

# Engagement 1 Summary Report

## Redefined Exploration Service Survey

July 2, 2020

The logo for The Improve Group, featuring the text "The Improve Group" in white on a teal background. "The" and "Group" are in a regular weight sans-serif font, while "Improve" is in a bold weight sans-serif font.

The **Improve** Group

# Report purpose

The DHS/DEED Stakeholder Engagement for Interagency HCBS Shared Visioning is being conducted as iterative, ongoing, agile engagement. As a part of this approach, PIPEin and VIP members are being invited for several data collection opportunities to help improve products and services. This report summarizes findings from DHS/DEED’s first stakeholder activity, a survey on the Redefined Exploration Service.

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# Introduction

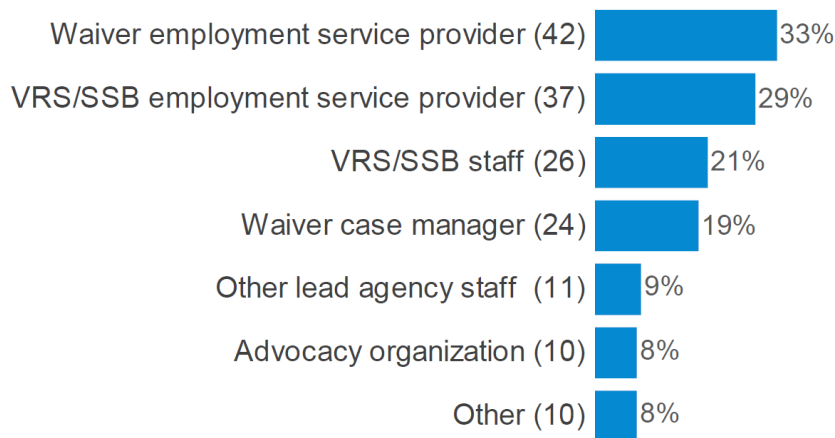
The DHS/DEED Stakeholder Engagement for Interagency HCBS Shared Visioning’s first engagement was a survey on the Redefined Exploration Service. The survey was created in collaboration with The Improve Group (IG), a research and evaluation firm based in St. Paul, Minnesota. DHS and DEED invited 209 PIPEin members to take the survey in June 2020. In the invitation, respondents were asked to read a document with several sections pertaining to the Redefined Exploration Service, including preliminary employment goals, outcome products, the navigator role, and rate alignment. The survey asked respondents for feedback based on content in the document. Overall, 127 members took the survey, resulting in a response rate of 61%.

Survey results are organized in the order in which the questions appeared on the survey. A copy of the survey can be found in Appendix A. Charts were taken directly from Snap Surveys, the survey platform IG used to host the survey. IG analyzed open-ended questions and provides below the themes and subthemes of responses for each question. This content represents material provided by respondents regardless of the degree to which the content answers the survey questions. Raw qualitative data from the survey that is sorted by theme can be found in an Excel file attached to the same email as this document.

**NOTE:** Some themes may have been re-worded in the report for brevity or clarity.

## Survey Findings

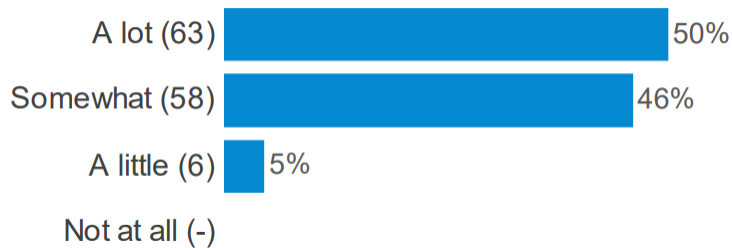
### What is your role? (select all that apply)



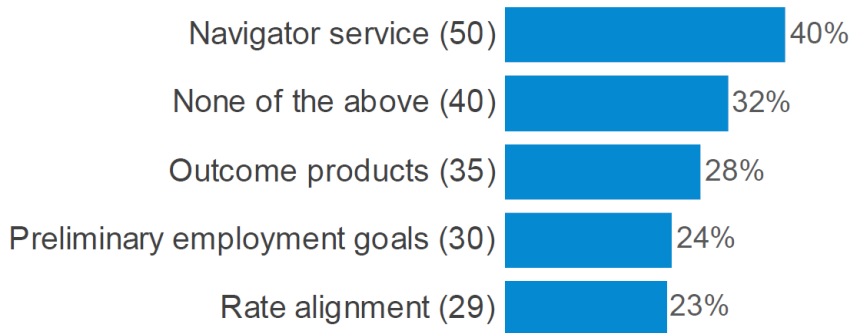
**Those who identified their role as other were given the opportunity to write-in their roles. Their responses were:**

- UCEDD staff
- waiver supervisor / former waiver cm
- Also a licensed Adult Day provider
- Designated Coordinator of Employment First Services
- DHS
- Workforce Development - Title I Provider
- Employer
- Career Counselor for MFIP
- HUD Service Coordinator
- Planner

**After reading this document, to what extent do you understand what the proposed exploration service will be?**

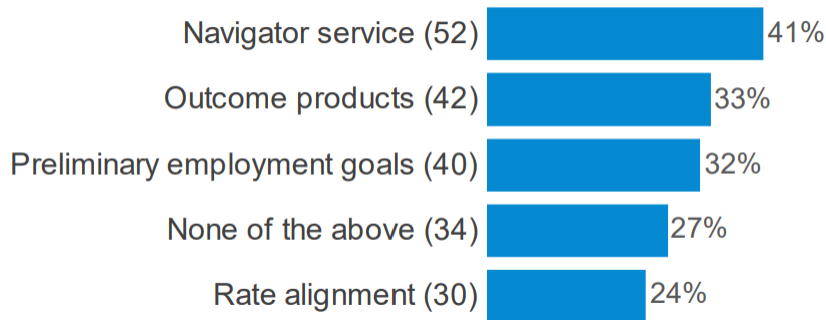


**In which sections of the document is more clarity of the document needed, if any?**

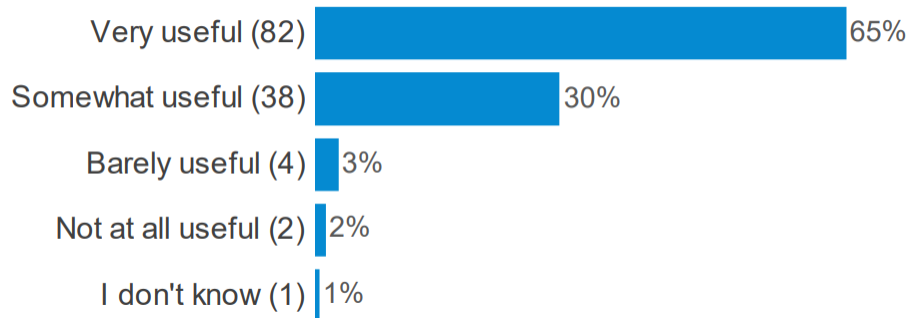




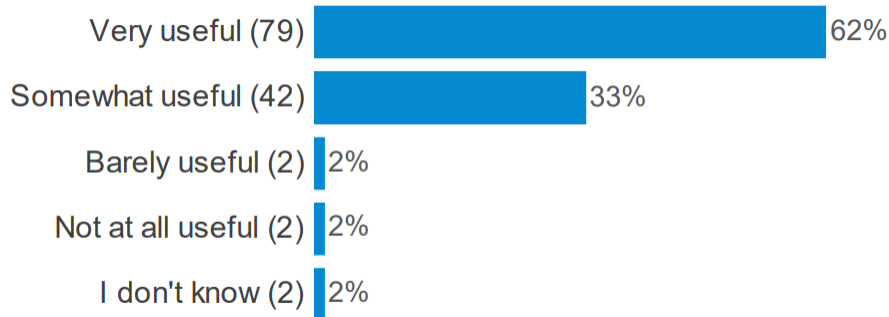
In which sections of the document is more information needed, if any?



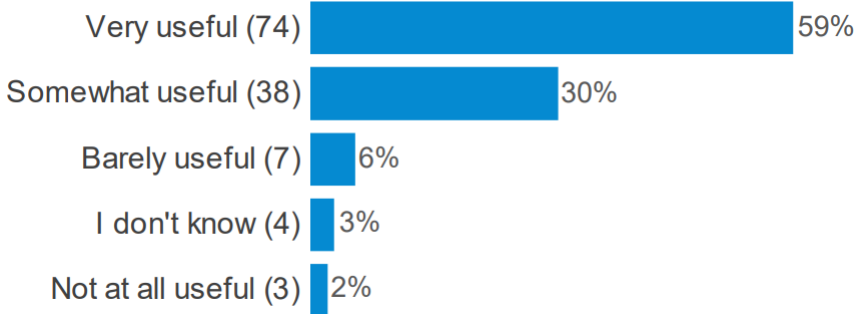
I believe the employment profile will be:



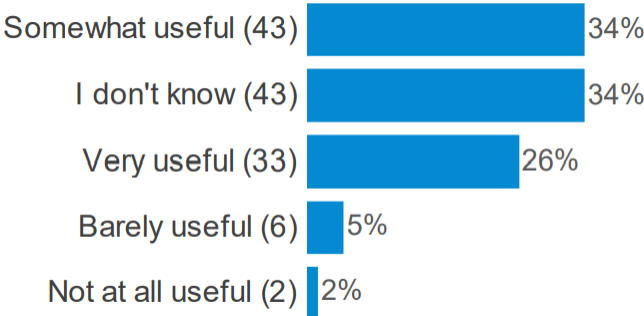
I believe the sample application and resume will be:



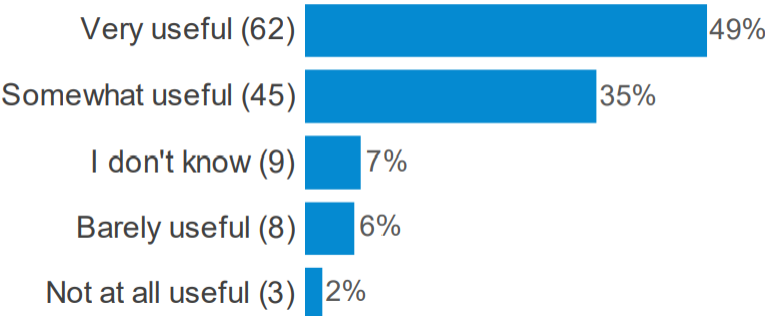
I believe the benefits lookup will be:



I believe the Vault account will be:



I believe the navigator service will be:



# Appendix A: Survey

## PIPEin feedback on Redefined Employment Exploration Service

Thank you for your input about the redefined employment exploration service! DHS and DEED-VRS/SSB will use your input to improve the exploration service and communication about the service.

Before taking this survey, please read the “Redefined Exploration – Additions to Employment Exploration Service” document attached to the email you received. It may be helpful to have the document open while you take the survey.

This survey is confidential; your name will not be connected with your responses.

### About you

**1. What is your role? (select all that apply)**

- Waiver case manager
- Other lead agency staff
- VRS/SSB staff
- Waiver employment service provider
- VRS/SSB employment service provider
- Advocacy organization
- Other, please specify: \_\_\_\_\_

### Understanding the Document

**2. After reading the document, to what extent do you understand what the proposed exploration service will be?**

- A lot
- Somewhat
- A little
- Not at all

**3. In which sections of the document is more clarity needed, if any? (select all that apply)**

- Preliminary employment goals
- Outcome products
- Navigator service
- Rate alignment
- None of the above



4. In which sections of the document is more information needed, if any? (select all that apply)

- Preliminary employment goals
- Outcome products
- Navigator service
- Rate alignment
- None of the above

5. [This question will pop up for each item checked in question 4 above:] **What additional information is needed in the Preliminary Employment Goals section? (open-ended)**

## Outcome products

The purpose of these outcome products is to help people better prepare for their job search and to help support professionals better serve individuals. **Please provide input on how useful or not useful you think each of the four outcome products will be in serving this purpose:**

6. I believe the employment profile will be:

- Very useful
- Somewhat useful
- Barely useful
- Not at all useful
- I don't know

7. I believe the sample application and resume will be:

- Very useful
- Somewhat useful
- Barely useful
- Not at all useful
- I don't know

8. I believe the benefits lookup will be:

- Very useful
- Somewhat useful
- Barely useful
- Not at all useful
- I don't know

9. I believe the Vault account will be:

- Very useful
- Somewhat useful
- Barely useful
- Not at all useful
- I don't know

**10. What suggestions do you have for the proposed outcome products, if any? (open-ended)**

**11. What additional outcome products do you recommend, if any? (open-ended)**

## Navigator Service

Through the new navigator service, exploration service providers will be able to assist people in identifying, applying for, and successfully accessing job search supports (such as VRS/SSB). **Please provide input on how useful or not useful you think having a navigator service will be:**

**12. I believe the navigator service will be:**

- Very useful
- Somewhat useful
- Barely useful
- Not at all useful
- I don't know

**13. What additional activities should the navigator service include, if any? (open-ended)**

## Other Feedback

**14. What additional concerns or suggestions do you have about what the expanded employment exploration service will be, if any? (open-ended)**

**15. DHS and DEED-VRS/SSB will continue to ask you as a PIPEin member for feedback on plans for improving service coordination and delivery. What suggestions do you have, if any, for improving future PIPEin engagement activities? (open-ended)**

**(Respondent will be taken to a landing page with the below thank you line when hitting submit survey)**

Thank you very much for your feedback! We hope you will continue to provide your valuable input in future PIPEin surveys and engagements!