

EUSE QUALITY STANDARDS AND SUPPORTED EMPLOYMENT OUTCOMES. EVIDENCE BASED PRACTICES.

45 minutes Workshop at the 10th EUSE Conference

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ECA CAJA MADRID
PROGRAMA DE
EMPLEO CON APOYO



Research developed in the
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Caja Madrid



Desing, management,
evaluation and research
developed by INICO



Index for the workshop



1. The EUSE Quality Standards
 - Some questions for the group
2. The ECA Caja Madrid Program
 - Some questions for the group
3. The research proposal
4. The follow up of EUSE standards
5. The Standards and the outcomes
 - Some questions for the group
6. Some conclusions

Quality Model of EUSE

- Evans, M., Lopes, I., Katsouda, C., Diepeveen, A., Fleming, M., Haddock, M., Hazzard, T., Schuller, S., Johnova, M., Boxava, P., Martínez, S., Jordán de Urrías, F. B., Eklund, B., Sariola, L., & Haltunen, H. (2005)



INFORMATION BOOKLET & QUALITY STANDARDS

Elements



- **Customer commitment:** initial agency marketing with clients in order to secure agreements
- **Professional profile:** Assisting in the identification of skills and job preferences of individuals
- **Job Development:** Finding a job of choice for the individual through an exploratory survey of companies
- **Job Analysis:** Obtaining information about the workplace (co-workers, supports, etc).
- **Employment Support:** Determination and provision of creative support, information and support, for the employee and the company, enough to ensure job success and the development of independence with the help of natural supports.
- **Professional support:** Providing support to both the employee and the company, so that both take into account the employee's progression through assessments and structured development plans.

Principles and Values

- Individuality
- Respect
- Autonomy
- Informed choice
- Empowerment
- Privacy
- Flexibility
- Accessibility



Outcomes



The individual is guaranteed a paid job

- In ordinary (open) employment companies
- In an integrated work environment
- With a proper employment contract and agreed between the individual and the company
- With the same salary than other people doing the same job
- With job security identical than other workers.

EUSE Quality Standards



- **Block 1 ORGANIZATION**

- 1.1 Quality of Service Commitment
- 1.2 Involvement of beneficiaries
- 1.3 Promoting the rights of disadvantaged
- 1.4 Competent workers at all levels

- **Block 2 PROCESS**

- Phase One: Making contact**

- 2.1 The person receives all necessary information

- Second phase: Professional profile**

- 2.2 Use of person-centered approach
- 2.3 The aid to individuals to make realistic decisions
- 2.4 It develops a personal plan flexible

- Third phase: Job Search**

- 2.5 Training and support to find employment
- 2.6 Help to find the best possible job

- Fourth phase: involvement of the company**

- 2.7 Supporting the company to find right person

- Fifth phase: support within and outside the workplace**

- 2.8 Support appropriate and effective

- **Block 3 RESULTS**

- 3.1 It is and remains a work in open employment
- 3.2 The employee is valued and accepted
- 3.3 provides opportunities for professional development

Some questions for the group



- What do you think about the utility of any kind of Standards?
- What do you think about EUSE standards?
- What are they useful for?

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ECA Caja Madrid Program



- The Supported Employment Program ECA Caja Madrid starts at the end of 2004. This program promotes the employability of people with disabilities or social exclusion in ordinary company, by funding SE initiatives, while ensuring quality in the processes, accrediting results and advancing research.
- Since its inception in 2005 until 2010, the program has facilitated the creation and maintenance of 4,333 jobs.

ECA Caja Madrid figures



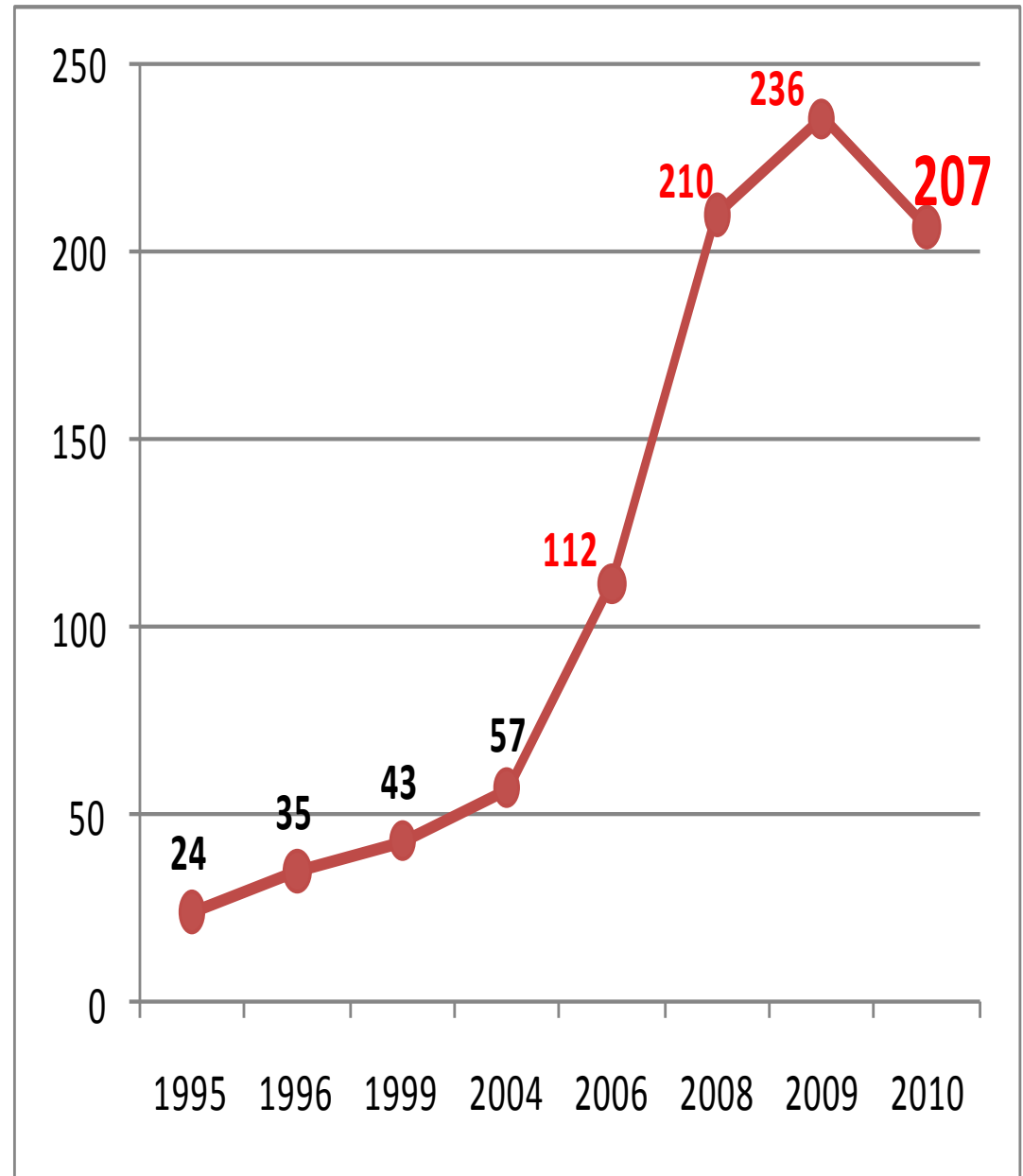
YEAR	2005	2006	2007	2008	2009	2010
Federations	3	8	11	13	15	15
Organizations	41	108	154	192	224	203
Companies	74	314	1060	899	568	507
Job placements	89	451	1259	1182	679	673
Funding	196,665	1,126,711	2,568,462	2,988,000	1,837,500	1,751,000

Evolution of initiatives



A gradual but slow increase can be observed from late 80s to late 2004. However, initiatives began to grow strongly after 2005, coinciding with the start of ECA Caja Madrid, getting a total of 236 in 2009.

However, we see a significant decline in 2010, last year of the ECA Caja Madrid program, down to 207 initiatives. This decline may be partly due to the special situation of economic crisis and, at the significant rise in unemployment in Spain.



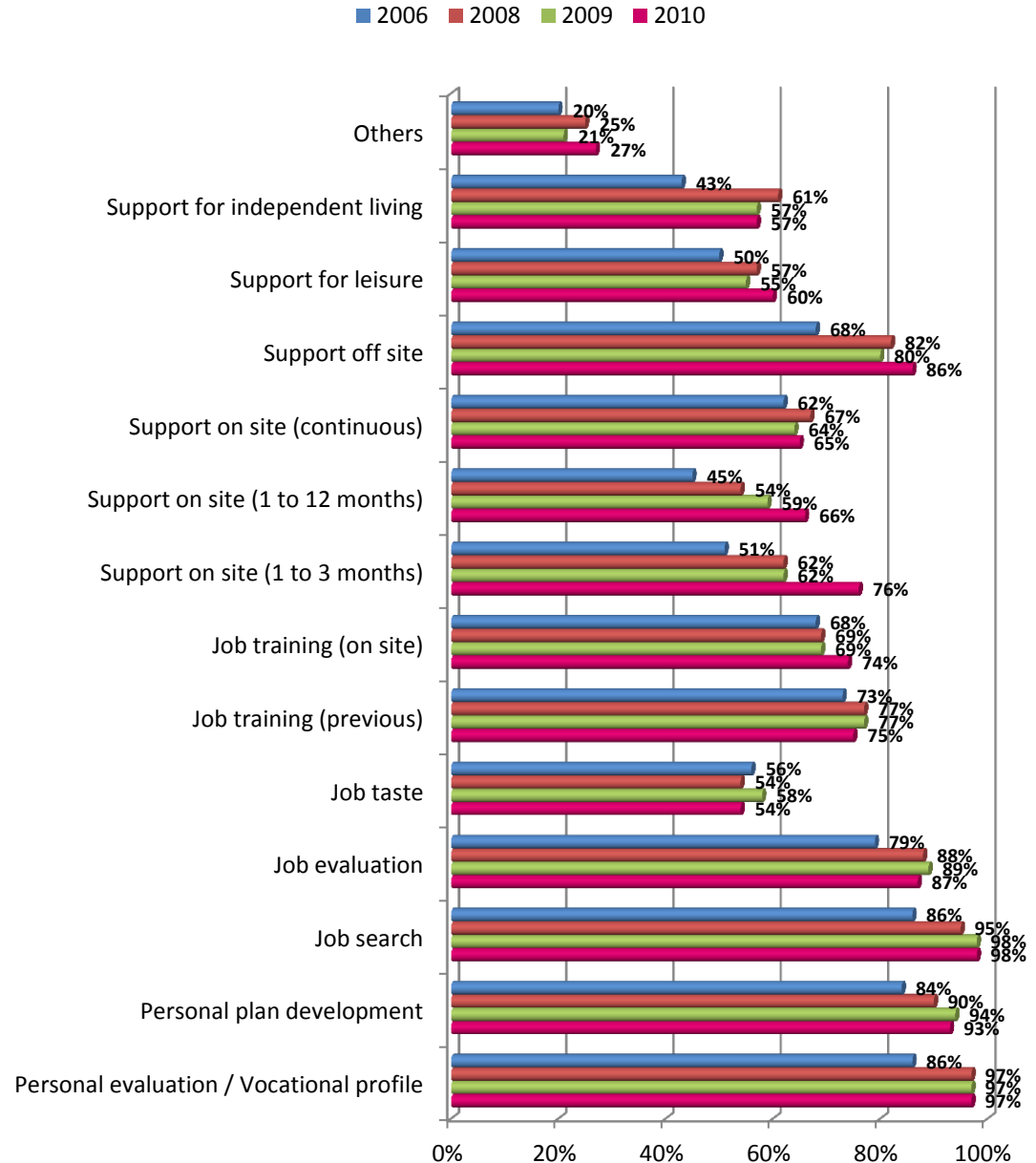
ECA portfolio services



A very high percentage provides the "traditional " brokerage services: personal assessment, personal development plan, job search and evaluation of work. Figures vary between 87% and 97%.

A high percentage of programs offer pre-employment training (75%) and the percentage of those who provide training in the workplace is only slightly lower (74%) with an increase of 5 points in relation to 2009.

It is important to note that the percentages of support in the workplace have increased significantly, especially from 1 to 3 months (76%) with an increase of 14 points, 1 to 12 months (66%) with an increase of 7 points and The continued to increase 1 point reaches 65%.



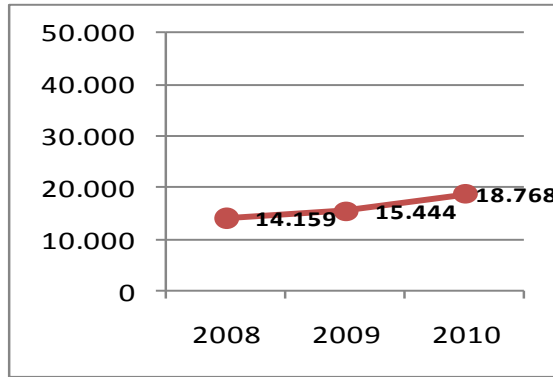
General Evolution



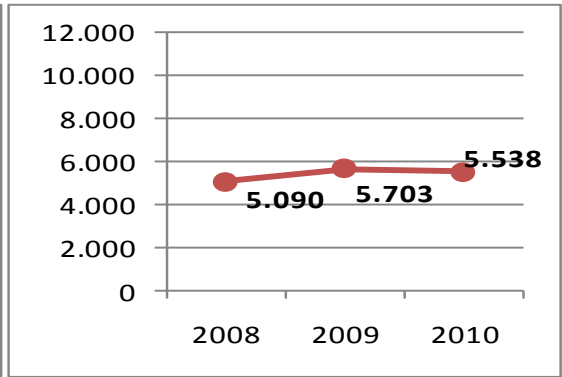
The number of people who have received any services from supported employment programs has grown significantly each year reaching 47,650. This is especially significant in the social exclusion that is almost double the previous year's figure reaching 28,882 clients served.

Has decreased but significantly, the number of people who remain in a job, 8,376 in 2010 compared to 11,287 in 2009, which affects in particular to the collective of social exclusion passing of 5,584 people in 2009 to 2,838 in 2010.

Have got a job

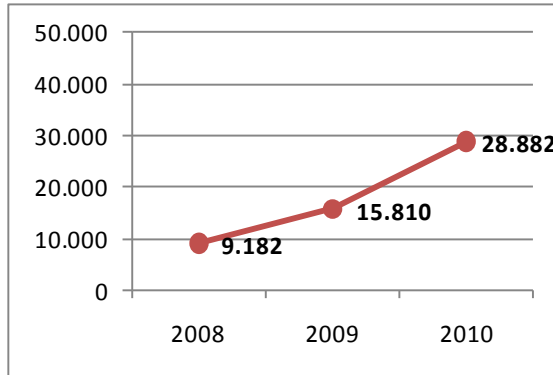


Disability

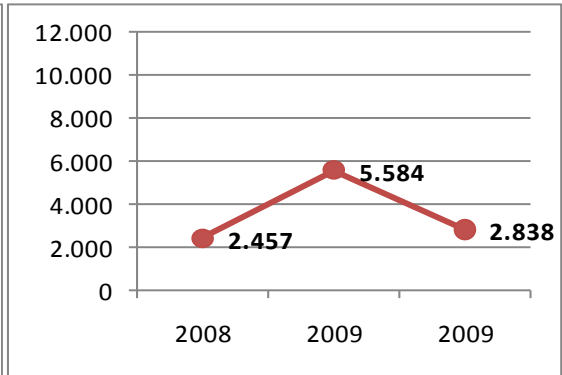


Are working

Have got a job

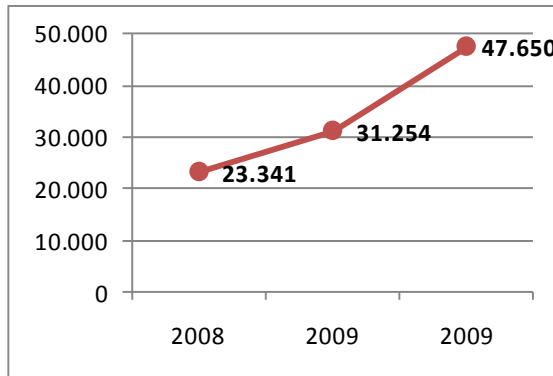


Social exclusion

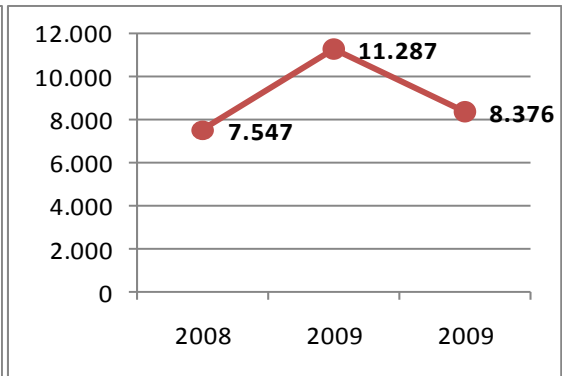


Are working

Have got a job



Total



Are working

Some questions for the group



- What do you think about the importance of public or private funding programs?
- What do you think about the role of such programs in promoting the quality and outcomes in supported employment?
- What do you think is the best way to do it?

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Objectives



- Apply the assessment tool for the EUSE Quality Standards to all initiatives to keep track of the evolution of the quality of supported employment programs.
- To analyze the relation between the level of quality of organizations and outcomes on both the organization as a whole, and workers in supported employment.

Instruments



- We use two different tools and a system “on line” to collect information on the programs.
- Questionnaire DEA (Data on Supported Employment) was originally developed for the initial study and has been corrected and improved in each subsequent studies.
- The Assessment Tool for EUSE Quality Standards was developed on the basis of the quality standards.

Sample



- Tracking the evolution of the quality of programs was carried out during three years in the aggregate of all organizations participating in the ECA Caja Madrid Program:
 - 210 in 2008
 - 236 in 2009
 - 207 in 2010
- Relation of EUSE Standards and employment outcomes was carried out

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EUSE Quality Standards



Application of the Evaluation Tool of EUSE Quality Standards from a global perspective. We use a measure of fit for each standard and the average global adjustment.

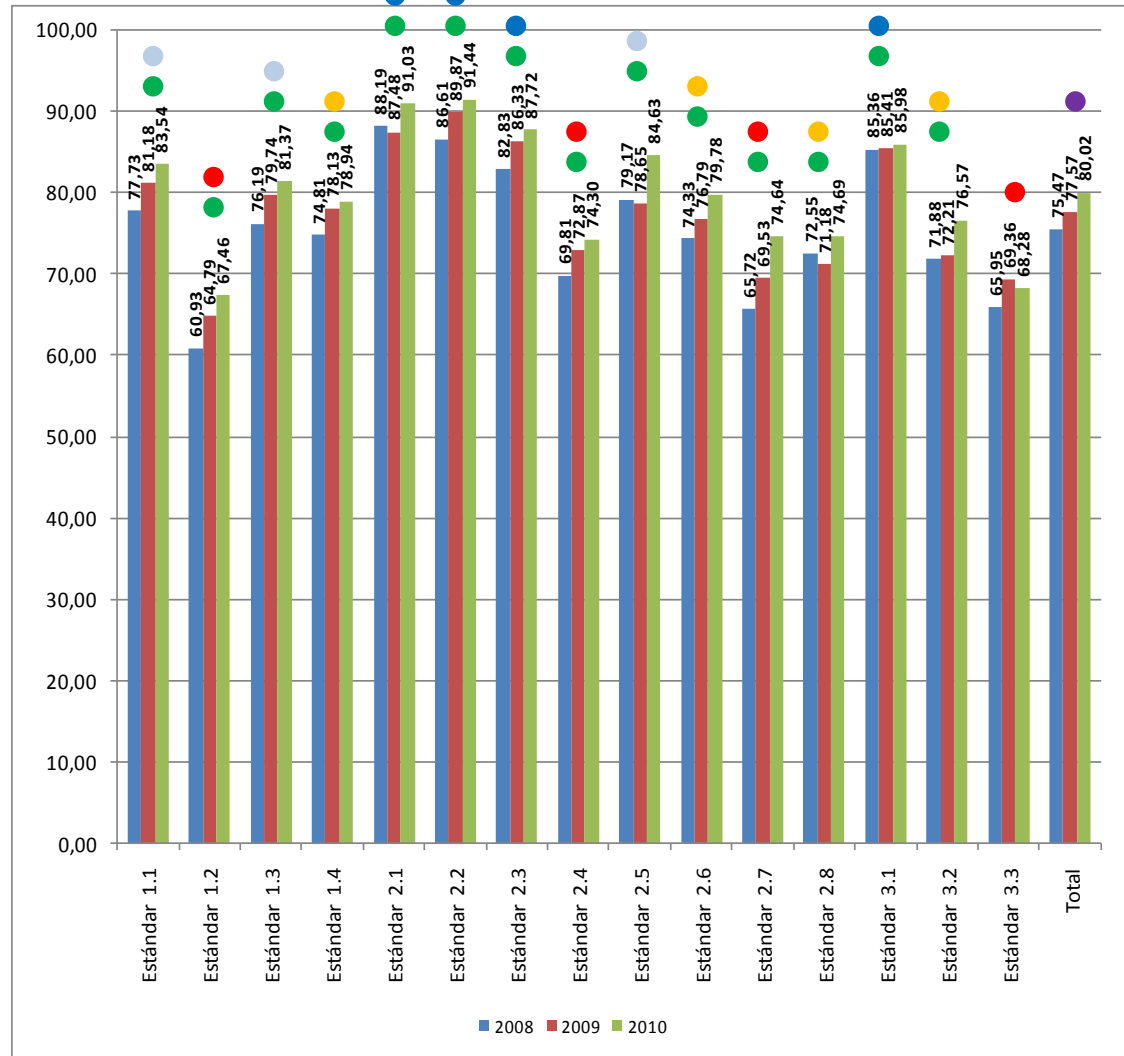
We are able to value:

- The average of global adjustment (GAA) ●
- The standards which have been improved. ●
- Standards below the GAA ● and the four worst. ●
- Standards above the GAA ● and the top four. ●

The GAA has increased every year reaching 80.02% in 2010. The same has happened in the last year in 14 of 15 standards.

The four lower standards are 1.2, 3.3, 2.4 and 2.7.

The four upper standards are 2.2, 2.1, 2.3 and 3.1.



EUSE Quality Standards



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Levels of analysis



- Level 1: referring to the organizations, by linking EUSE adjustment results with program performance data. These performance data are provided annually by completing the DEA questionnaire and refer to all users in supported employment programs independently of they were funded by ECA Caja Madrid or not.
- Level 2: referred to workers, by linking EUSE adjustment results with data for each individual worker contract who has received funding for being a New Insertion in the ECA Caja Madrid program, obtained through Labor Data Questionnaire.

Sample



- In the organizations level the sample was composed by the aggregate of all organizations participating in the ECA Caja Madrid Program:
 - 210 in 2008
 - 236 in 2009
 - 207 in 2010
- In the workers level the sample was composed by a random selection of 404 workers (352 disability & 52 social exclusion) from the 1,637 workers between 2008 and 2010.

Variables analyzed



- Independent variable
 - Standards EUSE: 15 standards with a discrete score between 0 and 100.
- Dependent variables
 - At the program level
 - Total number of persons who have obtained employment since the start of the program
 - Total number of persons who have obtained employment since the start of the program, divided by the number of years of the program
 - Total number of persons currently working
 - Total number of persons currently working, divided by the number of years of the program
 - Proportion of users by type of dwelling (residence, family home, supported living, independent)
 - Proportion of contract by type of contract (temporary or permanent)
 - Average salary
 - At the worker level
 - Type of working hours (partially or continuous)
 - Weekly working hours
 - Monthly Salary
 - Type of contract (temporary or permanent)
 - Benefits (yes or not)

Results



- Is there a relationship between higher scores on EUSE standards and improved outcomes in employment?
- **NO, we have not found any significant relationship.**
- Not to the level of the results of the organizations and the level of workers?
- **NO, neither**
- Not even distinguishing between organizations of persons with disabilities and at risk of exclusion?
- **NO, not**
- Not even choosing extreme groups of organizations with high-set levels and organizations with low levels of adjustment?
- **NO, NO and NO**
- Did you find something?
- **YES, we did**

What we found? Diferences between groups



Organizations level

(1) The adjustment level to standards is higher in disability organizations, but annual growth was greater in the exclusion organizations.

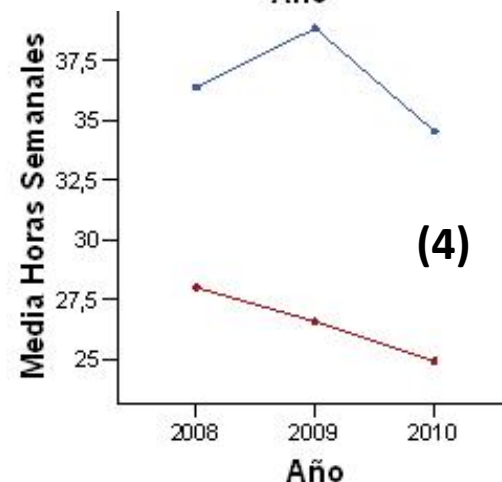
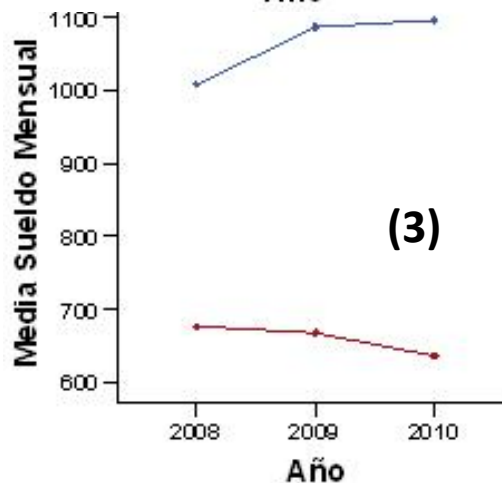
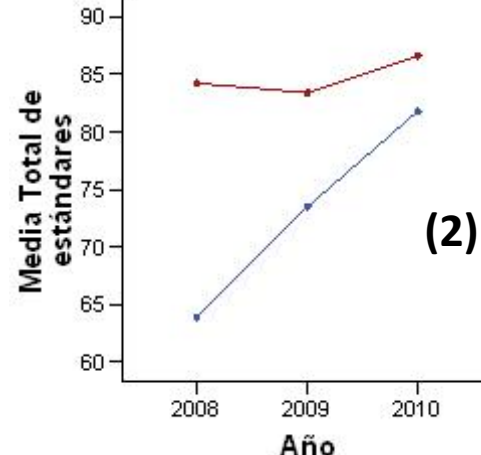
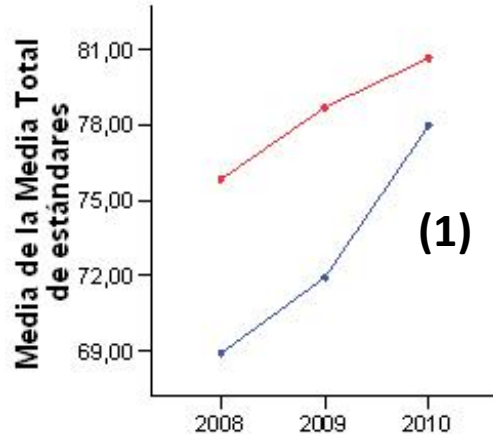
Workers level

(2) The adjustment level to standards is higher in disability organizations, but annual growth was greater in the exclusion organizations.

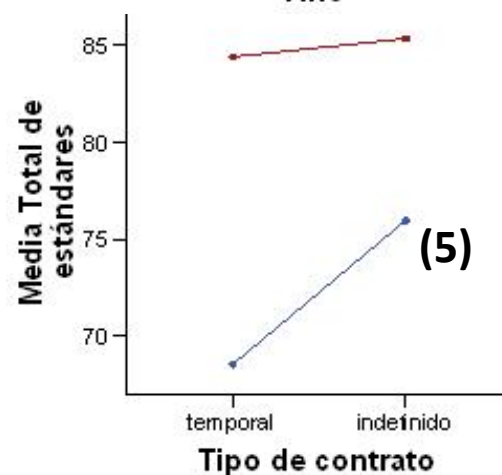
(2) higher wages for workers in social exclusion.

(3) More weekly working hours for workers in social exclusion.

(5) Social exclusion organizations get more permanent contracts in those with higher rates of adjustment.



DISABILITY
SOCIAL EXCLUSION



Groups size very different?

Kruskal-Wallis

Dependent variables	Independent variable	N	Range	Average		
Weekly working hours	Exclusión	52	294,76			
	Discapacidad	352	188,87			
	Total	404				
Monthly wage	Exclusión	52	296,73			
	Discapacidad	352	188,58			
	Total	404				
Organization standard average	Exclusión	52	135,46			
	Discapacidad	352	212,40			
	Total	404				
Process standard average	Exclusión	52	112,02			
	Discapacidad	352	215,87			
	Total	404				
Results standard average	Exclusión	52	107,43			
	Discapacidad	352	216,54			
	Total	404				
Total standard average	Exclusión	52	106,97			
	Discapacidad	352	216,61			
	Total	404				
	Weekly working hours	Monthly wage	Organization standard average	Process standard average	Results standard average	Total standard average
Chi-squared	6,121	2,688	19,653	9,398	5,580	13,759
Degrees of freedom	2	2	2	2	2	2
Asymptotic Significance	,047	,261	,000	,009	,061	,001

Some questions for the group



- Can be the EUSE standards a good reference for the development of good practice in supported employment?
- Can standards bring us to achieve better outcomes?
- What other variables and with which weight may influence the outcomes achievement?

Some conclusions, if possible



- Standards can be useful to define a framework for proper development of supported employment.
- Probably, standards could be redefined in a more precise way by research methodology (Delphi panel or other procedures).
- Can be promoted by national programs as a quality criterion.
- The adjustment to standards does not seem directly related to employment outcomes.
- Probably the achievement of results is more dependent on other variables than the program adjustment to quality criteria.
- However we appreciate differences in practices developed by initiatives working with people with disabilities from those working with people at risk of exclusion.
- It is probably necessary to deepen the differential approach between the two groups.

Publications



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