



# OUTCOMES MANAGEMENT REPORT

2021

## Individuals Served

### Mission and Purpose Statement

LJ&A Employment Counseling & Placement Services (LJ&A) are trained professionals, dedicated to providing results-oriented job search assistance to people experiencing barriers to employment. LJ&A strives to provide personalized, comprehensive employment services that address the specific needs of job seekers.

### Values of Team LJ&A

- People with disabilities can work.
- Comprehensive approach to the needs of our customers.
- Efficiency in providing services.
- Career professionals to provide employment assistance.
- Person centered and willing to meet people in home communities.
- Strong communication with job seeker, referring counselor, families, school personnel, case managers and LJ&A staff.
- Results focused support resulting in strong employment outcomes.
- Adaptable and skilled in working with a wide range of barriers.

LJ&A provides services necessary to assure success and client satisfaction. All disability groups welcome.

Persons served receive assistance in preparing for securing and maintaining employment.

Employment services include: Job Seeking Skills, Internships, Job Tryouts, Work Experiences, Job Shadowing, Informational Interviews, Job Placement Services, Pre ETS services, Social Coaching, Benefits Coaching and Project Search.



## ASSESSMENT OF LJ&A

### INTERNAL STRENGTHS

- Experienced/trained staff – Job Development, Job Seeking Skills, Situational Assessments, Job Placement, Job Retention services, work-experience internships, social coaching and benefits coaching.
- Staff meetings, monthly case review to gain input from team members.
- Invoicing, Report, Processing, Centralized office services and resources.
- Benefits of short-term disability
- Home based work options
- Intranet easy to access and secured. Resource center for agency forms, policies, communications, and calendar for LJ&A staff.
- Intranet contains electronic record for client documents and reports.
- Licensed in DHS 245d
- Accredited – CARF
- Professional Technical Contract with State of Minnesota DEED

### INTERNAL WEAKNESSES

- Office staff part time and contracted.
- Internships removed, set up fee; cost to provide is very low
- PT Contract directs services to be provided/challenging to align with CARF standards
- Limited staff to provide services in general – services (PT Contract) and long term and intensive supports for 245d services
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### EXTERNAL STRENGTHS

- Longevity in staff
- CARF Accreditation
- MN Rehabilitation Association
- JPD/MRA/TD
- Placement Managers Group
- Pre ETS Offerings
- Professional skills and training of staff
- Community Partnership Groups
- BENS Groups
- PT Contracted staff assist with resolutions of problems and questions
- Enhanced training from Elsevier

### EXTERNAL WEAKNESSES

- Contract rates can be flat; i.e., PBA rates set in 2009
- Public health concerns with COVID Pandemic and providing services
- Public safety concerns with increased crime in Minnesota and particularly Metro Area
- Diminished referrals resultant from VR offices reduced and compromised by state in person regulations, social unrest and destruction of physical buildings and Workforce Centers.
- Challenges with providing Pre ETS services to students with new VR staff, building relationships with schools and working through school schedules for students creates limited opportunities for service provision and logistics.
- Limited workforce can put increased demands on job seekers with aggressive on boarding, scheduling and broader expectations of work responsibilities and duties.
- Unclear guidelines from VR on reporting, excessive and querulous returns of reports and invoices. Result is uncertainty in service provision, documentation, time spent on reporting with subjective guidelines, interpreted and delayed invoicing.
- Revenue reduction in rejected service provision reports and in repeated efforts to meet multiple interpretive demands.



## BUSINESS FUNCTIONS DATA

Data regarding business functions include:

- Characteristics of persons served
- Impact of extenuating and influencing factors
- Comparative analysis
- Identification of trends and causes managed as job seekers are accepted and move through various steps and services.
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Trends of referrals are monitored regularly and all data is presented and discussed in LJ&A monthly staff meetings to identify trends and causes. From these discussions the team identifies areas needing improvement, action plans and redirection.

The years 2020 and 2021 reflect reduced numbers served due to state shut down of offices and limited numbers of job seekers coming into the state Vocational Rehabilitation system and out to Community Rehab Program providers.

LJ&A has seen trends follow VR office closings and in some areas increase as Vocational Rehabilitation offices combine and grow.

Other trends include strong numbers of persons served in the 18 to 40 age range with the increased service push to provide EDS services to high school and young adults.

Disability categories reflect higher numbers of learning disabilities and Autism Spectrum Disorders. LJ&A has worked to expand service offerings as appropriate to provide needed services to referral sources to support consumers. Those enhanced services include:

- ❖ Becoming 245d licensed
- ❖ Becoming a Pre ETS service provider
- ❖ Project Search provider
- ❖ Recruiting EDS staff to support job coaching opportunities
- ❖ Benefits Coaching

All of these additions to services include staff commitment, training and follow through.



## BUSINESS FUNCTIONS DATA

### Continued

Outcome measures reflect:

- 62% hired in 2019
- 75% closed successfully in 2019
- % received EDS services
  
- 69% hired in 2020
- 54% closed successfully in 2020
- % received EDS services
  
- 205 served in 2021
- 40% received placement services under a PBA in 2021
- 68.25% where hired in 2021
- 89% retained their position to 90 days
- 53% - 108 received EDS services which also included working in the community

These numbers reflect reduced job seeker referrals for job placement services and increased consumers served for EDS services. This trend is a result of increased focus and resources directed to providing Pre ETS services.



## OUTCOMES – 2021

LJ&A began to see our agency moving forward with adjusting to a virtual world and businesses in Minnesota begin to offer goods and services.

Staff largely adapted to hybrid services delivery of both virtual and in person; with safety and caution at the forefront of service provision.

Job coaching services were on demand and we were fortunate to employ new staff to provide those services, especially in the summer.

LJ&A moved forward with some new initiatives in 2021. Adapting regulations and training required for 245d licensing with the Department of Human Services was a significant undertaking. This supports additional referrals that need long term supports. This also provides training options for staff that enhances our skill sets in service delivery.

LJ&A also moved forward with developing and enhancing Pre ETS services. This has maintained our balance of referrals for that targeted group along with our mainstream adult referrals.

A new service offering is Benefits Coaching. Training was offered and a staff person interested and skilled in this area went through the arduous training and skill development of benefits coaching.

Social Coaching is further developed and marketing has helped with this service being available and referrals made with successful outcomes.

Project Search became an opportunity that we wanted to apply for. Our 245d licensing, as well as a new staff that was experienced in Project Search, enabled us to consider this, apply for and successfully be accepted as a provider.

A rebalancing has occurred in service provision to be more toward employment development services that include the Pre ETS, social coaching, benefits and job coaching services.

Referrals remain steady and recruitment for more staff remains careful and limited. Job placement remains our true North Star with service roads leading to outcomes of soft skill development and employment.



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## Report Clients By County 2021

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Client counts by City					
Albert Lea	1	<u>Demography</u>		<u>Individuals Served with</u>	
Apple Vally	1	-		<u>Physical disability</u>	
<u>Austin</u>	13	<u>Female</u>	97	<u>Mental Health</u>	
<u>Blaine</u>	38	<u>Male</u>	108	<u>Learning Disability</u>	
<u>Bloomington</u>	5	<u>Total Client Served</u>	205	<u>Neurologic</u>	
<u>Brooklyn Park</u>	14			<u>Orthopedic</u>	
<u>Burnsville</u>	2	<u>Race Of Client</u>		<u>Brain Injury</u>	
<u>Cambridge</u>	1	<u>African America</u>	23	<u>Hearing Impaired</u>	
<u>Chaska</u>	2	<u>Asian</u>	9	<u>Autism Spectrum</u>	
<u>Faribault</u>	8	<u>Caucasian</u>	169	<u>Cognitive/Develomental</u>	
<u>Mankato</u>	19	<u>Latino</u>	2	<u>Spectrum Disorder</u>	
<u>Minneapolis (North)</u>		<u>Native America or Alaskan</u>	1	<u>Total Served</u>	2
<u>Minneapolis (South)</u>	12	<u>Middle Eastern</u>	1		
<u>Monticello</u>		<u>Total Served</u>	205		
<u>North Saint Paul</u>	34	<u>Efficiency</u>			
<u>Red wing</u>	2	<u>Number of Signed Plans</u>		-	-
<u>Rochester</u>	29	<u>Number of clients job hires</u>		-	-
<u>Saint Cloud</u>		<u>Number of clients 90 day successful employment</u>		-	-
<u>Saint Paul</u>	3	<u>Average rate of pay</u>		-	\$15.
<u>Shakopee</u>	9	<u>Average Time SPP to Employment</u>		-	-
<u>Fairmont</u>	4	<u>Average Time Employment to Successful</u>		-	1
<u>West saint Paul</u>		-	-	-	-
<u>Winona</u>	7	-	-	-	-
<u>Woodbury</u>	24	-	-	-	-
<u>Willmar</u>	1	-	-	-	-
<u>Hutchginson</u>	6				
<u>Total Served</u>	235				
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## PLANNING FOR 2022

### **DHS 245d**

- Determine service provision and referral stream for 245d.
- Create recruitment for long term and intensive support positions.

### **Benefits Coaching**

- Support this service utilizing knowledge in this area to benefit job seekers.
- Engage in BPN quarterly meetings

### **The Vault**

- Learn steps to utilizing the Vault – a joint venture of Vocational Rehabilitation, Department of Human Services, and schools to park and access important job seeker information.

### **Workforce 1 Pilot**

- Engage in pilot offered by Vocational Rehabilitation to utilize Workforce 1 for authorizations and reports.
- ❖ Maintain all services to be effective, quality focused and of use to job seekers and referral sources.

### **Project Search**

- Work with Project Search students to assist in customized employment opportunities that lead to competitive employment
- Participate with leadership team to further opportunities for interns.

### **Recruitment**

- Determine creative ways to hire EDS staff to assist with direct service provision