SSI Youth Solutions Conference

Day 2 - Case Management

U.S. Department of Labor, Office of Disability Employment Policy

Mathematica

June 10, 2021

Tools and Resources

- **Questions**
  - Submit questions using the **Q&A** panel found in the lower right corner of your screen
  - Select **All Panelists** in the **Ask:** field
  - For technical assistance, send the **Host** a message with **Chat** or **Q&A**
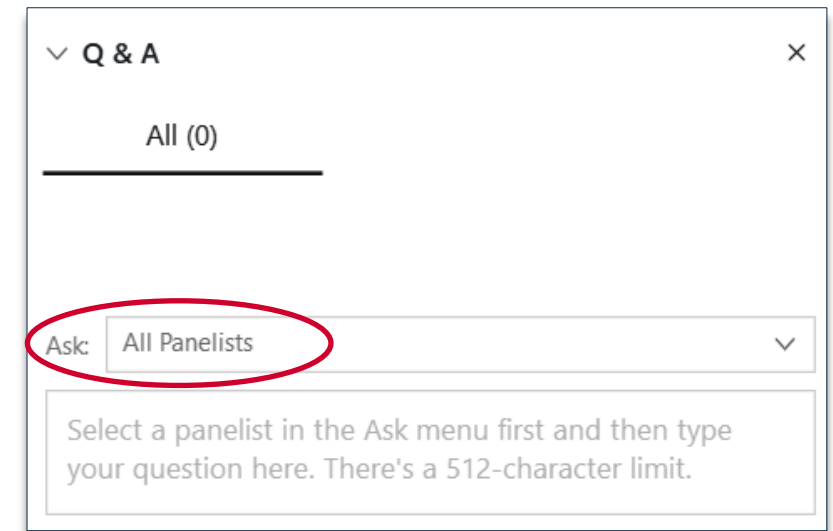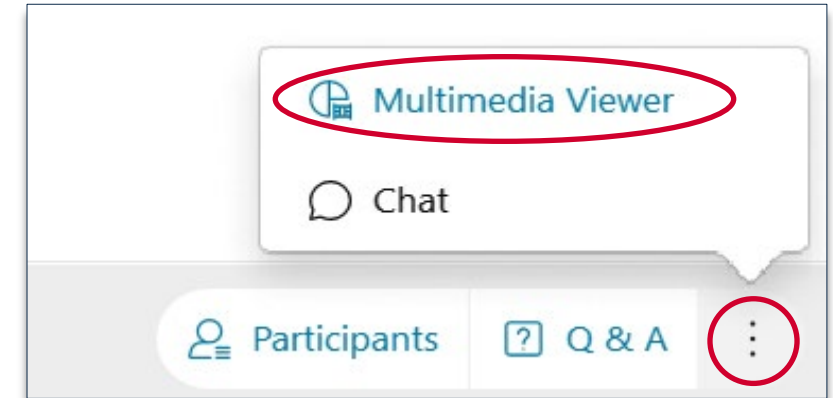- **Closed Captioning**
  - Open the **Multimedia Viewer** panel found in the lower right corner of your screen
- **Meeting Materials**
  - https://www.mathematica.org/features/ssi-youth-solutions-conference
- **Meet & Greet with Authors – Day 2**
  - https://mathematica.webex.com/mathematica/j.php?MTID=m87ddd0620c681576b38c679fbe8e2e97

Welcome

John Tambornino, Office of Disability Employment Policy, U.S. Department of Labor

Agenda

- **Welcome**

- **Current Landscape and Challenges**

- **Proposal Presentations**

- **Response to the Proposals**

- **Questions & Answers**

- **Meet & Greet with the Authors**

Discussion of Current Landscape and Challenges

Amal Harrati, Mathematica

Why focus on youth receiving SSI?

- **Almost 1 million youth ages 14 to 24 receive SSI annually**

- **More than 200,000 youth ages 14 to 24 apply for SSI annually**

- **They have significant health conditions affecting functioning and live in households with low income and assets**

- **Two-thirds of youth who receive SSI as children go on to receive SSI as adults**

SSI YOUTH SOLUTIONS

Youth receiving SSI face unique challenges in transitioning from childhood to young adulthood

- **Inadequate preparation for postsecondary education and employment**

- **Uncoordinated service system**

- **Lack of information and awareness**

- **Limited or delayed access to services**

- **Limited use of evidence-based practices**

Youth receiving SSI experience poor outcomes in their transition to adulthood

- **Low high school completion and employment rates**

- **Low access to postsecondary education**

- **Difficulty meeting basic needs**

- **High reliance on public programs**

- **High rates of social challenges (such as poverty, incarceration, and unintended pregnancies)**

SSI YOUTH SOLUTIONS

SSI Youth Solutions project

- **The Office of Disability Employment Policy, U.S. Department of Labor, funded 12 papers by subject matter experts exploring potential interventions that advance employment and other outcomes for youth receiving SSI**
  - Novel, untested ideas
  - Enhancements or extensions of existing practices

- **Selected through a competitive process**

- **Papers are available at https://www.dol.gov/agencies/odep/program-areas/individuals/youth/ssi-youth**

Proposed interventions address important considerations

- **What gap or limitation in the existing system will the intervention address—that is, why do we need it?**

- **What agency could sponsor and implement the intervention?**

- **What existing evidence supports the theory of change?**

- **What are the potential costs, and who bears them?**

- **How does the intervention consider replicability, scalability, and sustainability?**

SSI YOUTH SOLUTIONS

Diversity, equity, and inclusion (DEI) considerations

- **Establishing culturally appropriate and inclusive service models**

- **Person-centered planning and services**

- **Increased DEI into program infrastructure and delivery**

- **Ensuring DEI in evaluation efforts**

Today's presentations on case management and service coordination

- **Transition Linkage Tool: A System Approach to Enhance Post-School Employment Outcomes**
  - *Jade Gingerich and Kelli Crane – Maryland Department of Disabilities, and University of Maryland-College Park*

- **Policy Considerations for Implementing Youth and Family Case Management Strategies Across Systems**
  - *Andrew Karhan and Thomas Golden – Yang Tan Institute on Employment and Disability, Cornell University*

- **Improving Youth SSI Recipients' Employment Outcomes through an Integrated Treatment Team Intervention in a Health Care Setting**
  - *Aryn Taylor, Teresa Nguyen, and Melanie Honsbruch – Colorado Office of Employment First, University of Colorado Anschutz Medical Campus*

- **The Family Empowerment Model: Improving Employment for Youth Receiving Supplemental Security Income**
  - *Catherine Anderson, Ellie Hartman, and D.J. Ralston – University of Wisconsin-Stout; Behavior Evaluation Consultation, LLC; and The George Washington University*

SSI YOUTH SOLUTIONS

# Transition Linkage Tool: A System Approach to Enhance Post-School Employment Outcomes

Jade Ann Gingerich, Maryland Department of Disabilities

Kelli Crane, Center for Transition and Career Innovation, University of Maryland

SSI **YOUTH SOLUTIONS**

Transition Linkage Tool: Proposed Intervention

- **Online data hub that serves as a single place for schools and post-school agencies to securely exchange consent and transition-age student level data information**
  - Facilitate linkages of students to post-school services and employment
  - Enhances and allows for better tracking and coordination of **student-level linkages** between schools and external transition partners
  - It is NOT a case management tool
- **Current target population: Students receiving publicly funded special education under an individualized education program (IEP) starting in 9th grade**
- ***Expand to*: Transition-age students receiving SSI who may not be receiving or eligible for services through an IEP**
- **Cost: Varies based on the infrastructure and interoperability of existing system**
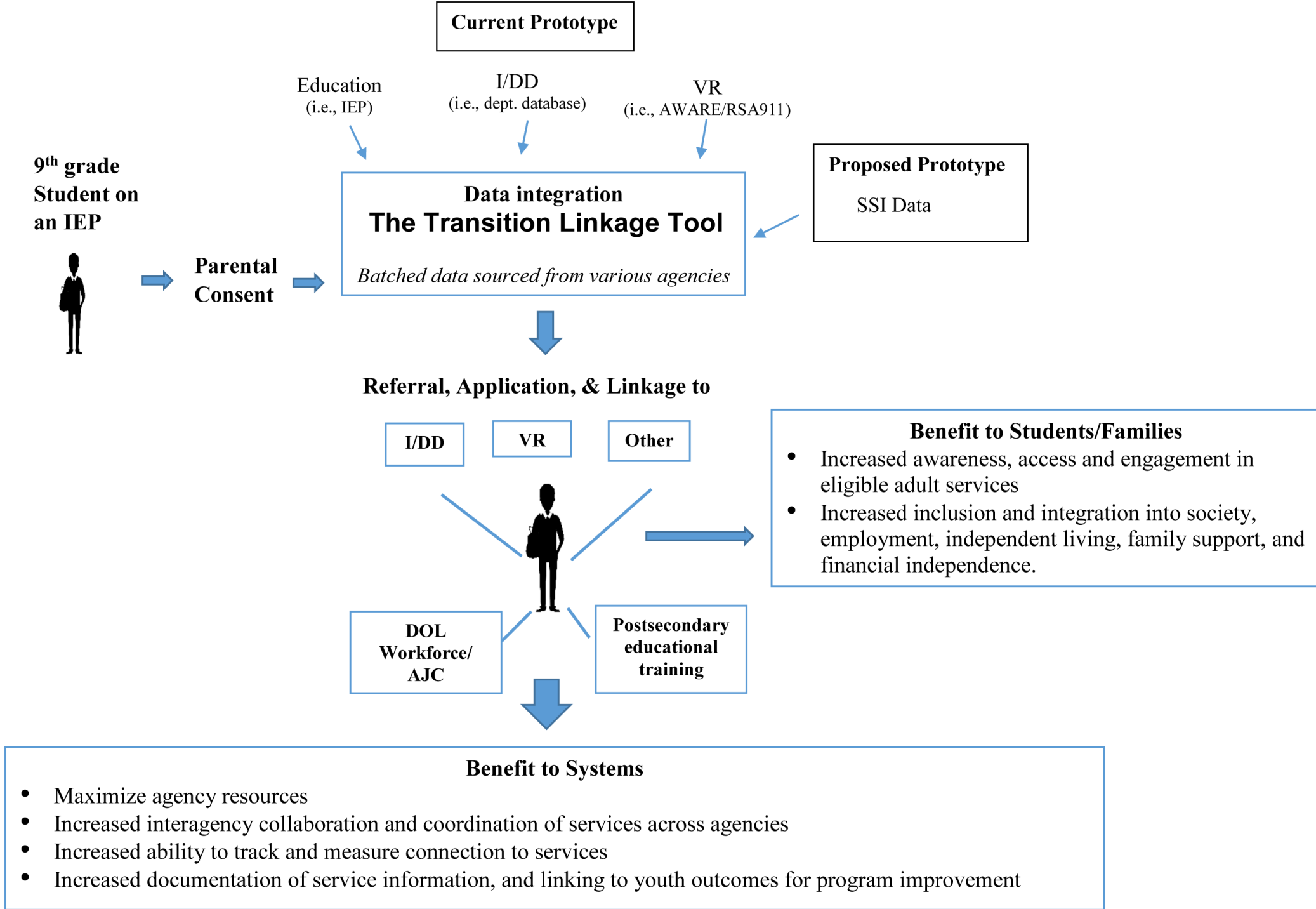
What We Know

- **Transition-age youth SSI beneficiaries…**
  - have been enrolled in federal benefits programs for a relatively short period (Riley & Rupp, 2015)
  - express a desire to escape poverty and pursue work (O'Day et al., 2016)
  - face significant barriers to employment and economic independence, despite their interests in working (Bardos & Livermore, 2016; O'Day et al., 2016)
  - are not known to schools or workforce partners
    - 25% were not eligible for an IEP, therefore not receiving transition planning or linkage to external career development services (Hemmeter et al., 2009)
  - are disproportionately minorities (Bardos & Livermore, 2016)

- **The transition from secondary education into adult roles is a key career developmental AND beneficiary stage of their lives given the SSI age-18 redetermination**

SSI YOUTH SOLUTIONS

Transition Linkage Tool: Rationale

- **Barrier:**
  - Fragmented service systems and lack of information sharing
- **Solution:**
  - Connects students to the external agencies where they may be eligible to receive employment services
  - Tracks post-school outcomes and ensures compliance with federal reporting requirements
  - Shares data systematically across agencies on students they jointly serve or should serve
  - Makes students receiving SSI known to schools and other partners to support their connection to post-school services, which is currently not available

Transition Linkage Tool: Rationale

- **Barrier:**
  - Uneven access and utilization of transition services, including work-based learning experiences
- **Solution:**
  - Identifies students who need work-based learning experiences and facilitates connection to partners such as vocational rehabilitation or local workforce areas
  - Focuses on work both as an intervention and an outcome during the transition planning process
  - Allows tracking and measuring of linkage to and engagement in services and aids in determining when technical assistance and support at the local level is needed
  - Captures and shares quantifiable data to measure and improve access to services and to ensure equity

Transition Linkage Tool: Key Features

- **Information is batched and updated via data exchanges from other agencies' data sources**
- **Data elements***
  - Demographics, including race/ethnicity, age, and gender
  - Services, including work experience and referrals to services offered by other state agencies
  - Points of exit, including graduation, employment, postsecondary education enrollment, and linkages to other state agencies
  - One-year post-exit data
- **Informed consent**
- **Data reports**

- ***Pulls from education (e.g., student's IEP), VR, and other existing data sources to minimize manual entry**

SSI YOUTH SOLUTIONS

Transition Linkage Tool: Intervention Strengths

- **Individual level: Student and family**
  - Captures and shares consent across multiple agencies starting in the 9th grade
  - Helps guide transition process emphasizing employment and linkages to post-school services

- **Local level: Educators and local transition partners**
  - Access to application, eligibility information, and employment services received
  - Creates standard procedures and protocol for linkage
  - Minimizes duplication of services
  - Ensures students are linked to a post-school partner or service that keeps them on a path to employment at school exit

- **State level: Policymakers**
  - Informs decision making for improved policy and practice
  - Allows for systematic tracking of all special education students into post-school services
  - Expansion to students receiving SSI would inform and improve efforts to ensure those youth exit school on a path to employment

Transition Linkage Tool: Intervention Limitations

- Access to data on youth SSI recipients

- Funding to grow and evolve the tool and support for data sharing from additional key partners

- Engagement with and effective communication of the value to and importance of obtaining consent from families

- Ensuring every partner benefits from the tool

- Securing support and approval from federal partners such as Rehabilitation Services Administration to support state efforts and to allow funds to be used in development

Contact Information

Jade Ann Gingerich, M.S.

Maryland Department of Disabilities

jade.gingerich@maryland.gov

301.346.2406

Kelli Crane, Ph.D.

Center for Transition and Career Innovation

kcrane@umd.edu

240.418.2684

Youth Family Systems Navigator – Overview

- **Multi-pronged intervention within a complex system, serving youth receiving SSI ages 14-24**
  - Family systems needs assessment
  - Family systems planning
  - Basic needs fulfillment
  - Crisis management
  - Advocacy skills and resources development
  - Financial empowerment
  - Education and employment planning

Rationale

- **Series of complex systems, programs, and policies for youth to navigate**

- **Complicated by:**
  - Poverty and scarce family support
  - Disproportionality
  - Lack of understanding of eligibility and benefit rules
  - Unmet basic needs

- **Leading to historic poor educational and employment outcomes**

- **Evidence of the linkage of hope:**
  - PROMISE
  - Guideposts for Success
  - Secondary Transition Predictors

Key Features

- **Introduction of a Youth and Family Systems Navigator**
  1. Engagement with youth and family in assessing all potential factors influencing the road to employment
     - Critical step to recognizing issues of equity in our systems
  2. Planning with the youth and family to:
     - Address basic needs, such as housing, food assistance, transportation, and access to technology
     - Mitigate and navigate present or emerging crises
     - Build advocacy skills and resources

IDEA part B

LEAs

Workforce Innovation and Opportunity Act

WIB

WIOA – Title I

VR

WIOA – Title IV

Social Security Act (CMS)

Medicaid Waiver

TTW

Ticket to Work and Work Incentives Improvement Act

IDEA part B

Connection to Youth Work Programs

WIOA – Title I

LEAs

Workforce Innovation and Opportunity Act

WIB

Connection to Pre-ETS, SE, CE, CIE

WIOA – Title IV

VR

Connection to Additional Employment Supports

Social Security Act (CMS)

Medicaid Waiver

YFSN -1115 Waiver

YFSN - YPP

TTW

Connection to EN and Family Outcomes

Ticket to Work and Work Incentives Improvement Act

28
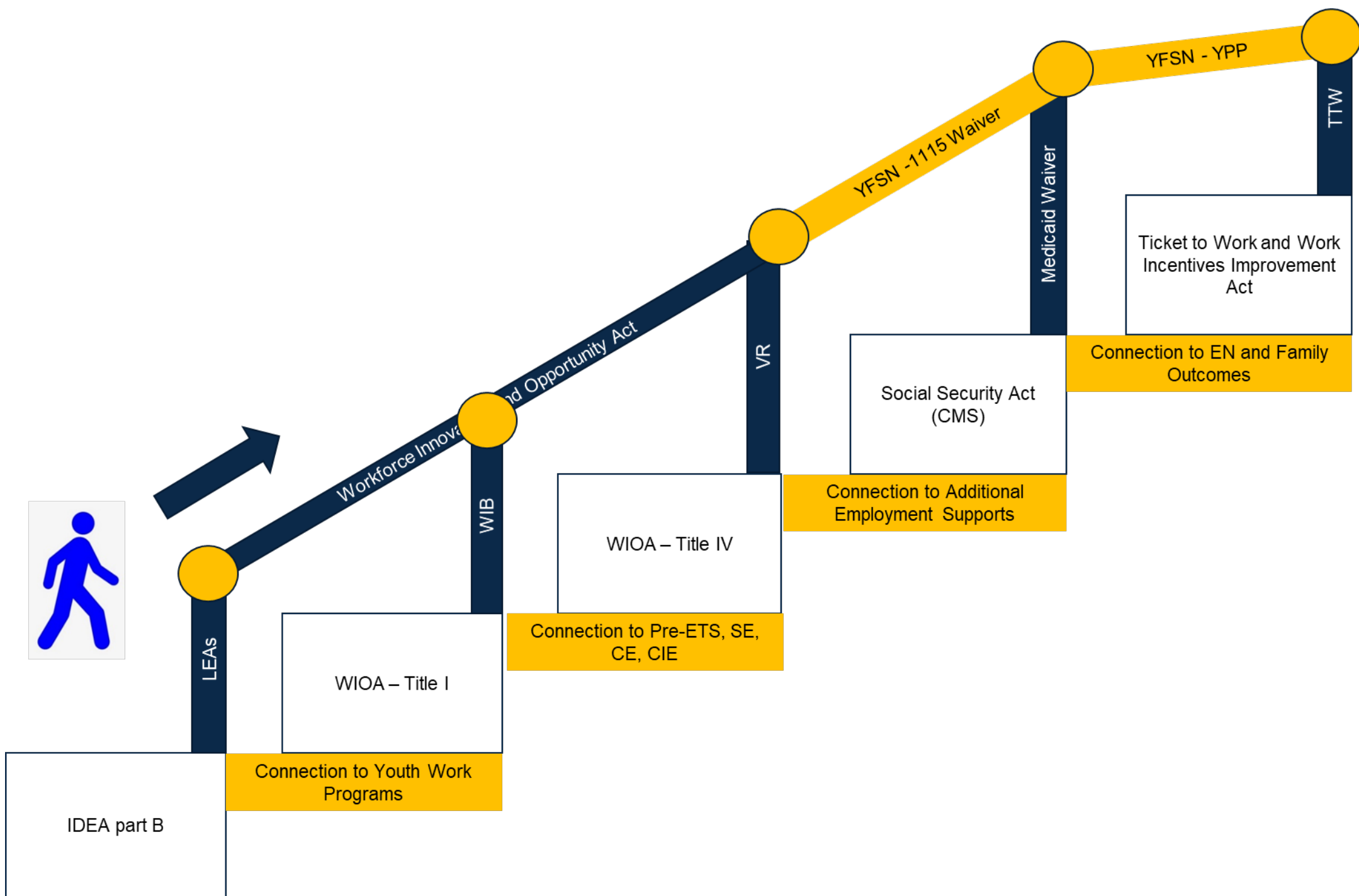
Key Features (continued)

- **Introduction of a Youth and Family Systems Navigator**
  3. Support with financial empowerment and planning for the youth and family
  4. Navigation of pre-employment transition services (Pre-ETS) career pathways, education (secondary and postsecondary), and employment (serving as a stabilizing force)

Strengths and Limitations

- ## Strengths
  - Addresses long-term systemic gaps related to access and equity that exist in navigating complex systems
  - Creates the "scaffolding" and "connectors"
  - Builds on previous research related to transition
  - Holistic model
  - Reasonable cost/benefit

- ## Limitations:
  - State requirements to uniformly implement 1115 demonstration waivers to implement the intervention
  - Utilization of SSA demonstration authority to develop and institute a youth "Ticket" program
  - Creation of an added role without a defined home within the overall system of supports
  - Family systems approach – in a singular-focused system

SSI YOUTH SOLUTIONS

Conclusion

- **Why the Youth Family Systems Navigator?**
  1. Addresses significant gaps in our systems of support
  2. Foundational principles ensure an individualized approach that incorporates cultural, racial, ethnic, socio-economic, and systemic factors
  3. Built upon sound research
  4. Promise of scalability and broad impact

Contact Information

Andrew Karhan, M.P.A, M.A.

Yang Tan Institute on Employment and Disability, Cornell University

ak2589@cornell.edu

Improving Youth SSI Recipients' Employment Outcomes through an Integrated Treatment Team Intervention in a Health Care Setting
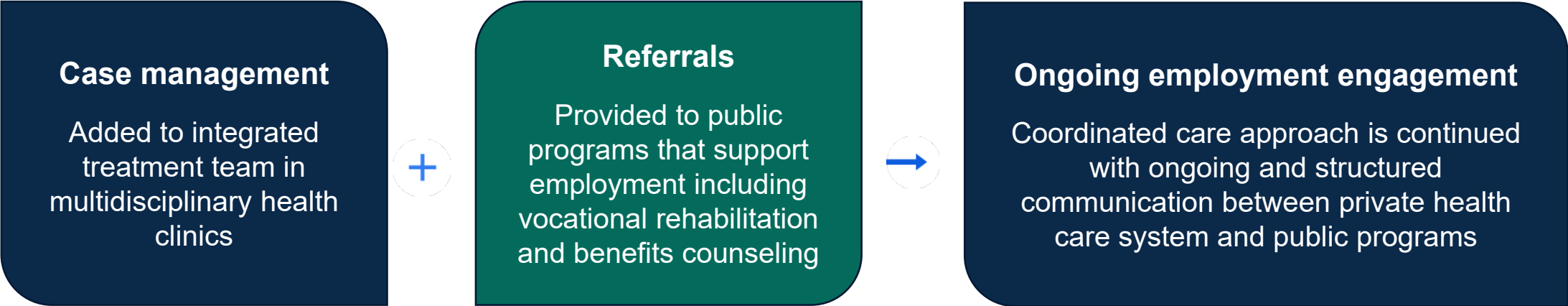
Aryn Taylor, University of Colorado-Anschutz Medical Campus

Melanie Honsbruch, University of Colorado-Anschutz Medical Campus

Teresa Nguyen, University of Colorado-Anschutz Medical Campus

Intervention Description

- **We propose a novel service intervention that targets youth SSI recipients starting at age 14 who are receiving medical services for their disabilities in multidisciplinary clinics that use integrated medical treatment teams**

- **Definitions: Multidisciplinary clinic and integrated treatment team**

Case management		**Referrals**		**Ongoing employment engagement**
Added to integrated treatment team in multidisciplinary health clinics	+	Provided to public programs that support employment including vocational rehabilitation and benefits counseling	→	Coordinated care approach is continued with ongoing and structured communication between private health care system and public programs

Motivation and Rationale for the Intervention

- **Transition from pediatric to adult health care is a critical point for individuals and families**
  - The health preparation process to adulthood often does not include other transition elements such as **employment, education, community integration, and independent living**. Often, these perspectives are left out of the health care setting.

- **In the 2020 Federal Youth Transition Plan, "health care" and "health care management" are mentioned throughout the extensive document. However, "medical provider" and "doctor" are not included in the plan. Limited research exists on the efficacy of medical providers acting as a referral pathway to existing social programs intended to promote youth transition to employment.**

Key Features of the Intervention

- **Integrated treatment team**
  - Medical specialists and providers
  - Employment-focused case management
  - Integrated treatment team focused on employment
  - Employment questions at all appointments

- **Case management**
  - Using successful features of PROMISE
  - Service referrals and assistance
  - Monthly check-ins and care coordination

Key Features of the Intervention

- **Training**
  - Employment First principles and philosophy for medical providers and case managers
  - Cross-training between medical providers and community employment partners

- **Community partnerships**
  - Vocational rehabilitation
  - Benefits counseling
  - Education
  - Medicaid

Intervention

- ## Strengths
  - Coordinated care and comprehensive employment-related referrals in a trusted setting (health care)
  - Expectations for employment starting at age 14
    - Includes training for medical providers and case managers on Employment First
  - Targeted case management with check-ins

- ## Limitations
  - Lack of Community Work Incentives Coordinators and Community Partner Work Incentives Counselors who provide benefits counseling under the Work Incentives Planning and Assistance Program
  - Integrated treatment team coordination can be difficult to initiate and sustain
    - Requires systems alignment and collaborative communication across settings and specialties

Contact Information

Aryn Taylor, Ph.D., CRC

Colorado Office of Employment First

aryn.taylor@cuanschutz.edu

Teresa Nguyen, M.P.H.

Colorado Office of Employment First

teresa.nguyen.official@gmail.com

Melanie Honsbruch, CPWIC

Colorado Office of Employment First

melanie.honsbruch@state.co.us

Overview of Intervention and Population

- **Family Empowerment Model (FEM)**
  - Engagement
    - Targeted outreach
  - Empowerment
    - Family empowerment specialist (FES)
  - Connection
    - Integrated resource team (IRT)

- **Target population**
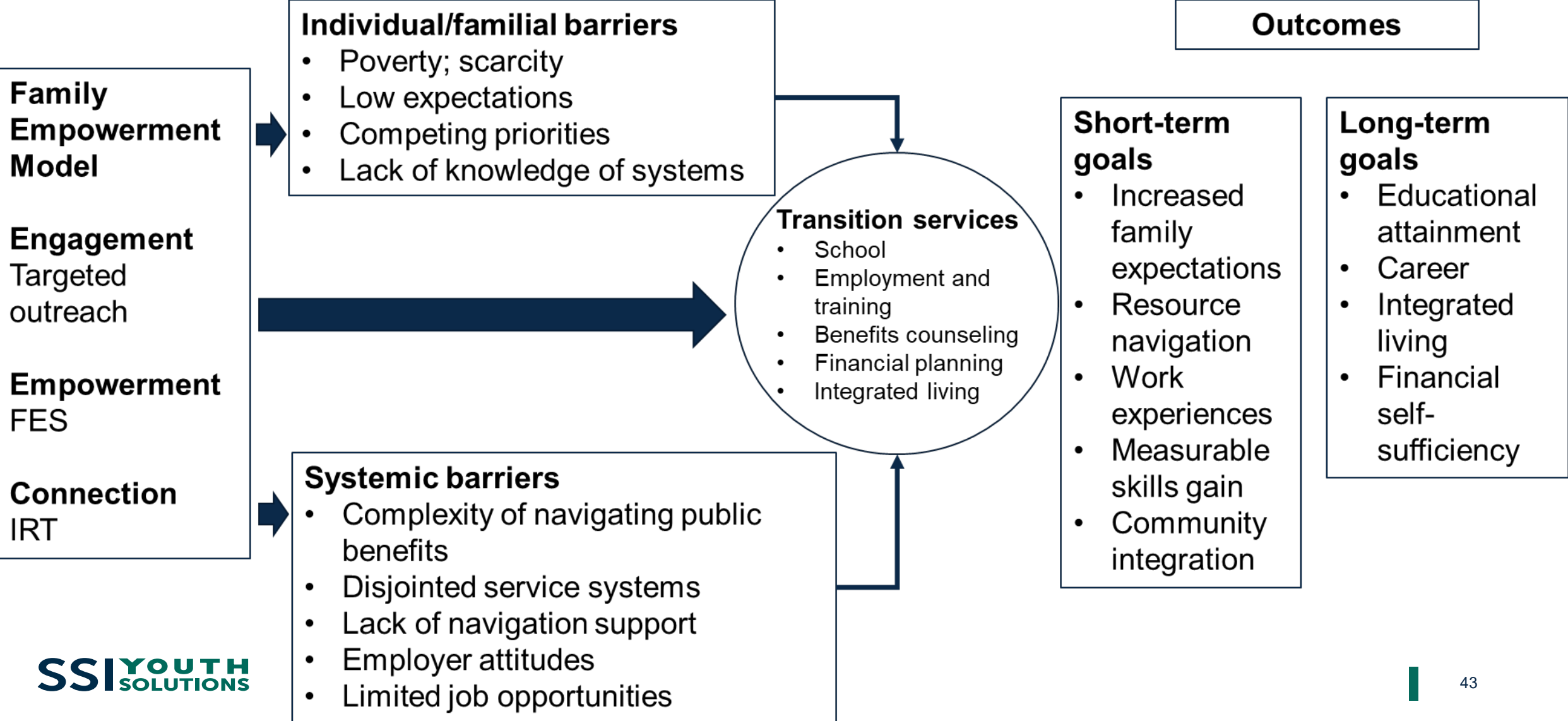 - Youth ages 14 to 24 receiving SSI

Rationale

- **Teenagers with disabilities are a large untapped talent pool**

- **Context**
  - Poverty
  - Disability
  - Diversity

- **Existing program infrastructure**
  - School postsecondary transition plan
  - Vocational rehabilitation
  - Job centers
  - Food, housing, health care, income, and disability supports
  - Community programs

Key Features of the FEM

Family Empowerment Model

Engagement
Targeted outreach

Empowerment
FES

Connection
IRT

Individual/familial barriers
- Poverty; scarcity
- Low expectations
- Competing priorities
- Lack of knowledge of systems

Transition services
- School
- Employment and training
- Benefits counseling
- Financial planning
- Integrated living

Systemic barriers
- Complexity of navigating public benefits
- Disjointed service systems
- Lack of navigation support
- Employer attitudes
- Limited job opportunities

Outcomes

Short-term goals
- Increased family expectations
- Resource navigation
- Work experiences
- Measurable skills gain
- Community integration

Long-term goals
- Educational attainment
- Career
- Integrated living
- Financial self-sufficiency

SSI YOUTH SOLUTIONS

43

FEM Service Model Flow

Phase I

Identification of youth receiving SSI

Targeted outreach

Phase II
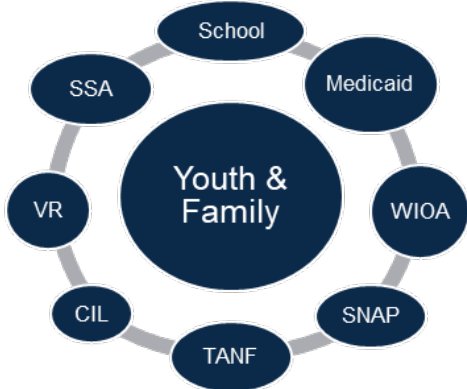
Family empowerment specialist (FES)

Raised expectations

Navigation & engagement
in transition services and family supports

Phase III

Integrated resource team (IRT)

School
Medicaid
SSA
Youth & Family
WIOA
VR
SNAP
CIL
TANF

Increased
- Education
- Empowerment
- Community integration
- Independence
- Financial self-sufficiency

Key Factors

- **Identify youth receiving SSI benefits**

- **Interagency collaboration, data, and resource sharing**

- **Commitment to training and supporting the FES and IRT**

- **Quality assurance checkpoints at key transition points to promote engagement and seamless support**

Strengths and Considerations

- **Strengths**
  - Culturally responsive
  - Cost effective
  - Leverages existing infrastructure
  - Demonstrated efficacy

- **Considerations**
  - Need to determine best organizational home for FES
  - Varying infrastructure and capacity across states

Conclusions

- **FEM is grounded in existing evidence and emphasizes diversity, equity, and inclusion**

- **Uses existing system partners and programs**

- **Opportunity to pilot and evaluate Youth Ticket to Work (FEM provides a comprehensive service model to support youth and families)**

Contact Information

Cayte Anderson, Ph.D., LPC, CRC

University of Wisconsin-Stout

candersonconsult@tds.net

DJ Ralston, M.A.

The George Washington University

danielledjralston@gmail.com

Ellie Hartman, Ph.D., BCBA-D

Behavior Evaluation Consultation, LLC

hartman.ec@gmail.com

Response to Proposals

Richard Luecking, University of Maryland

Paul Wehman, Virginia Commonwealth University

Q&A

Meet and Greet with Authors

Join the authors for an informal discussion of their proposals at:
https://mathematica.webex.com/mathematica/j.php?MTID=m87ddd0620c681576b38c679fbe8e2e97