation of services for the job seeker, and the service provider implements improvements.

Appendix B

Making the Most of the Data: CURIOUS

One of the key features of **Collective Impact** (see Appendix A) is the use of data to help us learn as we go, and refine our actions to move us closer to intended results. However, the intention is not to switch directions when desired results are not immediately achieved. When data points to a different result than expected, our goal is to dig deeper to understand what the results might mean.

We also know we cannot attribute the results we see only to the actions we have taken. We need to understand what we perceive as ‘unexpected’ results in context so we understand where we need to continue to focus our efforts (i.e. don’t throw out plans because they didn’t net expected results).

The focus of CLBC and of the Community Action Employment Plan is to intentionally be guided by data – to STOP, REFLECT, and SEEK FURTHER UNDERSTANDING. The acronym, “CURIOUS” helps us to stay away from a reactive approach and focus on learning.

C	U	R	I	O	U	S
<p>Consider the results and what they might mean</p> 	<p>Uncover other possible contributing factors</p> 	<p>Research and compare to other findings to assess how significant the results might be</p> 	<p>Incorporate these findings into our planning—this may mean refining our approach or making slight course corrections or sticking to the original plan</p> 	<p>Organize next steps based on our considerations</p> 	<p>Uppdate others to ensure continuity with the plan going forward</p> 	<p>Stay attuned to results going forward to see what and if our actions impact future results</p> 

Appendix C

Ministry of Social Development and Social Innovation (SDSI)/CLBC Data Match

In addition to data from the Periodic Report, CLBC receives data from a data matching process performed semi-annually with Ministry of Social Development and Social Innovation (SDSI). This data tells us how many CLBC eligible individuals in the province between the ages of 19 and 64 are reporting employment earnings, and helps to augment the data from the Periodic Report.

- As of March 31, 2016, the SDSI/CLBC data match shows almost 4,000 CLBC eligible individuals reported income in the 2015/2016 fiscal year.
- Data from CLBC's Periodic Report shows of the 1,864 individuals receiving CLBC-funded employment supports, 1,274 are employed as at June 30, 2016. These 1,274 people are part of the count of the almost 4,000 people reporting income to SDSI
- The remaining 2,705 CLBC eligible individuals reporting income to SDSI may have gained employment through other means, which might be a current or previous CLBC community inclusion contract, WorkBC services, school program, family member or other connections, on their own, or from previous support through a CLBC employment service to which they may no longer be connected.

Appendix D

Other Information Useful for Learning

In 2016, CLBC conducted research to explore the impact of its employment services. The scope of this research was limited to CLBC's three major geographic areas in the Lower Mainland: its Simon Fraser, Surrey-Delta, and Vancouver Coastal regions. While the conclusions were specific to the Lower Mainland, below are some of the general findings that could be useful for CLBC staff, service providers and community members to inform their work on inclusive employment.

AGE - Transitioning Youth were identified as the largest cohort receiving employment services; they are both motivated to find employment and not typically well prepared for employment. Mature Job Seekers represent a smaller cohort, often less motivated or less frustrated with limitations in their work

LEVEL OF "JOB READINESS" - Individuals who are "job-ready" are able to take public transportation independently, self-aware with stronger social skills, and have an interest in competitive employment thus typically securing employment quickly

LEVEL OF FAMILY SUPPORT - The roles that families play fell into three categories: 1) no family support, 2) family that had a very different view from their son or daughter about employment, and 3) supportive families who assisted in the employment process. In the best situations, families are acting as natural supports and greatly contribute to successful employment outcomes

COMPLEXITY OF NEED - Those with additional complexities, such as Fetal Alcohol Syndrome Disorder or concurrent mental health challenges, often require the support of at a CLBC employment service provider after having tried to gain employment through other means without success. The need to work collaboratively with mental health professionals and others to effectively support these individuals to seek, secure, and sustain employment emerged repeatedly

POSITIVE IMPACTS EXPERIENCE BY JOB SEEKERS - An intensive survey effort was conducted with small portion (approximately thirty) individuals in the Lower Mainland who are employed and receiving support through CLBC Employment Service providers. Key findings were that 96% indicate they had a job they like and that their work is important to them; 86% said they feel appreciated in their job; 76% said they have more money to spend; 68% said they feel they have more choices since they started working; 60% said having a job helped them make new friends; 52% said they would like to work more; and 48% said they are doing things they couldn't do before