

NYS PROMISE
**Program Fidelity
Report**
Executive Summary



Reporting Time Period: November 12, 2016 to May 17, 2017



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Executive Summary

The NYS PROMISE Program Fidelity Report aims to synthesize and document program implementation and outcomes on improving transition to adulthood for youth and families enrolled in PROMISE. Leveraging multiple sources of data collection, this report reflects on project-wide learnings to enable further technical assistance and strategic planning for high quality program implementation. The NYS PROMISE initiative examines implementation fidelity across the domains of adherence, exposure, engagement, quality of delivery and program differentiation.

The following summarizes findings from the analysis of data and research activities taking place in the time period from **November 12, 2016** to **May 17, 2017**.

Youth and Parent Demographics

- Enrolled youth are predominantly (69%) male; average age of enrolled youth is 17 years.
- Nearly half of enrolled youth are African American (46%), one fifth are Hispanic (21%), and 9% are white. Regional variations were observed; in particular New York City (NYC) has a higher proportion of racial/ethnic minorities than the other regions.
- 26% of enrolled youth have significant disabilities, based on their functional limitations, living situation and possibility of needed extra services. This percentage is up from 19% previously reported in winter 2016. A higher percentage of the Intervention Group are classified as having significant disability (29%) compared to those in Control Group (+23%).
- The most frequent Social Security Administration (SSA) disability classifications among enrolled youth are: developmental disabilities (26%), autistic disorders (18%) and intellectual disability (15%).
- Most enrolled youth live with their birth parents (90%).
- Overall, 83% of enrolled youth have parents with English indicated as their primary language. There is more linguistic diversity represented in the New York City region.
- Among parents of enrolled youth, ~35% have disability, 25% are married, and about 42% were employed at the time of program intake. The majority of PROMISE program primary contact persons are birth mothers.
- More than two thirds of parents reported annual income of less than or equal to \$34,999. Additionally, families in the Intervention Group have \$3,197 more annual income than Control Group families. The Intervention Group families receive more benefits per household at all levels of income.

- The majority of households report receiving government assistance beyond the enrolled youth's Supplemental Security Income (SSI) benefits. Nearly 65% of households receive Medicaid; 35% receive Supplemental Security Insurance (SSI); 10% receive Social Security Disability Insurance (SSDI); 7% receive Medicare. Intervention Group families receive statistically significantly higher number of entitlement benefits, compared to the Control Group families.

Adherence - Case Management and Intake

The New York Employment Services System (NYESS) is used to track information on youth and families and make referrals for program services.

- Completeness of NYESS youth data varies across NYESS forms. During the reporting period, Youth Tracking Form – A (YTF-A) had been completed for the vast majority of enrolled youth (93%), Youth Tracking Form –B (YTF-B) for a lesser proportion (77%) and Youth Tracking Form- C (YTF-C) for even fewer participants (33%).
- Across the state, the average share of youth with a completed initial intake meeting is 89%, 85% for CG and 94% for Intervention Group. Western New York (WNY) has the highest rate of completed initial intake meetings (98%) while New York City (NYC) has the lowest levels (86%). These numbers are up since the winter 2017 Program Fidelity Report, where only 85% of youth had completed an initial intake meeting.
- On average, the longer a youth has been enrolled in PROMISE, the more complete their data is in NYESS, with the most recently enrolled youth having (on average) less complete data.
- Overall, 96% of parent tabs were updated for the intervention group and 93% were updated for the control group (up from 90% and 84% in the winter 2017 report, respectively). There are, some regional variations percentage of parent case management forms updated across the regions. WNY has the highest completion rate (99%), while the Capital region (CAP) and NYC regions have completion rates of 97% and 92%%.
- Almost three quarters of personnel reported that they were confident in entering data into NYESS in 2016, confidence rose to over 82% during this reporting period. Higher percentage indicated that NYESS is useful for making referrals and case management, compared to those reported in winter 2017.

Exposure

- Excluding intake services, a majority (60%) of youth in the Intervention Group have been referred for services. Over 54% of Intervention Group services have progressed to the point of having a report submitted. This is higher percentage than 41% indicated in the winter 2017 report.
- CAP and WNY have high rates of report submission; however, NYC has a noticeably lower rate of only 41%.
- Community Based Workplace Assessment (CBWA) emerges as the most common service (outside of the initial intake) referred at 69% of the time. The next most common are Individual CPP (30%), Family BWI (23%), and Group CPP (16%).
- In terms of service completion, CWBA has the highest completion rate, 59%, which is up from 45% in the July 2016 report.

- During this reporting period, a total of 50 Parent Center core trainings for parents were offered in New York City. Thirty-seven trainings were offered in Western New York. Two trainings were offered in the Capital District.
- During the reporting period, the NYS PROMISE Online Technical Assistance Center documented 55:35 hours of technical assistance across 142 interventions, impacting 115 individuals/stakeholders. The average length of technical assistance interventions during this period was 0.39 hours.
- During this reporting period, 108 personnel attended four in-person technical assistance trainings.

Program Engagement

- 93 youth have left the study, which is up from 45 in the winter 2017 report. This represents a very low level <5% attrition.
- About 21% of youth have attendance problems in school¹. Comparing these results to those from the Winter report, we find lower rates of attendance problems and higher rates of participation in general education settings. Given higher prevalence of Emotional and Behavioral Disorders (EBD) in the IG, this attendance problem rate lower than CG is a good indicator of student engagement in the program.
- At this time, 17 of the enrolled youth (6 CG and 11 IG) have dropped out of school, and 11 have graduated from high school. Looking at age on May 17, 2017, the average age of those that dropped out was 17.3 and 17.7 for IG and CG, respectively. Alternatively, the average age of those who did not drop out was 16.4 and 16.5 for IC and CG, respectively. Thus those that dropped out are about one year older.
- 47% of youth had an IEP meeting within the last quarter, which is up from 21% in the last report. Among the intervention group, 71% of youth attended their IEP meeting and 87% of parents attended. Measureable post-secondary goals resulted from the IEP meetings 87% of the time. Employment was one of the stated goals in about 86% of cases.
- Notably, employment objectives are indicated at a slightly higher rate among the IG, 41% compared to 34%.
- IG target credentials upon graduation include Regent's diploma 37% and SACC 39%. Wide variation in educational paths exists across regions. For example, roughly 62% of WNY intervention youth expect a Regents Diploma while only 21% of NYC youth expect the same.
- The share of IG youth referred to ACCESS-VR rose from 7.5% in the last report to 8.6%.
- A slightly higher proportion of IG youth received self-determination training in this reporting period, specifically in the areas of problem-solving skills, goal setting skills, self-regulation skills, and self-efficacy skills.
- A majority of parents of youth in IG expect that their youth will graduate from high school (70%) and two thirds expect their child to graduate secondary school with a regular diploma. Among

¹ For the purposes of this project, attendance is considered a problem when a student is absent more than 10% in a school calendar year. If you divide this by quarter, it is roughly five days per quarter that they can miss.

those who expect their youth to graduate, nearly 44% expect that they will continue education after secondary school (irrespective of the group to which they belong).

- Nearly half of the parents in IG indicated that their youth “definitely will” have a paid job compared to only 43% of parents in CG. However, only 16% - 18% of these parents indicated their youth “definitely will” earn enough to support themselves without financial help from family or benefit programs.
- While 50% of parents in the Intervention Group reported that they knew how to obtain services for their child in their community, 63% reported being comfortable advocating for services for their child. These percentages are similar for the Control Group parents.

Quality of Delivery

Service quality depends both on nature of the service and provider, as well as on the condition of the interface between providers and participants.

- Nearly all program partners (RDS, PC, and SP) have written policies for ensuring confidentiality and privacy of clients. A few service provider (SP) responses indicated they were unaware of policies for flexible scheduling of services and for using interpreter services when serving multi-lingual populations. These patterns were comparable to those reported in the winter 2017 PF report.
- Qualitative interviews during site visits revealed emerging patterns of program implementation and highlighted challenges. Specifically, difficulty with scheduling families to attend case management meetings led to innovations such as prioritizing case management for IG and providing intake meetings for CG over the phone. Another innovation was restructuring team workload so one person at the RDS/PC supports data entry while others focus on providing outreach to families.
- Many RDSs report improved collaboration with PCs and SPs. This is also evident through analysis of the formal collaborative network survey data.
- The quality of information collected by RDS to support seamless case management services has improved and student files were more complete than were reported in the winter 2017 report.
- Nearly 70% of parents feel they are provided clear information on services and their benefits, and most youth were provided necessary accommodations to participate in services.

Recommendations for Technical Assistance and Quality Improvement in Implementation

Technical assistance (TA) is provided to PROMISE personnel via webinars, in-person trainings, the bi-annual learning community event, and on-demand. Specific recommendations for training and TA in improving data quality and data entry are provided in the body of the report.

- As program has matured, there has been an increase in the number of youth dropping out of the project. It will be important to monitor the dropout rate going into the final year of the program and ascertain its reasons.
- There has been substantial improvement in confidence in using NYESS for tracking case management and service referrals for youth and parents. The PROMISE TA team has developed a guided approach to case management and service coordination with an emphasis on

incorporating best practices in alignment with NYS PROMISE model. Exposure to training has contributed to improvement in the overall case management approach, provision of services, and data entry. However, many sites continue to struggle with the specifics of authorizing for services and navigating services menu in NYESS. This remains an area of ongoing technical assistance.

- Despite being informed by Individual Education Plan (IEP) data, the PROMISE services are not consistently integrated in the student IEP. Continued technical assistance needs to be offered to achieve this integration to help improve the overall transition services for students in the Intervention Group.
- Compared to the winter 2017 report, RDSs are more comfortable working in collaboration with SPs and improved communications have streamlined service delivery. Technical assistance should focus on continuing to strengthen relationships amongst project partners, especially in NYC, where OMH Employment Services Staff and the Marriott Foundation’s Bridges Program personnel are now performing many of the Service Provider (SP) roles.
- The service pattern suggest an increasing preference for pre-employment services such as CBWA. There needs to be an increased impetus for the provision of work-based services as students age and prepare to exist high-school.

Service Acronyms

CBWA	Community Based Workplace Assessment
CPP	Career Planning and Preparation
CUTE	Community Unpaid Training Experience
SCWE	Sponsored Community Work Experience
JDV+PWE	Job Development and Paid Work Experience
SED	Supported Education
BWI	Benefits and Work Incentives
FLT	Financial Literacy Training
II - All Others	Initial Intake – All Others
II - BWIF & FLT	Initial Intake – Benefits & Work Incentives Family / Financial Literacy Training

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