

2015 Beneficiary Satisfaction Survey Briefing Report to Employment Networks

October 2, 2017



Presentation Overview

- Purpose
- Methods
- Results
 - Quantitative
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- Conclusions
- Your EN Report Card
- Questions

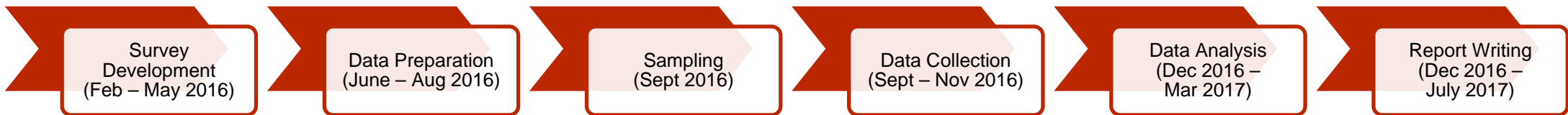
Purpose

- Ticket to Work (Ticket) is a Social Security program for adults age 18 through 64 who receive Social Security Disability Insurance (SSDI) benefits and/or Supplemental Security Income (SSI) payments due to disability or blindness.
 - It offers these individuals choices for receiving employment services or other supports necessary to obtain their vocational goal.
- Beneficiary Satisfaction Survey – conducted periodically to assess Ticket beneficiaries’ or their representative payees’ satisfaction with their Employment Network (EN) services
 - Gauge the needs and expectations of beneficiaries to effectively tailor the services being provided by ENs.
 - Provide satisfaction results via the program’s website to help beneficiaries make informed choices in selecting an EN.
- Conduct a multi-method analytic approach to achieve the goals of the survey and provide a comprehensive understanding of the beneficiaries’ experience with their ENs.

Methods



18 Months From Survey Development to Final Report

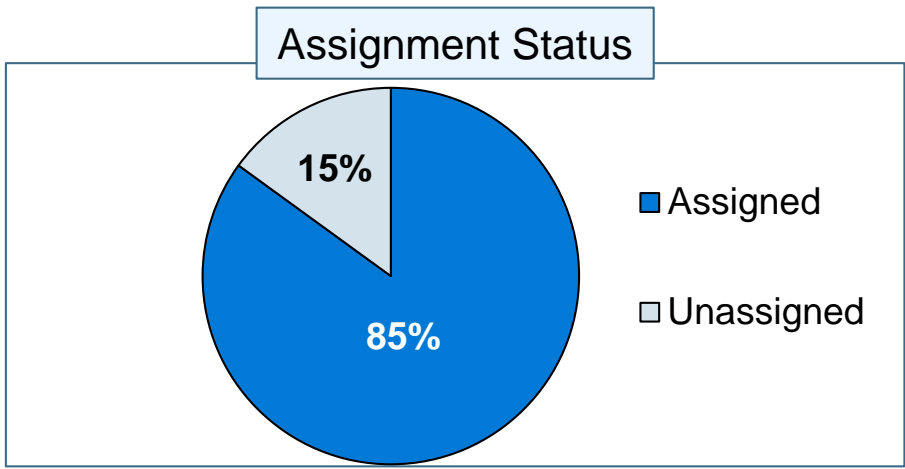


Quantitative Results



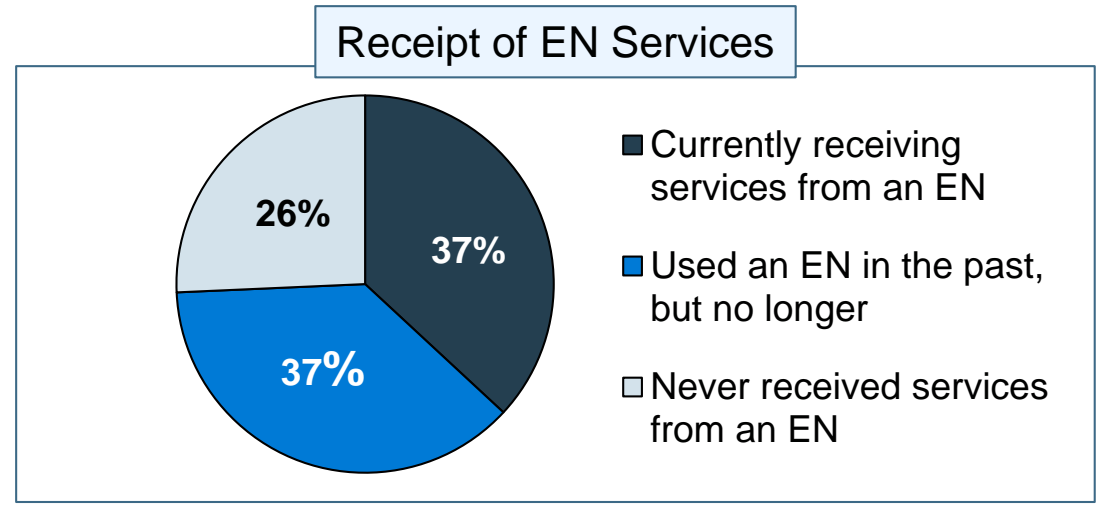
Who Responded to the Survey?

- 6,342 beneficiaries representing 372 Employment Networks (ENs)
 - Response rate of 21.4%
 - N is sufficient to address the analysis questions



Assigned: Beneficiaries who had assigned their Ticket to an EN for at least 3 months in 2015

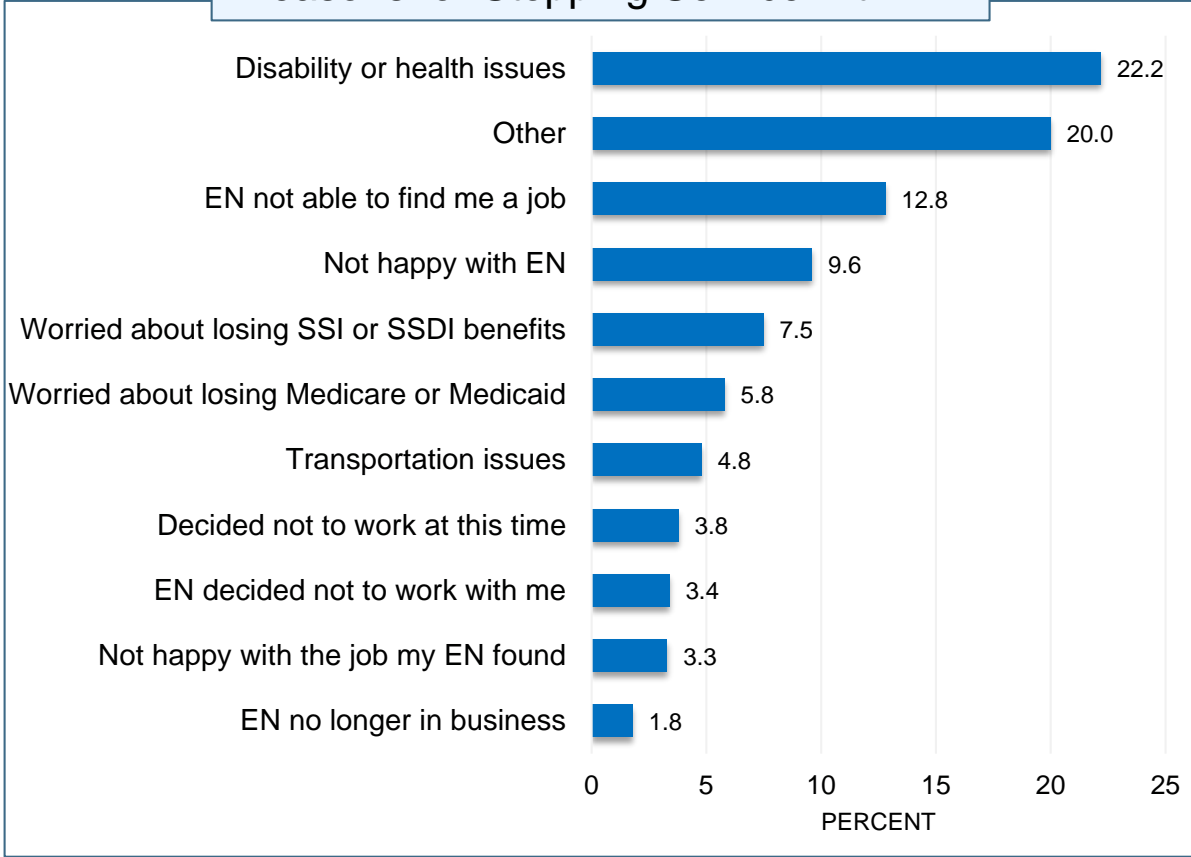
Unassigned: Beneficiaries who had unassigned their Ticket in 2015



26% who “never received EN services” are likely due to misunderstanding of the survey question and those who had a Ticket, but never actually received services.

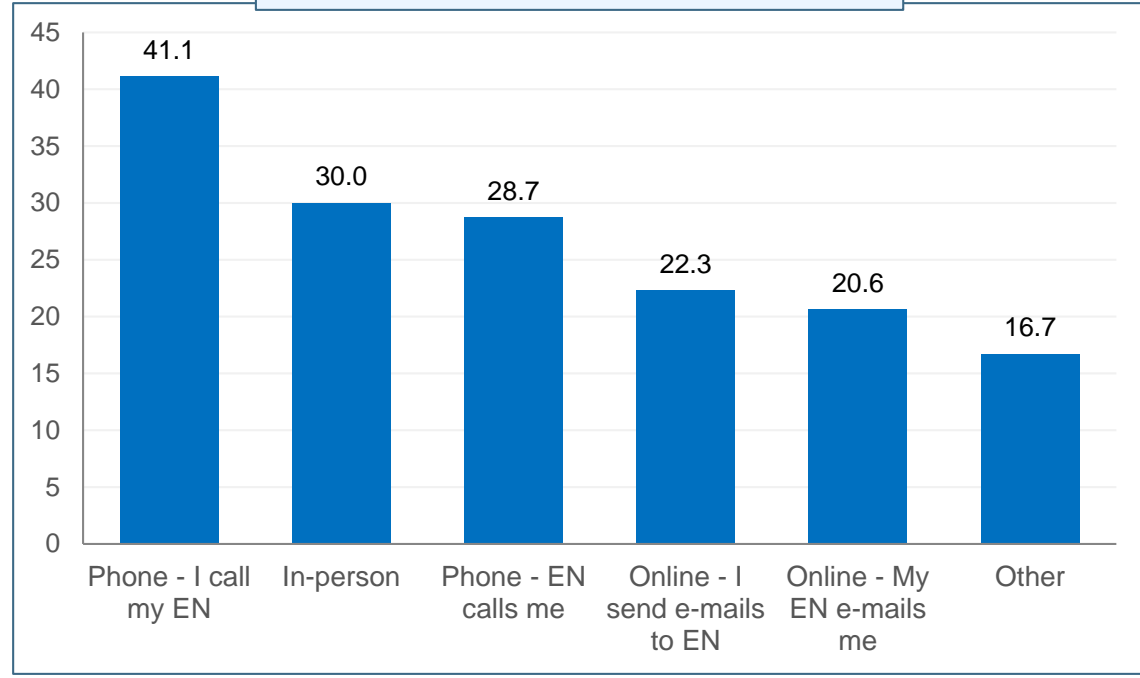
EN Utilization

Reasons for Stopping Service with EN



Common “Other” reasons: “I haven’t received services in a while,” “I want to get a Ticket again.”

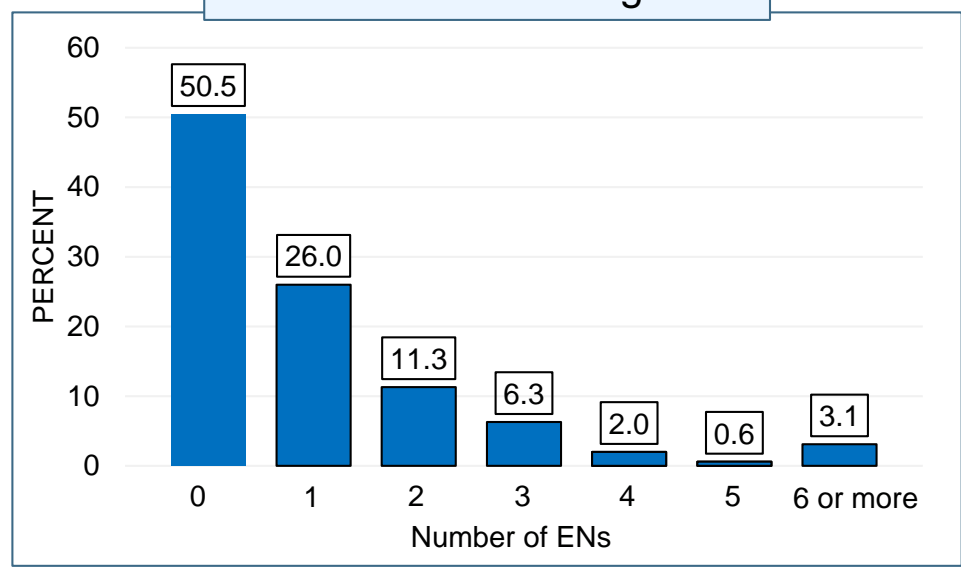
Usual Communication Methods



Common “Other” methods: Postal mail, text message, and fax machine.

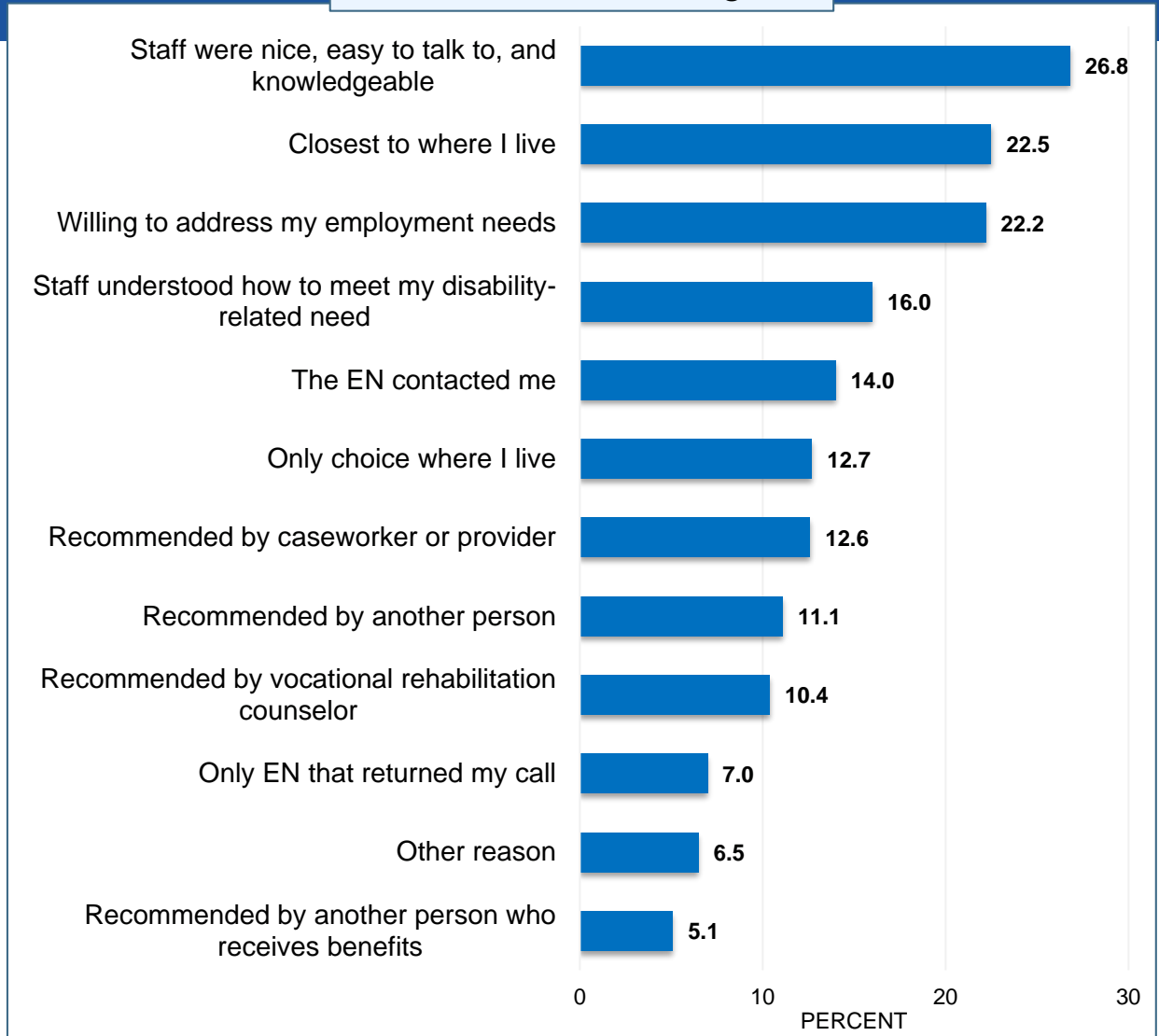
EN Selection

Number of ENs Contacted Before Selecting



Majority of beneficiaries did not contact any ENs before choosing one.

Reasons for Selecting EN

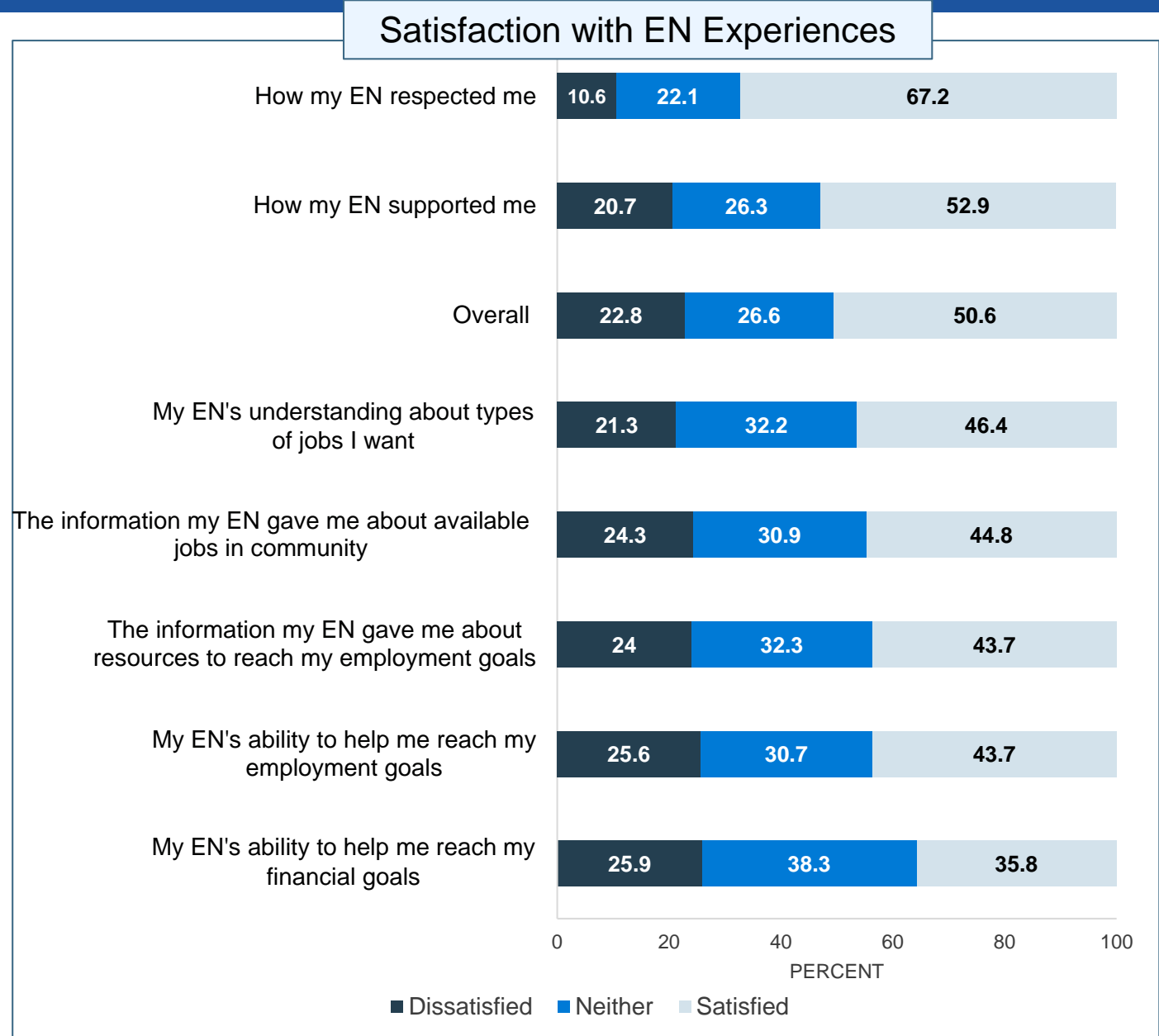


Common "Other" reasons: EN reputation, ENs accepting new clients, additional benefits such as incentives, and specific services, classes, and/or skills training offered.

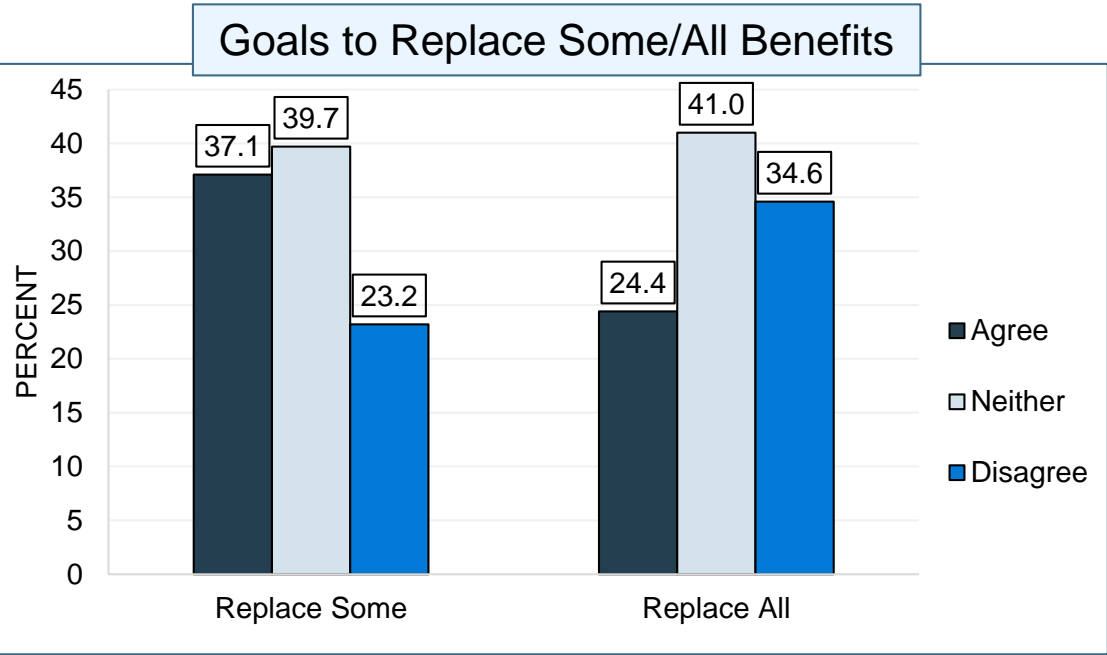
Satisfaction with EN Experiences

- Assigned and Unassigned beneficiaries had significantly different satisfaction results.
 - Assigned beneficiaries reported higher levels of satisfaction for every experience, and unassigned beneficiaries reported higher levels of dissatisfaction for every experience.

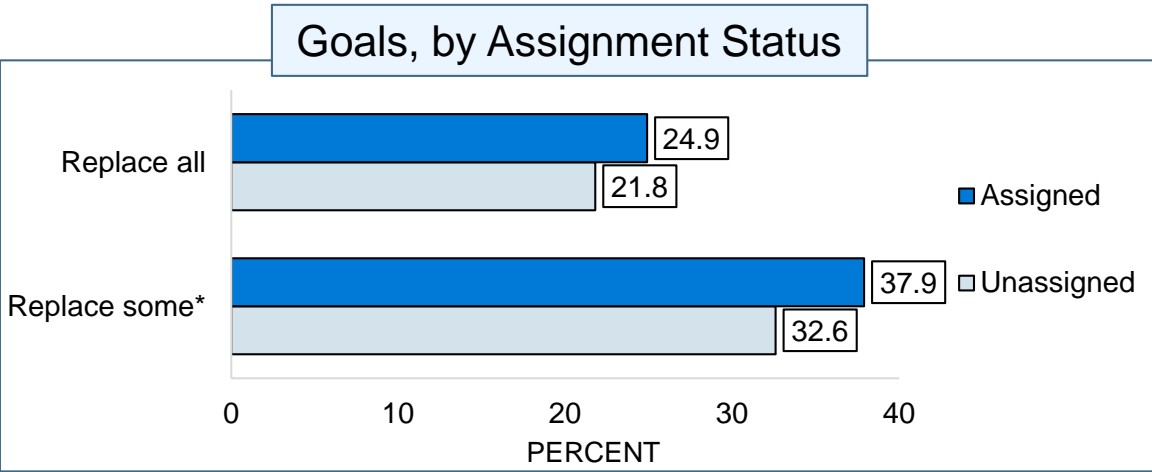
- Given that unassigned beneficiaries likely unassigned their Ticket because they weren't happy with their EN in some way, these results make sense.



Goals for Money Earned



Fewer beneficiaries agreed that they wanted to replace *all* their benefits, compared to wanting to replace *some* of their benefits

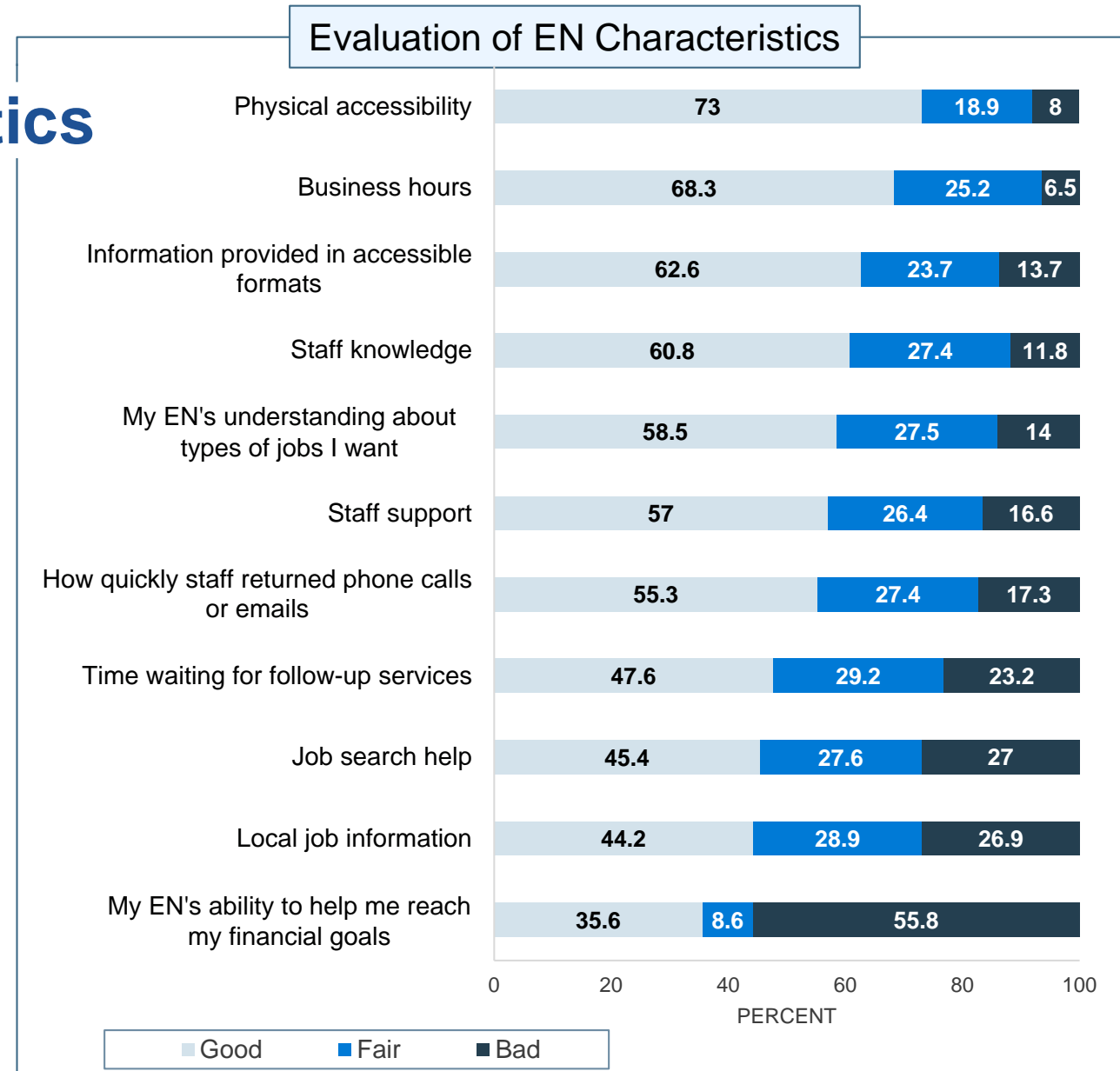


*Significant at .05 level

Assigned beneficiaries were more likely to want to replace some/all of their benefits than unassigned beneficiaries.

Evaluation of EN Characteristics

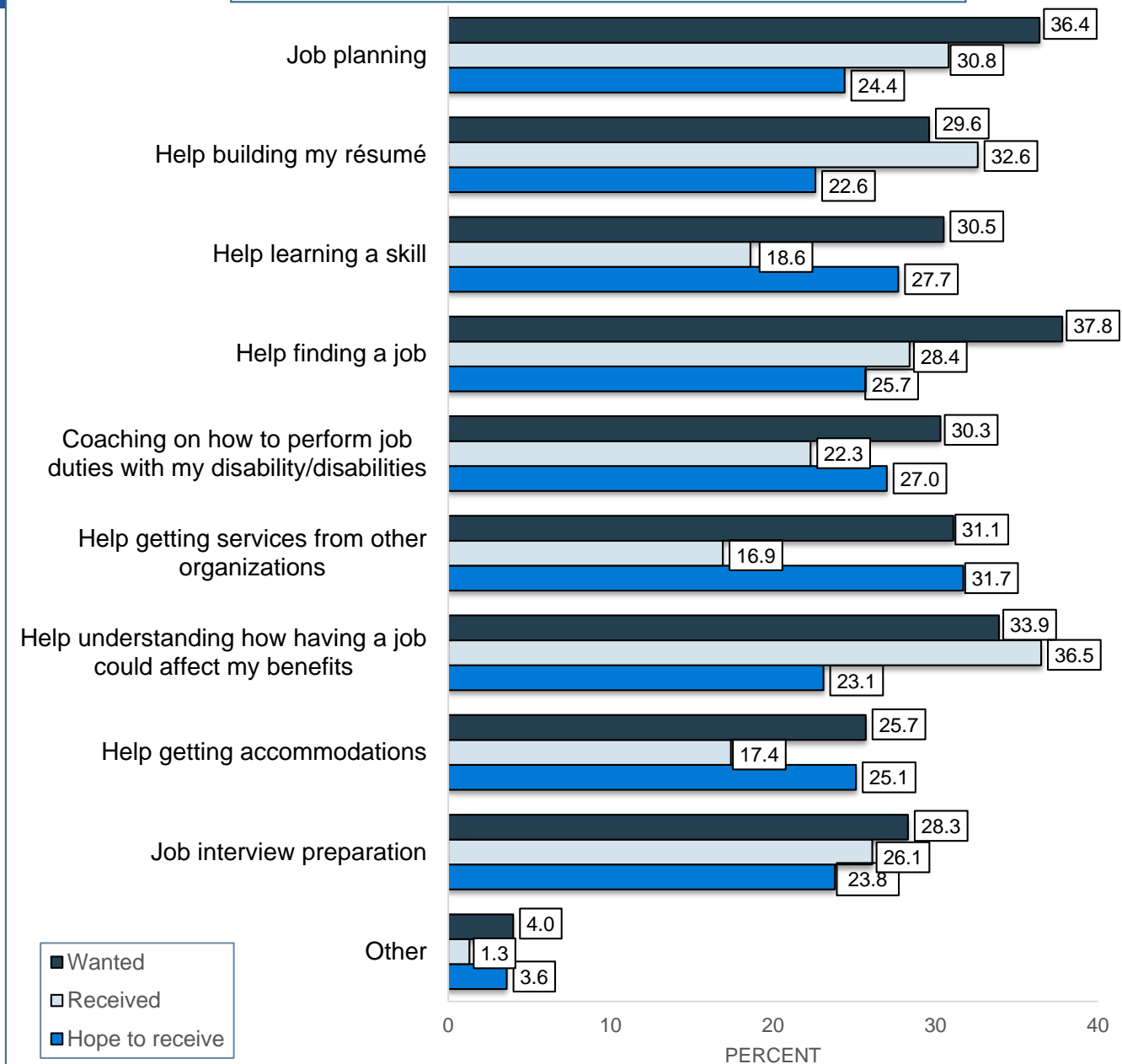
- 7 of the 11 characteristics were rated as majority “good” by beneficiaries.
- Comparing “bad” ratings from 2014 to 2015, most improvement in: business hours, staff support, how quickly staff returned phone calls
- “Good” Other examples: EN helpfulness/ friendliness, support/encouragement, personal attention, resourcefulness
- “Bad” Other examples: Understanding of job needs, provision of job listings, keeping the beneficiary informed, equipment needs (computers, headsets)



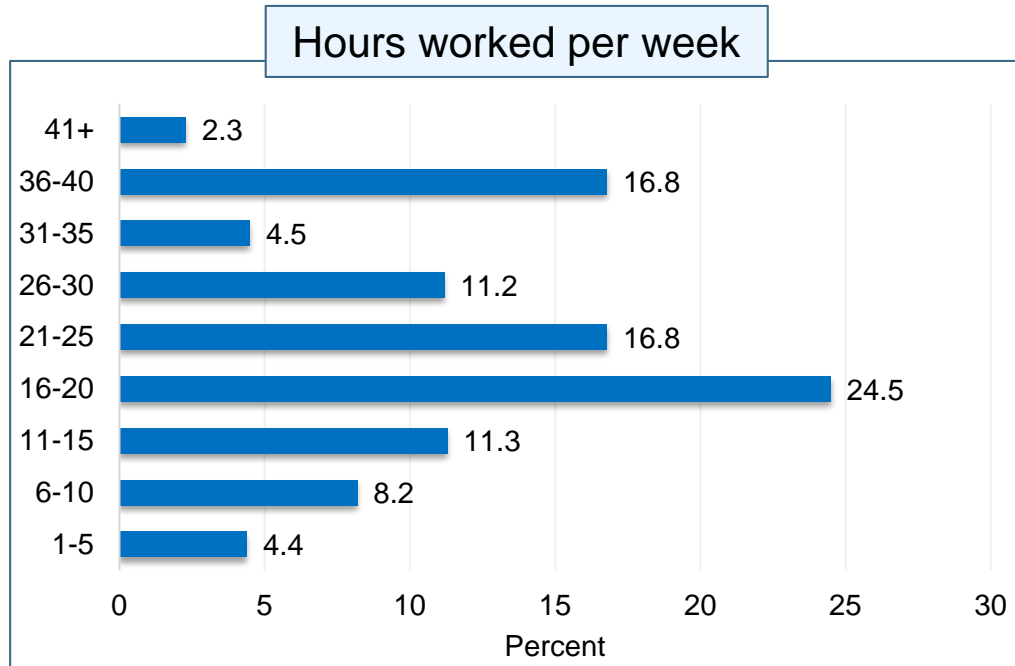
Services Wanted, Received, and Hoped For

- Most **wanted**: Help finding a job and job planning
- Most **received**: Help understanding how having a job can affect benefits and building a resume
- Most **hoped for**: Help getting services from other organizations and help learning a skill

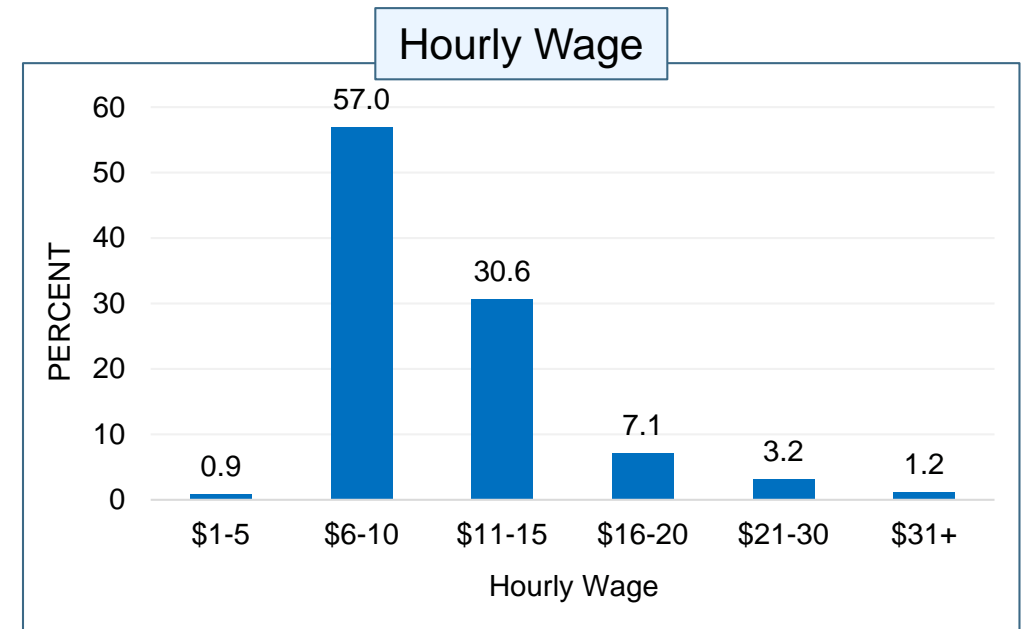
Services Wanted, Received, and Hoped for



Beneficiary Employment



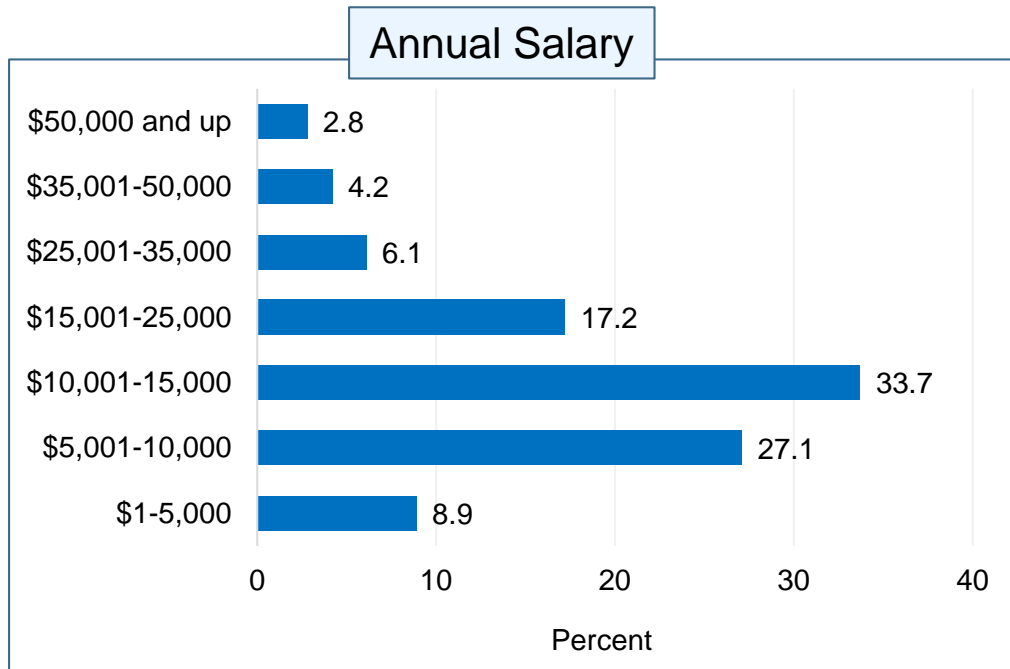
47% employed, 53% unemployed
(no change from the 2014 survey)



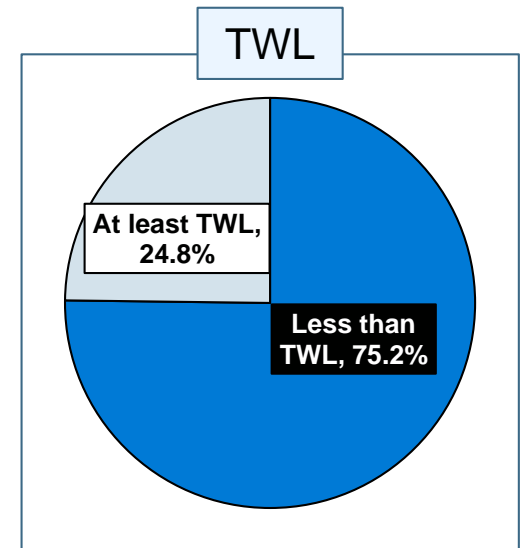
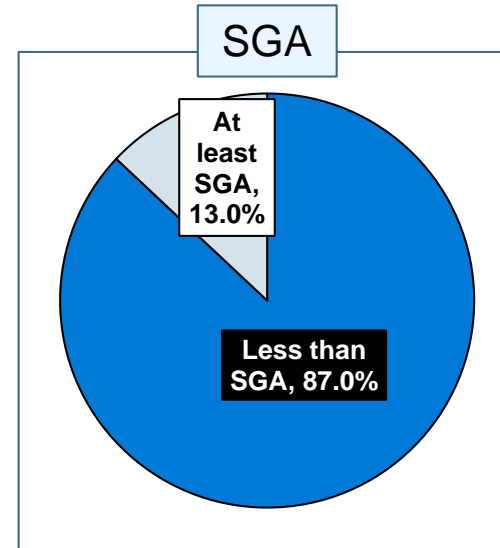
Of those who work:

- Over three-quarters work 30 hours/week or less
 - ACA defines full-time work as 30 hours or more per week
- Average hourly wage is \$11.99
- Over half made \$6–10 per hour

Annual Salary & SGA/TWL



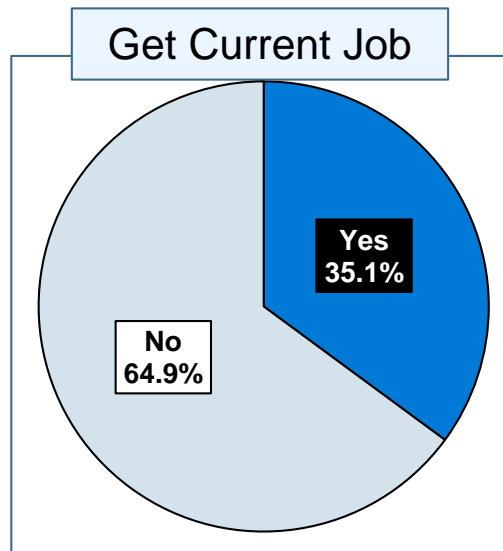
On average, employed beneficiaries made \$15,555 per year



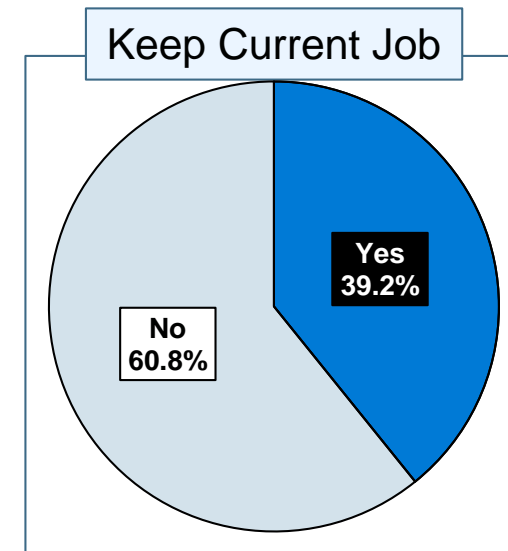
A vast majority are not engaging in SGA and are not making enough to meet the TWL amount.

- 87% make less than SGA (\$1,130/month)
- 75.2% make less than TWL (\$810/month)

ENs Help Respondents to Get/Keep their Current Job



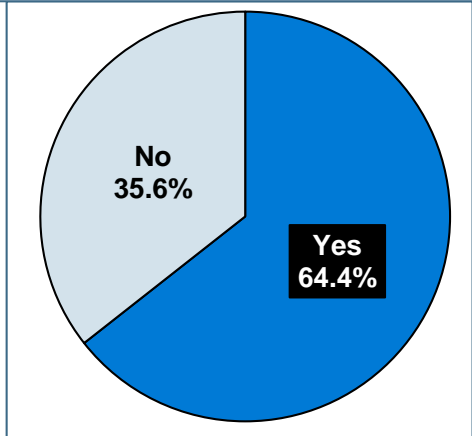
The majority of beneficiaries did not receive help from their EN in **getting** their current job.



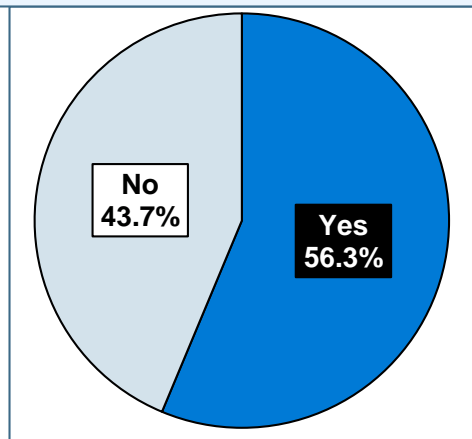
Slightly more indicated that their EN helped them **keep** their current job, but still a majority did not receive this assistance from their EN.

Working 30 hours/week or more

Ever worked ≥ 30 hrs./week

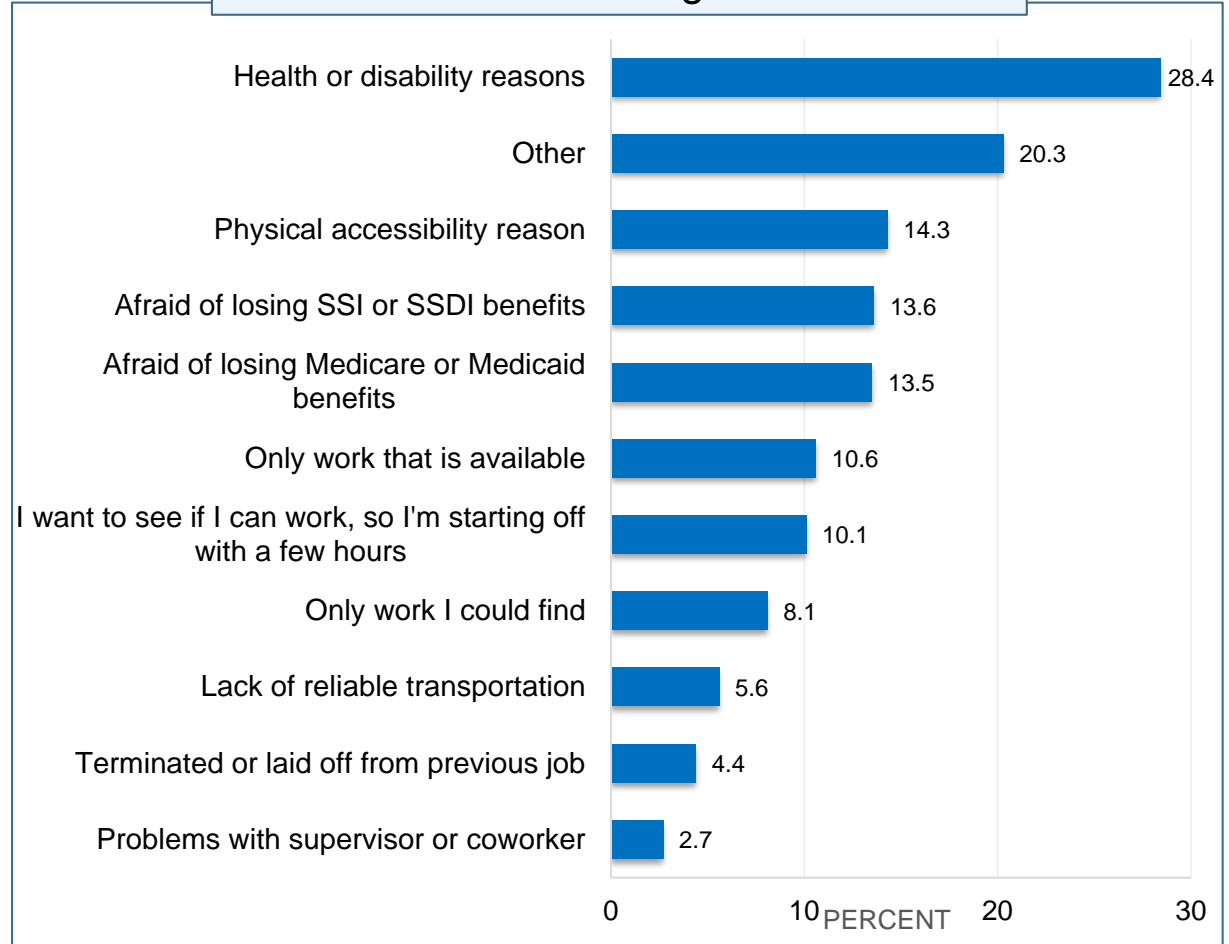


Interest in working ≥ 30 hrs./week



Majority have ever worked ≥ 30 hours in their life, but only slightly more than half have interest in still doing so.

Reasons for not working ≥ 30 hrs./week



Examples of “Other” reasons: school/training, over age 65 (lost eligibility), volunteering instead of/in addition to working, self-employment efforts, caring for a family member

Qualitative Results



Qualitative Results

- Beneficiaries were asked to add any additional information they wanted to share with SSA.
 - Response rate of 47.6%
- Qualitative analysis resulted in 23 themes that were organized into 4 categories with implications for ENs
 - Positive EN experiences
 - Challenges with ENs
 - SSA/Ticket program considerations
 - Beneficiary-specific comments

Positive EN Experiences

- Communication*
- Employment Placement*
- Staff Support*
- Training for Beneficiaries*
- Navigating Ticket Program and Benefits*

*Also emerged as challenges

“The Ticket to Work program really helped me when I needed it. It prepared me for my job and my SSDI benefits that would be affected.”

“I love my Employment Network they helped me to find an awesome job and restore my pride. I love everyone for all they have done for me.”

“My employment network helped me find training which led to me finding a job. They continue to give me support.”

Many positive comments around staff willingness to help beneficiaries, responsiveness to beneficiary contact attempts, and assistance in getting beneficiaries setup with the Ticket program.

Other positive comments were job placement or job skills-specific, where beneficiaries were able to obtain a job or have begun taking steps toward that end, as a result of the Ticket program.

Challenges With ENs

- Communication*
- Employment Placement*
- Staff Support*
- Training for Beneficiaries*
- Confusion About Ticket Program and Benefits*
- EN Location
- Lack of Jobs With Disability Accommodations
- Perceived Staff Competence

Many negative comments also focused around staff – their lack of support or knowledge – as well as beneficiaries’ discontent with their job-related outcomes. Several commented that their EN didn’t find them appropriate jobs, or any jobs at all.

There was also confusion around the logistics of the Ticket program – how to enroll, responsibilities of beneficiaries, how to keep your assignment, etc.

“I am in a wheelchair. Looking for jobs that do not require mobility...and I was denied... The jobs I was offered were all physical like maintenance and kitchen work.”

“After those first 6 months I never got another call from the company...I’ve tried to find another company but haven’t been able to get a return call from any other nearby agencies.”

*Also emerged as positive EN experiences

SSA/Ticket Program Considerations

- Fear of Losing Government Benefits
- SSA Rules and Regulations
- Ticket Program Design
- Ticket Program Goals

“I joined The Ticket too work program as Therapy for my disabilities and was surprised [to]find that SSDI wanted to discontinue my benefits so...I had to quit also so not too lose my benefits.”

“I was not working a job that gave me a better life than what I would get by staying on SSD. In fact, after taxes I was making less money.”

“[I] find it easier to find employment on my own; too many limitations with this program.”

Several considerations around specifics of the Ticket program itself or SSA-related questions.

Many wanted to work (or work more), but were concerned about losing their benefits and didn't feel comfortable with the knowledge they were receiving about this topic.

Also some confusion around the design of the Ticket program, from beneficiary enrollment to ongoing involvement.

Beneficiary-Specific Comments

- Not Linked to EN Satisfaction
 - Criminal History
 - Disability/Health Limitations
- Linked to Employment Satisfaction
 - Current Employment Satisfaction
 - Transportation Needs

Some beneficiaries faced challenges finding work due to the beneficiary's criminal history, as well as difficulty in working due to health or disability limitations.

Several beneficiaries reported that they are currently working and are happy with the EN services they received. Others commented that lack of reliable transportation has caused issues related to EN services or job placement.

"I am a good hard worker and want to work and the criminal activity is behind me by several years. I even have a diploma as a Medical Office Professional and can't get a job in the medical field."

"I enjoy my employment, because it gives me a lot of willpower to carry on because of the fact that I have a terminal, but manageable illness."

"I couldn't find a job so I just gave up—the transportation was not available—there's no job on the bus line."

Conclusions

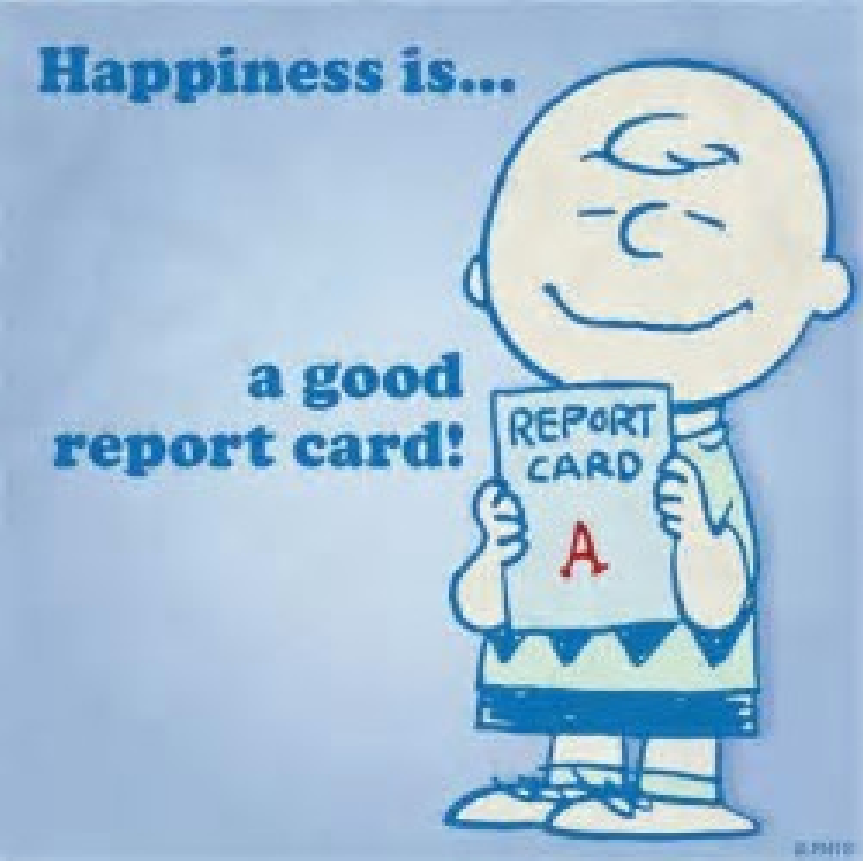


Conclusions

A comprehensive synthesis of the qualitative and quantitative data resulted in the following conclusions:

- While satisfaction with EN staff's treatment of beneficiaries is high, satisfaction with the actual job-related services provided by the ENs needs to be addressed including:
 - Understanding of the beneficiary's unique job needs based on their disabilities, and job placement opportunities that fit within those needs.
- Confusion exists around the Ticket program design, implementation, and rules and regulations.
- Disconnect exists on goals of program, as only 37% of respondents reported wanting to replace some of their SSA benefits; even less (24%) reported wanting to replace all of their benefits

Your EN Report Card



EN Report Card Methodology

- A breakout analysis was performed on all ENs for which a minimum of 10 assigned beneficiaries responded to calculate an “Index Score”
 - A total of 142 ENs met this threshold
- Index Scores were calculated for each of the eight satisfaction questions included in the survey:

8 Satisfaction Questions	
Overall Satisfaction	Information EN Gave About Available Jobs in the Community
EN Understanding	Information EN Gave about Resources/Organizations to Help Reach Employment Goals
EN Support	EN Ability to Help Reach Employment Goals
EN Respect	EN Ability to Help Reach Financial Goals

EN Report Card Methodology

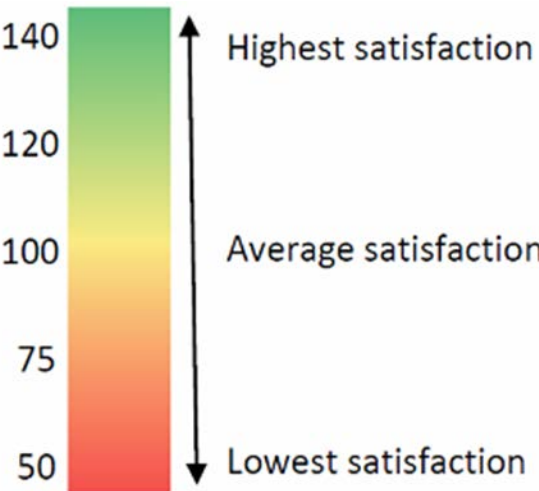
- Beneficiaries rated each of the eight satisfaction measures as “Satisfied” (value = 3), “Neither Satisfied nor Dissatisfied” (value = 2), or “Dissatisfied” (value = 1)
- Then, we determined the total average score for a satisfaction measure across all ENs by calculating the mean of the response values (1, 2, or 3) for *all* beneficiaries who answered that question. The result is the “**all EN average.**”
- Next, we determined the average score for a satisfaction measure for an individual EN by calculating the mean of the response values (1, 2, or 3) only for beneficiaries from that EN. The result is the “**individual EN average.**”
- And then, we calculated the relative percentage between the **all EN average** and the **individual EN average** to determine what percentage above or below the “all EN average,” the “individual EN average” was positioned.

EN Report Card Methodology

- We translated this percentage into an index score with 100 as its base.
- The Index Score of each satisfaction question indicates the **relative position of an EN compared to all other ENs.**
 - The number of responses associated with each EN had no bearing on the index score.
 - The Index Score was calculated using the same method as in past satisfaction surveys

EN Report Card Reporting: Index Scores

- The average of all beneficiaries across *all* ENs is 100.0. Index scores lower than 100.0 indicate lower levels of satisfaction, while scores above 100 indicate higher levels of satisfaction.



EN Report Card Reporting: Index Scores

- Here's how to interpret an EN's Index Scores for each of the eight satisfaction questions:
 - If the "individual EN average" equals the "all EN average," then its index score is 100.
 - If the "individual EN average" is 10 points above the "all EN average," then its index score is 110.
 - If the "individual EN average" is 5 points below the "all EN average," then its index score is 95.
- If the individual EN's Index Score is greater than or equal to 110, then the score is labeled EXCELLENT. If it's greater than 90 and less than 110, then the score is labeled GOOD. If the EN's Index Score is less than or equal to 90, then the score is labeled FAIR.

“Customer Satisfaction” Data Table in Find Help

Satisfaction Indicator (“Satisfaction with...”)	EN Score	National Average	Compared to National Average
How my EN supported me	2.55	2.36	Good
How my EN respected me	2.71	2.59	Good
The information that my EN gave me about available jobs in my community	2.26	2.24	Good
The information that my EN gave me about other resources or organizations to help me reach my employment goals	2.32	2.23	Good
My EN’s ability to help me reach my employment goals	2.36	2.22	Good
My EN’s ability to help me reach my financial goals	2.32	2.14	Good
My EN’s understanding about the types of jobs I want	2.43	2.28	Good
Overall satisfaction with my EN *	2.50	2.32	Good

This comparison is based on the National Average Index Score of 100.

- The scale is:
- Excellent
 - Good
 - Fair

* Overall satisfaction with EN was asked as a separate question and is not a total of the other 7 satisfaction indicators.

Questions?

