Client Review 2021

Interviews Completed in 2021, Report Finalized in 2022

Target Populations: The Target Populations are the Transition-age population and the Sheltered Workshop population.

Sheltered Workshop Target Population: All Sheltered Workshop Workers who appeared in EOS reports since March 2012.

Transition-age Individuals: Individuals with I/DD found eligible for ODDS services who are no older than 24 years of age and no younger than 14 years of age. For ease, we will pull files for students that left school during the 2014-2015 or later.

Sheltered Workshop population size: 3,900

For a confidence interval of 14, at a 95% confidence level, with the population of 3,900, the sample size needed is 49.

Transition population size: 4,900

For a confidence interval of 14, at a 95% confidence level, with the population of 4900, the sample size needed is 49.

Sample Selection: As before, it was necessary to identify a larger number of individuals (sample frame) in order to ensure that we can interview 49 persons from each Target Population. The Independent Reviewer (IR) worked with the state to identify a sample frame and oversample to ensure that we had a reliable number of responses for each Target Population. There was no stratification outside of the two target populations

Process: There were two different pilots of the client review, the first in the spring of 2021, after which IR and former IR updated the protocols and refined the data being sought. A second pilot of the client review was done in early fall of 2021. Following a successful pilot with two clients per target population, in September 2021, the rest of the files were provided by the state. Reviews included file reviews and conversations via zoom, phone or in-person to verify information collected.

Important Note: During the client review the omicron variant of COVID-19 began to emerge, this limited the ability to do in-person interviews, and also meant some individuals were still waiting to return to the workforce due to safety concerns during a National pandemic. This is an important consideration.

Client Review Data:

Overall

- 102 clients reviewed
- 51 sheltered workshop class
- 51 transition class

Broken down by region, however, clients selected based on availability. There will be no recommendations by region due to the lack of stratification.

Region 1:

- 28 clients, 15 transition class members and 13 sheltered workshop class members. All individuals were either in service or active in CIE.
- 4 transition class members currently working. 5 sheltered workshop class members working.
- 1 transition class member DNE due to treatment for drug addiction, 2 transition class member DNEs due to COVID. 4 DNEs for sheltered workshop class members, well documented.
- 7 transition class members connected to VR, 1 transition class member VR closure due to CIE (8 total of the 15). 5 sheltered workshop class members are connected to VR, 4 VR closures due to CIE for sheltered workshop class members (9 total of 13).
- 1 sheltered workshop client in small group employment.
- 2 sheltered workshop class members receiving employment path community.

Region 2:

- 3 clients, 2 transition class members, 1 sheltered workshop class members. All individuals were either in service or active in CIE.
- Both transition class members are connected to VR and are exploring work.
- Both class members have employment goals embedded in their transition plan.
- 1 sheltered workshop class member is working.
- 2 transition class members are connected to VR, 1 sheltered workshop class member has a closed VR file. All three clients had been connected to VR.

Region 3:

- 8 clients, 8 transition class members. All individuals were either in service or active in CIE.
- 3 transition class members are currently working.
- 1 transition class memberDNE due to COVID.
- 3 transition class members were connected to VR. 1 transition class member VR closure due to employment, 3 others connected so 4 out of 8 total.

Region 4:

- 54 clients, 20 transition class members and 34 sheltered workshop class members. All individuals were either in service or active in CIE.
- 7 transition class members are currently working, 14 sheltered workshop class members are working
- 3 transition class member DNE due to COVID, 13 transition class member DNEs, most due to age, one due to criminal history.
- 1 transition class member reported not starting transition until 18.
- One sheltered workshop class member file brought to the attention to the state for concerns in Clatsop county around VR and job development.
- 8 transition class members are connected to VR, 2 transition class member VR closure due to CIE (10 total out of 20 total), 21 sheltered workshop class members are connected to VR, 3 VR closures due to CIE for sheltered workshop class members (24 out of 34 total)
- 3 sheltered workshop class members are currently in small group employment.
- 4 sheltered workshop class members currently receiving employment path community.

Region 5:

- 9 clients, 7 transition class members, 2 sheltered workshop class members. All individuals were either in service or active in CIE.
- 1 transition class member working, 2 sheltered workshop class members working.
- 3 transition class members DNEs due to COVID.
- 4 transition class members are connected to VR (4 of 7 total), 1 sheltered work class members connected to VR (1 out of 2 total).

- VR wait times reported as a deterrent by multiple clients.

IR Notes/Observations:

- All of the files had CDPs that were part of the ISP.
- Generally the CDPs are much more thorough than in the past, and are individualized to the class member.
- CDP process is something that almost all respondents were familiar with and remembered being a part of.
- From the client reviews, it was clear that DNEs are reflective of the individual's decision, are verified and questioned before deciding against CIE.
- No evidence of clients not receiving requested services, though there may be delays.
- No evidence found of the use of mock sheltered workshops activities during the client review.
- The majority of transition client reviews showed the school beginning the conversation on employment, and that transition begins at 16 or earlier.
- Concerns remain around the waiting times for VR in all regions, concerning files were flagged for the state.
- Across the state clients mentioned wanting to get different types of jobs than their current employment or to work more hours, all were noted in the files.
- While clients reported wanting to work more hours, there was not a file that didn't reflect that, and all clients felt supported in that goal.
- Some parents need support to buy-in on the idea of their son/daughter participating in CIE.
- Continued concern around lack of paid opportunities for employment for transition aged youth, particularly before 18.
- More education for families about adult services available during high school is needed.
- The sheltered workshop class members in employment path community are in the first year of service, one of the class members in small group employment was in in for the second year in a row, and CDP included goals for CIE.

Recommendations:

- Provider capacity remains an issue that requires support.
- Due to changes/limitations due to COVID, when there is post-pandemic, individuals currently in CIE should be supported if they wish to change jobs or find new opportunities.

- Once the statewide data system is implemented, the state should conduct an audit of VR wait times across the state.
- More training for case management staff and VR counselors on how to support people with behavioral support needs in CIE would be beneficial to case management entities should be considered.
- The lack of paid opportunities, particularly for students under 18 continues to be an issue. ODE should develop a statewide survey of transition programs of paid employment opportunities by age and school year for class members, with annual tracking to address this concern.
- ODE should work with ODDS and VR on developing materials for transition-aged students and their families on adult services available to support CIE.
- Grants/Guidance for school transition programs on limiting the use in-school businesses as a pathway to CIE, and how those businesses must be integrated.
- Add a question to the CDP about how many hours a person wants to work to ensure any updates are captured.
- Collect data on seasonal employment rates.
- VR should serve class members as a priority given wait times.
- ODDS should take action to assist clients who want to increase hours or change jobs in order to obtain the goals in the CDP, and track how the changes to the EPC rate are impacting this issue.