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AMERICAN EVALUATION ASSOCIATION

SERVING DISCONNECTED YOUNG ADULTS: EVALUATION OF THE @LIKE PROGRAM

PRESENTATION OUTLINE

- @LIKE Description
- Evaluation Components
- Main Findings
 - ▶ Implementation and Process Studies
 - ▶ Impact Study
 - ▶ Cost-Benefit Analysis

WHAT IS @LIKE?

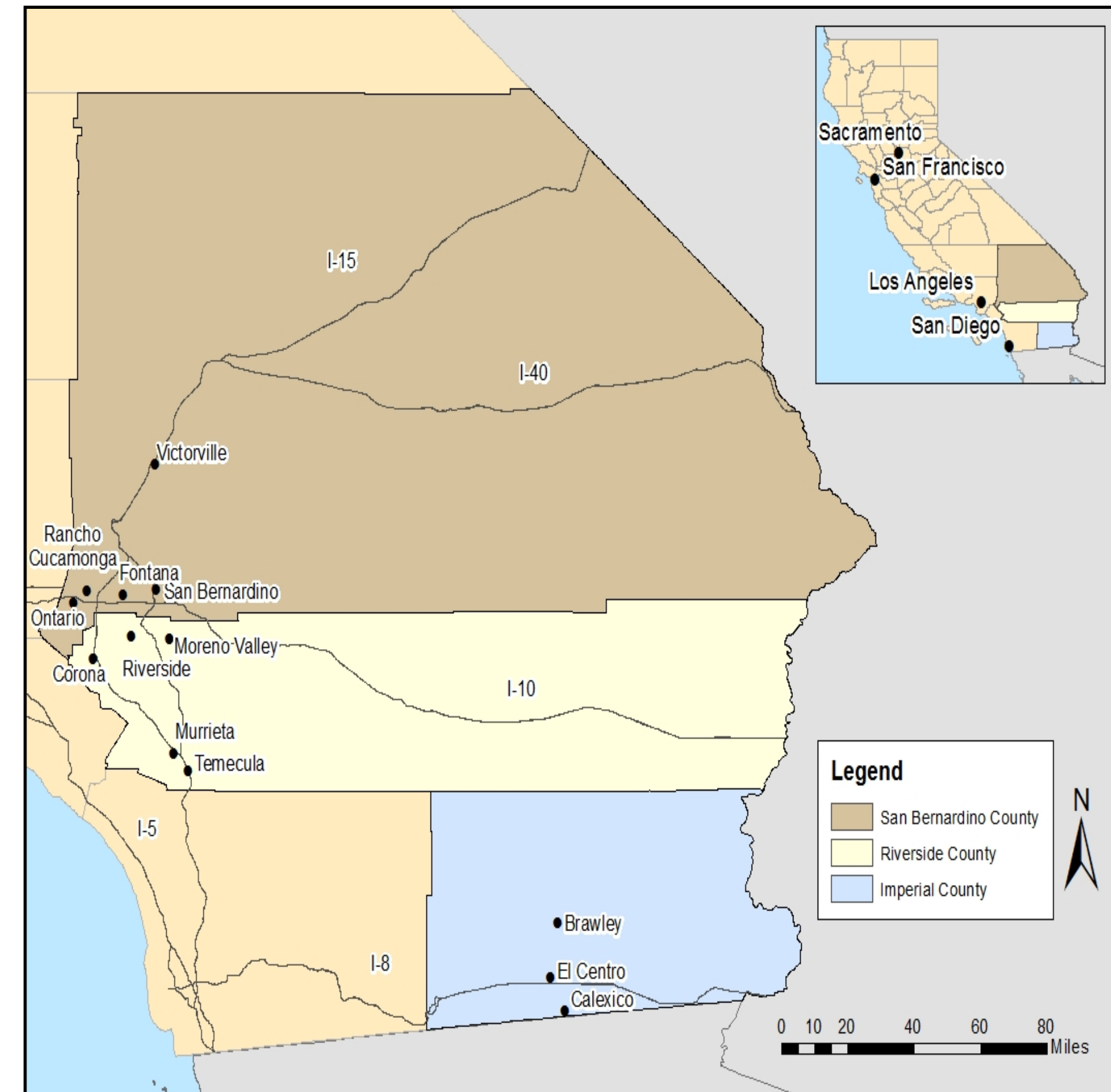
- The Linking Innovation, Knowledge, and Employment (@LIKE) Program is a Workforce Innovation Fund initiative

- @LIKE was designed to:
 - ▶ Test strategies to reconnect young adults to educational opportunities, employment, and community

 - ▶ Focus on socio-psychological elements of resiliency and self efficacy through life coaching

WHAT IS @LIKE?

- U.S. DOL awarded contract for \$6m; contract began July 2012
- Program was in operation across three unique counties: Imperial, Riverside, and San Bernardino
- Served young adults ages 18 to 24 who were disconnected from work and school



@LIKE FEATURES

- Ease of enrollment
 - ▶ One-Page Application and Self-Attestation
- Life Coaching versus only Case Management
- Help young adults learn to be resilient and to find confidence
 - ▶ Use of Social/Psychological Assessments

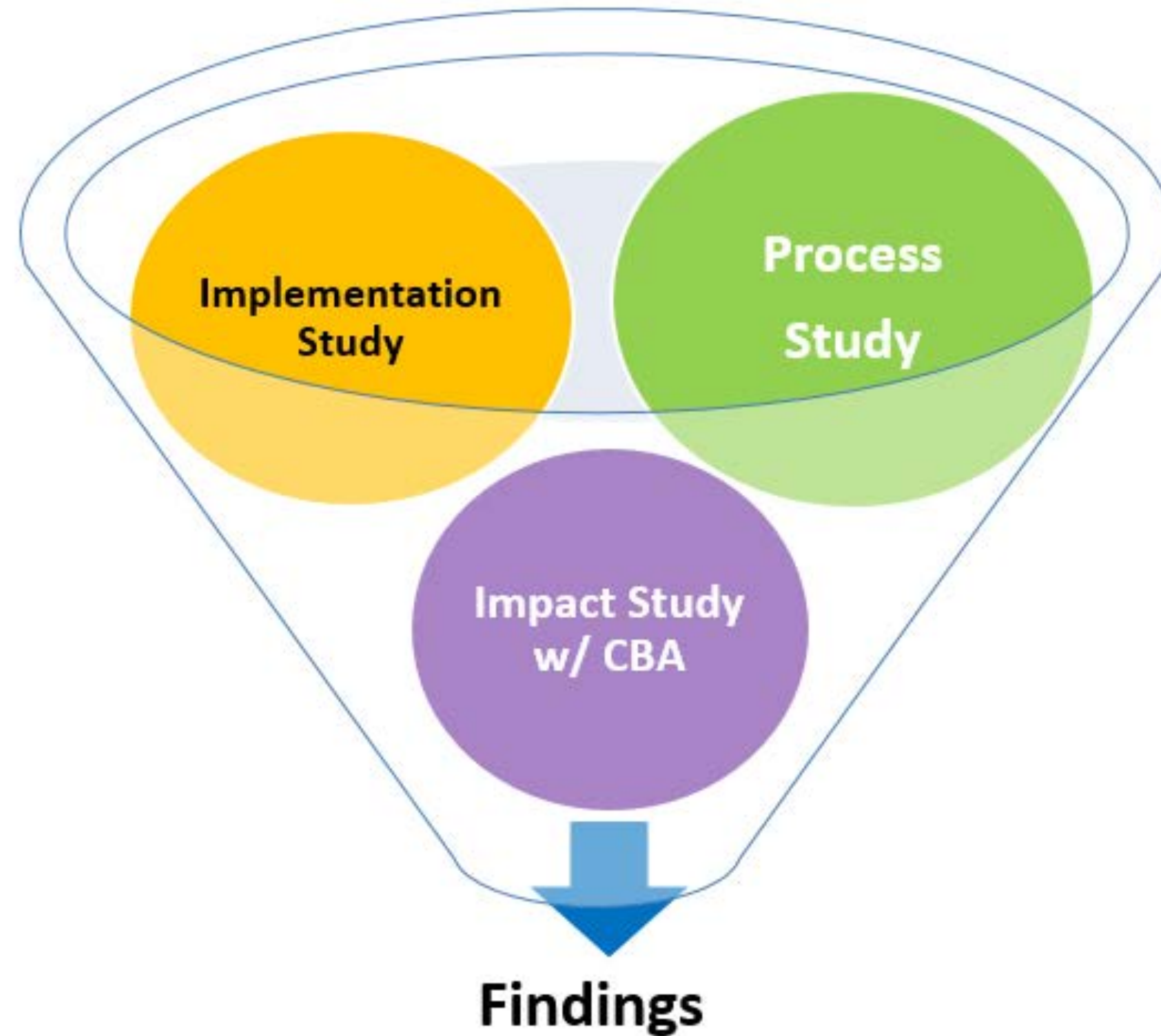
@LIKE FEATURES

- Increasing the intensity of service as opposed to traditional programs (WIA/WIOA)
 - ▶ Through number of professionals delivering a ‘wrap around’ service
 - ▶ Through length of time in program
 - ▶ Through service options available
 - ▶ Through participant re-engagement.

EVALUATION OVERVIEW

- Workforce Innovation Fund (WIF) requirement
- IMPAQ International: Independent evaluator
- Rigorous Evaluations:
 - ▶ Identify evidence-based improvements
 - ▶ Contribute to knowledge base
 - ▶ Inform future investments

EVALUATION OVERVIEW



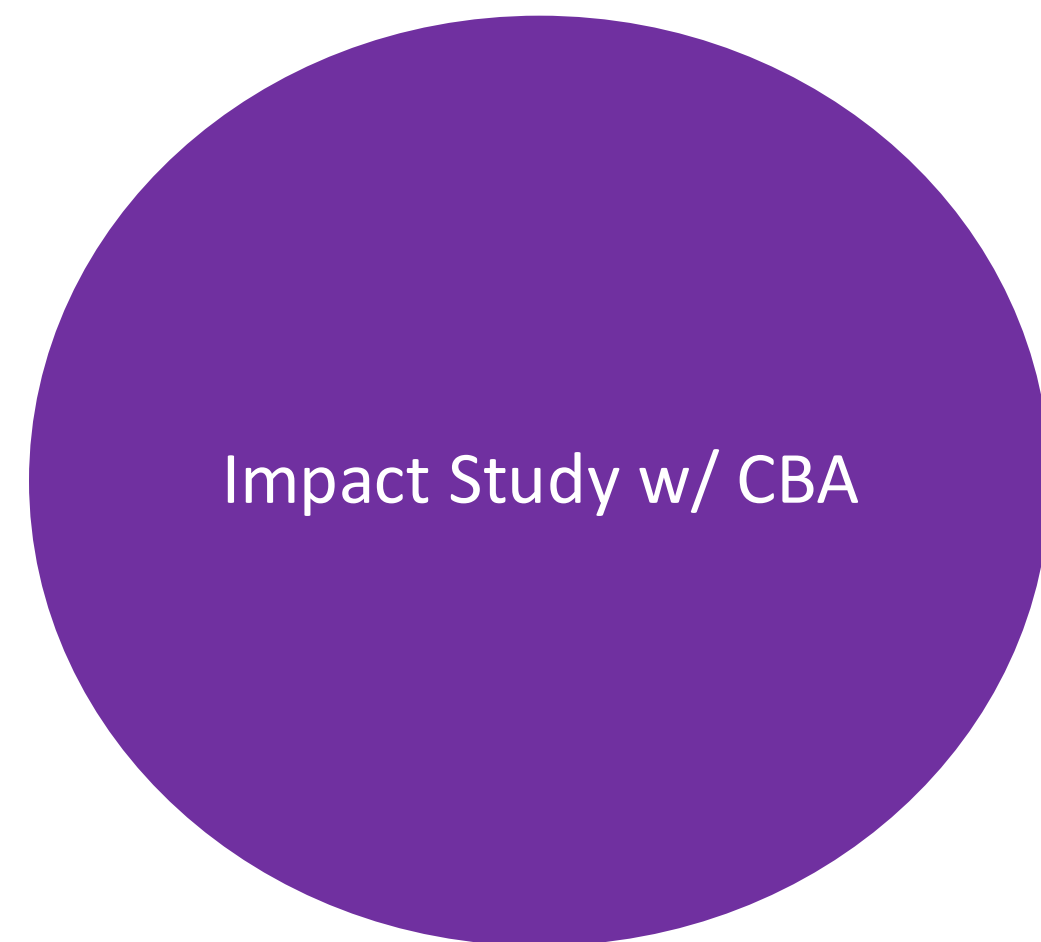
DATA COLLECTION

- Data Collection
 - ▶ Administrative data
 - ▶ Site visits
 - ▶ In-person interviews with key stakeholders
 - ▶ Participant focus groups
 - ▶ Documents review

QUALITATIVE EVALUATION RESULTS

- Program Recruitment
 - ▶ Followed Multi-faceted Approach to Recruitment
 - ▶ Streamlined Program Enrollment and Engagement
- Participant Engagement
 - ▶ Employ Social/Psychological Assessments
 - ▶ Emphasize Professional Development
 - ▶ Flexibility to Re-engage

QUANTITATIVE EVALUATION

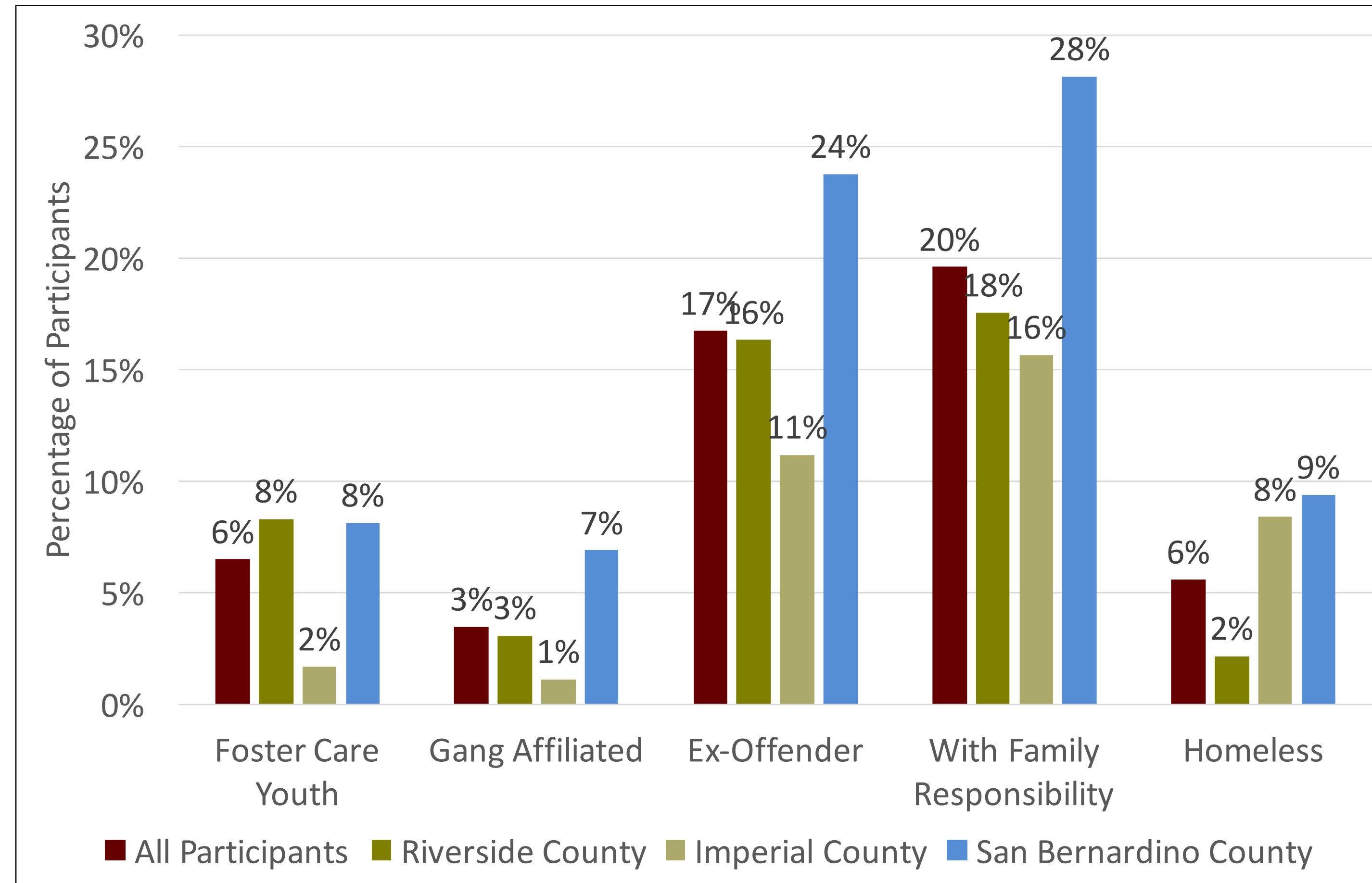


- Descriptive and Outcomes Analysis
- Impact Analysis
- Cost Benefit Analysis

DESCRIPTIVE AND OUTCOMES ANALYSIS: QUESTIONS

- Did @LIKE serve individuals with barriers?
- Was the program successful in meeting its goals?

Characteristics of Enrolled Participants



OUTCOMES ANALYSIS: RESULTS

- Served 664 participants.
- High rates of **program completion**
 - ▶ 45.5 percent were deemed successful completers.
- Program-related variables such as **number of services** and **program tenure** mattered more than demographic and socioeconomic variables, and were positively related to outcome achievement

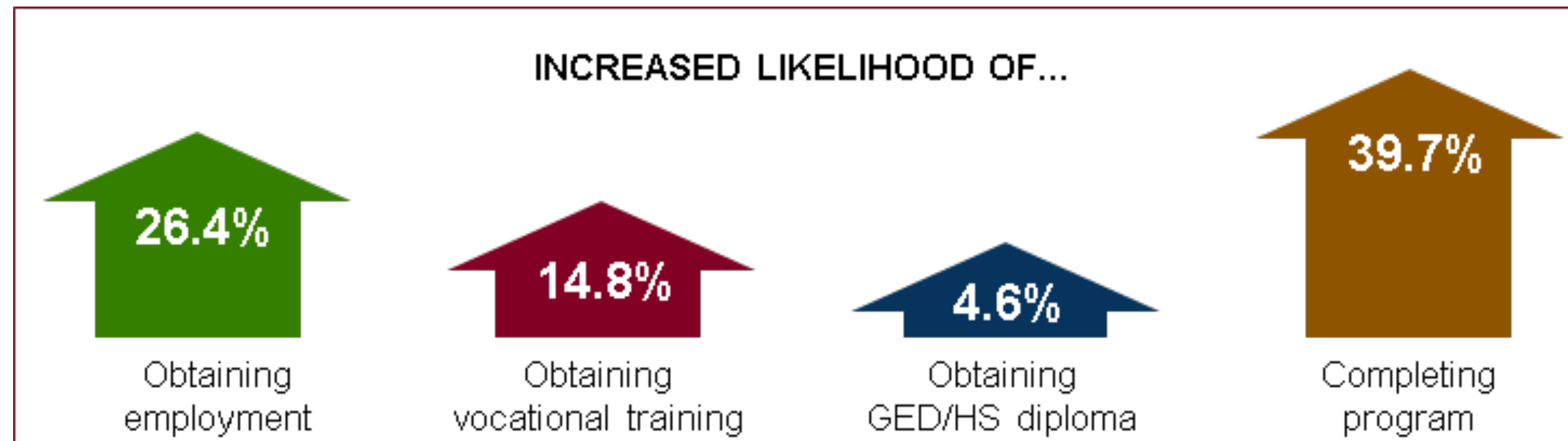
IMPACT ANALYSIS: RESEARCH QUESTIONS

- What is the impact of the program on participants' likelihood of finding employment or obtaining training?
- Is the program effective in improving educational achievement?
- Are @LIKE individuals more likely to complete program requirements successfully as compared to WIA/WIOA participants?

IMPACT ANALYSIS

- Did the program improve the educational and employment outcomes of individuals?

YES!!



COST-BENEFIT ANALYSIS

- Did measured benefits of the @LIKE program **exceed** its measured costs?

YES!

COST-BENEFIT ANALYSIS

- Program's **net benefits** amount to **\$1,449**, one year following program completion.
- Assumptions:
 - ▶ All costs are incurred during program implementation.
 - ▶ Benefits take time to accrue.
 - ▶ Estimated benefits for one year following program implementation due to lack of data to quantify benefits beyond that period.
 - ▶ Social discount rate of 3 percent.

CONCLUSION

- Program achieved its major goals
 - ▶ Enabled participants to successfully access services and achieve positive outcomes
 - ▶ Even in the case of especially disadvantaged subgroups.
- Program significantly improved educational and employment outcomes
- Cost-benefit analysis reveals that the measured benefits of the @LIKE program exceed its measured costs

QUESTIONS

- Comments and questions?
- Contact Information:

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