

This summary is based on Migliore, A., Miles, B., Fleisig, M., & Gentry, J. (2023). Supporting employment consultants leveraging data to deliver quality services and outcomes. *Journal of Vocational Rehabilitation*, 58(3), 271-277.

Context

Ensuring that job seekers with disabilities receive high-quality supported and customized employment services is key for increasing their chances of achieving their career goals. This paper describes the findings from piloting ES-Coach with nine employment programs in Minnesota and Massachusetts. ES-Coach is a tool designed to help teams of employment consultants visualize their employment support practices and leverage that information to reflect, set goals, and take action for continuous quality improvement.

Key findings

The nine employment programs invested an estimated 1:19 to 4:10 hours per day in getting to know job seekers, finding jobs, and any other support leading to hire combined (See Figure 1, *Supports leading to hire*). These supports are essential for improving job seekers' employment outcomes. Employment programs also invested a large amount of time in administrative activities, ranging from 2:11 to 4:12 hours per day (See Figure 1, *Administrative activities*).

So what?

While some level of administrative support is needed, employment consultants are spending more time on administrative activities than on supports that lead to hiring. Reallocating employment consultant time from doing administrative activities to providing employment related supports to job seekers with disabilities can help improve employment outcomes for these job seekers.

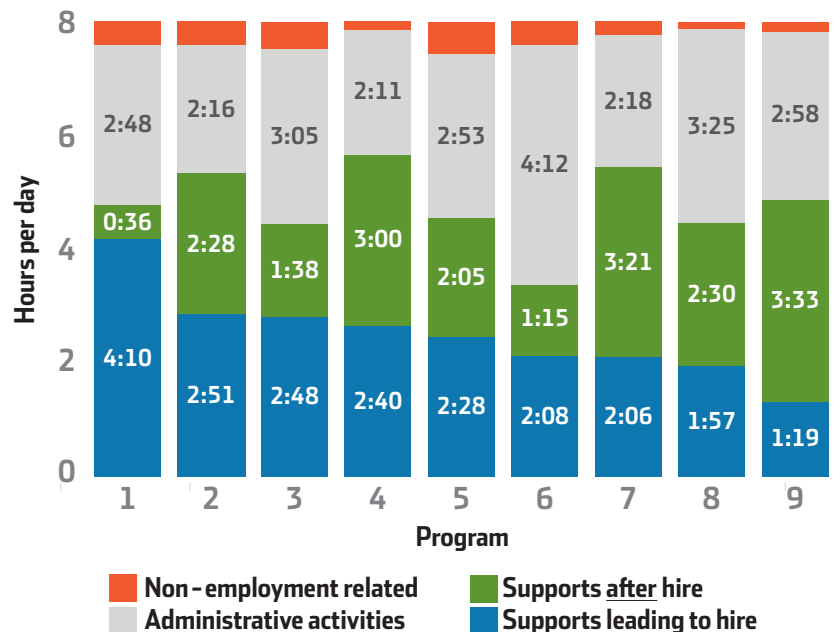
For more

[Read the original article](#) (free to APSE members) to learn why documenting the implementation of employment supports is key for sustaining and improving the quality of employment services.

What's next

Thanks to the generous support from the Kessler Foundation, in the spring of 2023 we launched a project targeting 48 employment programs interested in using ES-Coach. This project is carried out by ThinkWork, at the Institute for Community Inclusion, University of Massachusetts Boston, in partnership with the University of Minnesota. For more, visit www.es-coach.org/

Figure 1: Estimated hours per day invested in key activities



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